



Hudson Valley Regional Emergency Medical Services Council

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Pre-Hospital Care Report (PCR) - Policy and Procedures

Purpose:

To provide information regarding the procedures for the implementation of the Pre-Hospital Care Report (PCR) Program for participating Emergency Medical Service (EMS) agencies operating within the Hudson Valley Region.

Policy:

Article 30 of the New York State Public Health Law requires that all ambulance services (Registered or Certified) and all Advanced Life Support First Response services participate in New York State's Pre-Hospital Patient Care Information System. The New York State EMS Code (Part 800), Section 800.15 defines required conduct for Certified First Responders, Emergency Medical Technicians and Advanced Emergency Medical Technicians to include the completion of a PCR for each patient treated.¹

The Hudson Valley Regional EMS Council (HVREMSCO) shall be responsible for the administrative coordination of the PCR program, in accordance with the policies, procedures, rules and regulations, as established by the New York State Department of Health, Bureau of EMS.

Procedures:

1. Inventory Control:

- A. An adequate inventory of PCRs and other materials related to the PCR program shall be maintained at the HVREMSCO Office.
- B. PCRs will be distributed to EMS Agencies upon request by telephone, fax machine or e-mail order.
- C. Inventory records shall be maintained and submitted to the NYS DOH pertaining to the following information:
 - Total number PCRs distributed to Regional EMS Agencies including: Agency name, Date issued and the number of PCRs issued.
 - Total number of PCRs received by Regional EMS agencies for research and data tabulation as well as agencies that do not submit PCRs including: Date of receipt and number of PCRs received.
 - Number of PCRs screened and returned to Regional EMS agencies for errors or omissions.
 - Number of voided PCRs.
 - Total number of PCRs sent to the NYS DOH keypunch operator.
 - Number of EMS agencies that submitted late PCRs with a discussion of the reason for the delay and steps taken to correct the problem.

2. Distribution of PCR Copies:²

- A. WHITE COPY is retained by the EMS agency.
- B. YELLOW COPY is used for data collection, and agencies should follow the HVREMSCO PCR Submission procedures for collection of these records. This copy is the only acceptable form for the data program, because it contains the keypunch codes.
- C. PINK COPY becomes part of the medical record and therefore must be left at the hospital.

3. HVREMSCO PCR Submission:

- A. EMS agencies shall submit completed PCRs (YELLOW COPIES ONLY) to the HVREMSCO Office by the 20th of the month following the month of the call (e.g., January PCRs should be submitted by February 20th).
- B. Incomplete PCRs that are missing the DATE OF THE CALL, AGENCY CODE, PRESENTING PROBLEM or GEOCODE (Location code) will be returned to the EMS agencies for correction and resubmission.
- C. Any EMS agency that does not forward PCRs to the HVREMSCO Office will be contacted and reminded of the submission requirements. If, after a good faith attempt, the delinquent EMS agency does not forward their PCRs to the HVREMSCO Office, the HVREMSCO shall report that to the NYS DOH, Bureau of EMS.

¹ New York State Department of Health Policy Statement 96-01, "Using PCRs", January 19, 1996

² New York State Department of Health "Instruction Manual for Pre-hospital Care Report", May 2000.

4. **NYS DOH PCR Submission:**

A. The HVREMSCO PCR Representative will screen all received PCRs for the following information:

- Date of the call;
- Agency code;
- Presenting problem;
- Geocode

PCRs not containing these data elements shall be returned by the HVREMSCO to the EMS agency for correction and resubmission.

B. By the 20th of the month following the receipt of the EMS agencies PCRs, the HVREMSCO shall ship the PCRs separated by year to the NYS DOH keypunch contractor. PCRs shall be shipped by a traceable mail system and use the inventory sheet format provided by the NYS DOH. Shipping boxes will identify the name and address of the HVREMSCO, and the year of the calls. Two copies of the NYS DOH cover sheet shall be enclosed in the box of materials.

5. **PCR Confidentiality:**

A. PCRs and related electronic media received at the HVREMSCO Office will be handled exclusively by the HVREMSCO PCR Representative(s) who is responsible for the screening and shipping procedures as required by the NYS DOH.

B. PCRs and related electronic media shall be maintained in a covered storage carton at a location that is out of plain view while not in possession of a HVREMSCO PCR Representative. PCRs and electronic media shall be secured in a locked storage room during times when office personnel are not present.

C. Information relating to the PCR Program will not be released without authorization. All requests for release of information shall be made in writing to the HVREMSCO Executive Director who will forward all requests to the HVREMAC Chair and the Regional Medical Director.

D. Information from the PCR Program that identifies an individual shall be kept confidential and shall not be released except to the NYS DOH or pursuant to section 3004-a of Article 30 of the New York State Public Health Law.

6. **PCR System Informational Reporting:**

A. The HVREMSCO PCR Representative shall provide pre-hospital care data to the HVREMAC, HVREMSCO and Regional EMS agencies for system analysis, management and quality improvement purposes as required by the NYS DOH, Bureau of EMS.

B. A Quality Improvement Program shall be developed to provide the HVREMSCO and HVREMAC with a detailed report to assess the quality and effectiveness of the EMS system based on the data generated through the PCR Program.

7. **Training:**

A. PCR documentation training programs shall be offered to all participating EMS agencies in the Hudson Valley Region and will be coordinated by the HVREMSCO Office.

B. The HVREMSCO Office Staff will provide training in regard to the use of the NYS PCR, how to properly record required data elements, and the importance of proper documentation from a legal, patient care and quality improvement perspective.

C. PCR documentation training shall be provided to EMS agencies with identified problems in PCR documentation and submittal.