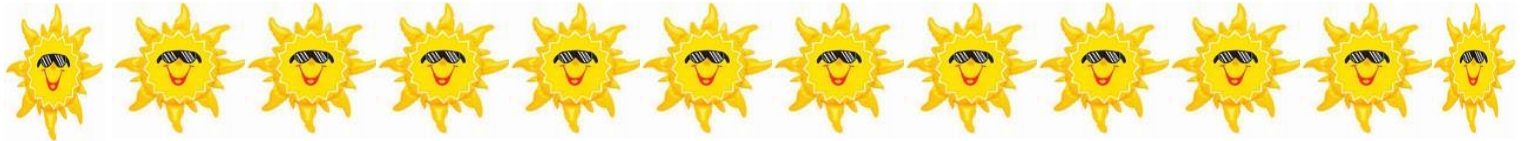


# "WE DARE TO CARE"



## Greater Valley EMS Update

### JUNE 2009



# From the Desk of the Executive Director...PAM!!!

**Happy Summer!**

Some thank you's I'd like to note:

Brian VanFleet & Brad Wilson for the new office for the Billing Department

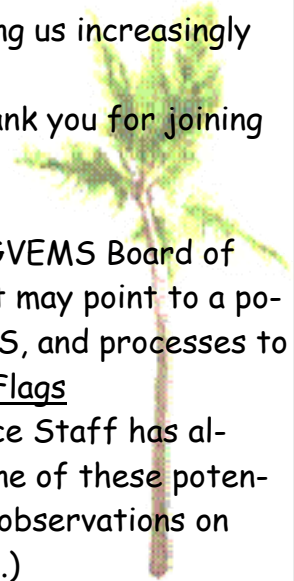
Tom Benedict, Bruce Boatman, Bryan Farr, Ryan Frisbie, Derrick Hall, [Bruce Kimbell](#), [Bob Peterson](#), Scott Stermer, Chris VanDruff, Brian Van Fleet, Brad Wilson and Marc Wilson for getting the Strike Team Trailer wired and organized. We took it to an EMS Day Demonstration at Allenwood Federal Correctional Facility in Lewisburg and it was a trailer to be proud of-and you strike team members will like it a lot better next time you have to use it!

The Billing Staff for demonstrating what can be accomplished through teamwork and commitment. And for coming up with multiple ways both to simplify and to streamline their duties. They are now making a dent in the boxes of papers to be scanned and NOT creating any more piles and boxes of papers to be sorted, filed, unfiled, resorted, refiled, unstapled, refiled & scanned! Instead, they're just scanning and DONE.

To all of you who are scanning your PCR attachments and attaching, making us increasingly paperless.

To the new employees who have joined Greater Valley EMS recently: thank you for joining us.

My educational piece for the month: In accordance with federal regulations: GVEMS Board of Directors has adopted an Identity Theft Program which outlines Red Flags that may point to a potential Identity Theft, processes to follow to prevent Identity Theft at GVEMS, and processes to follow if we believe Identity Theft has occurred. Here, then, is Potential Red Flags The following are examples of Red Flags that may occur in the field, (The Office Staff has already received their list), but it is not an exhaustive list. When you discover one of these potential red flags, report your observations to your supervisor and document those observations on the appropriate document (incident report, patient care report supplement, etc.)



Information Does Not Match What Patient Tells You. At the time of transport, the patient presents identifying information that is inconsistent with other sources, e.g., the address, date of birth, or social security number listed for the patient does not match the address given to you or is inconsistent with other identifying information provided by the patient.

Identity Documents That Look Altered. At the time of transport, if a patient presents suspicious documents such as an insurance card or form of identification that appears to be altered, you should alert your supervisor and those who receive the patient.

Patient's Physical Description Does Not Fit What You Were Told. The patient's physical description does not meet the description of the patient during past patient transports, or is not consistent with information you received from other reliable sources, such as other crew members or hospital staff.

Patient Name Band Inconsistent With What Patient Tells You. Check the patient's name band in all transports from health care facilities. If the patient says he is someone other than the name on the wristband, ask the nursing staff for verification.

Keep All Clipboards and Laptops Secure. Do not let clipboards or laptop devices out of your sight. Others may be able to obtain identity information from these things and use that information. The clipboards and laptop devices could easily be stolen if not kept in your direct custody.

Missing Wallets, Purses, and Other Personal Effects. Report missing wallets and purses and other personal effects of those who were on the scene or in the patient's room when the loss was discovered.

[If you have any questions, please ask me.](#)

**My other educational piece for the month for ALS providers:**

Waveform Capnography is required by the Commonwealth of Pennsylvania Department of Health, Bureau of EMS for all intubated patients. Utilize it every time and document the use of it. Since this requirement began 7/1/08, capnography has been documented as being applied 54% of the time (14 times) with it being documented as a malfunction or not warmed up 4 of those times. This has become a Bureau issue at this point and I want Greater Valley EMS to be the leader in compliance with this-as I hope all of you do!

**Again, if you have any questions, please ask me.**

# Note From Brad

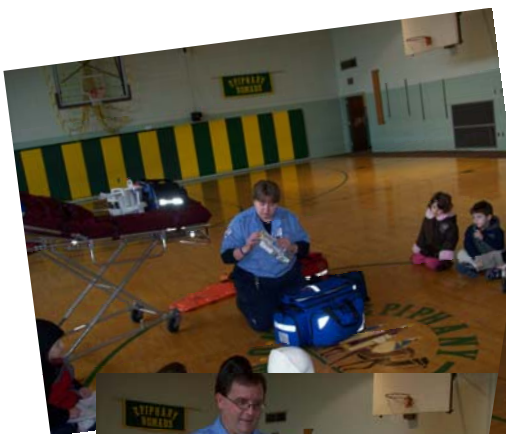
GVEMS is currently installing a Proximity Card door lock system on its exterior doors. "Prox" card systems utilize a card or key fob with an RFID chip inside. When these cards are placed in close proximity to a prox card reader, the information is checked by a computer to verify that the card is authorized to access that door. If the card has access, then an electronic lock on the door opens. We will be using a printable prox card that will double as a photo id and a door key. James Biery has already printed several of these for staff. Please see James to have your card printed. Jim will be posting his hours of availability on the GVEMS forum. During the transition the current punch button door lock systems will remain active, until members have had a chance to obtain a prox card.

There several are advantages to this type of system. Since the card readers are controlled by a computer, it is easy to grant or deny access to cards. This means when a member leaves, it will no longer be necessary to change the combination, it is simply a matter of deactivating their photo ID. The computer also tracks when cards are used to enter the building. The system can also automatically lock and unlock doors on a schedule or can be programmed to allow or deny access to members on a schedule. If you have any questions, contact Brad Wilson.

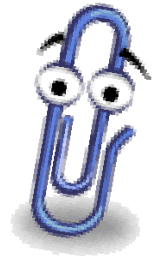


# THANK YOU

**TO THOSE OF YOU WHO HELPED MAKE EMS WEEK A SUCCESS! WE VISITED THE DAYCARE CENTERS AGAIN THIS YEAR, AND THE KIDS LOVED US!**



# A Note From The Billing Department



THANK YOU TO THE STAFF WHO HELPS EVERY DAY WITH BILLS. A SPECIAL THANK YOU TO THE STAFF THAT COMES UP TO HELP PULL STAPLES AND PUT INFORMATION ON CLOSED TRIPS SO THEY CAN BE SCANNED. THERE ARE BOXES AND FILE CABINETS FULL OF TRIPS THAT NEED THIS DONE, SO IF YOU HAVE ANY FREE TIME THROUGHOUT THE DAY, AND ARE WILLING TO HELP, PLEASE FEEL FREE TO STOP IN AND SEE TONYA OR ONE OF THE OTHER GIRLS IN THE OFFICE.

IF PATIENT IS UNABLE TO SIGN HIPAA FORM THEMSELVES, AND YOU GET THE RECEIVING FACILITY'S SIGNATURE, PLEASE HAVE THAT PERSON PRINT THEIR NAME AND TITLE OR DO IT YOURSELF.

IF A PATIENT IS UNABLE TO SIGN THE HIPAA FORM THEMSELVES, PLEASE DOCUMENT ON THE FORM THE SPECIFIC REASON WHY THAT IS.

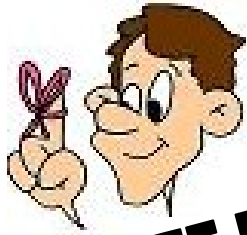
PLEASE PLACE THE PATIENT'S NAME AND THE TRIP NUMBER ON EACH OF THE PAGES YOU PLACE IN THE TRIP BOX OR BEFORE SCANNING THEM INTO THE SYSTEM.

SCANNING...WE ARE TRYING TO ELIMINATE PAPER TRIPS ALL TOGETHER. PLEASE, IF YOU HAVEN'T STARTED ALREADY, SCAN ALL ATTACHMENTS INTO THE SYSTEM. THIS INCLUDES, FACE SHEETS, SIGNATURE FORMS, CARDIAC MONITOR STRIPS, OR ANY OTHER IMPORTANT INFORMATION OBTAINED PERTAINING TO THE CARE OF THE PATIENT DURING YOUR TRANSPORT. IF YOU DO NOT KNOW HOW TO SCAN, PLEASE SEE ANY ONE OF THE OFFICE STAFF AND THEY WILL ASSIST YOU.

THE HOSPITAL IS NO LONGER PROVIDING THE PATIENT'S SS# ON THE FACESHEETS. WE ARE HAVING ISSUES WITH SETTING UP NEW PATIENT'S IN OUR SYSTEM IF WE DO NOT HAVE THE SS#. I LEARNED TODAY THAT THE REGISTRATION STAFF SHOULD BE PUTTING THIS INFO ON THE FACESHEET, BUT SOME MAY NOT BE DOING THIS. SO PLEASE, IF TIME ALLOWS, GET THE PATIENT'S SS# FROM THE REGISTRATION STAFF AND WRITE IT ON THE FACESHEET.

**CHARITY SAYS:**

Just a friendly reminder that when placing Galls orders you must first get a PO#. Then place your order & be sure to bring me the original PO, and either an incentive request form or a payroll deduction form. If GV is paying for this item, I need you to write on the PO the reason for this. Also if more than 1 person is ordering on 1 PO, I need both names written on the PO. Please always just provide as much info. as you can. Thank You for your cooperation 😊



# STAFF MEETING

**NEXT STAFF  
MEETING IS  
AUGUST 19TH @  
1700 ALL ARE  
ENCOURAGED TO  
ATTEND!**

# JUNE BIRTHDAYS!



DALE KESTER  
BLANE LATHROP  
BRADLEY WILSON  
TOM ALLEN  
THOMAS VANFLEET  
RALPH SAGGIOMO



## UPCOMING BIRTHDAYS FOR THE MONTH OF JULY...



KRISTA ALLEN  
TONYA MCCLERNON  
MICHAEL MCMAHON  
WILLIAM HICKEY  
BRYAN FARR



## NEWEST MEMBERS

**PLEASE GIVE A WARM  
WELCOME TO THE NEWEST  
EDITIONS TO OUR TEAM!**

ANDREW WILSON EMT-P  
BRIAN PAYNE EMT-P  
FRANCES WEBB UNIT  
JUSTIN SHERIDAN UNIT  
WILLIAM KMETZ EMT-B  
SONYA BEMENT EMT-B

# DISPATCH'S



THANK YOU TO THE  
STAFF FOR ALL YOUR  
HARDWORK AND  
DEDICATION OVER THE  
LAST MONTH WITH THE  
NON EMERGENCY AND  
EMERGENCY CALLS!