



IMAGETREND USER GUIDE

July 2021

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WELCOME TO IMAGETREND

This user guide will help direct entry agencies maneuver through the ImageTrend system while setting up the agency, adding users and importing National Fire Incident Reports (NFIRS).

Following the steps in the order outlined in this user guide will allow accurate and quick setup completion. Robust information entered into the system during initial setup allows for larger analysis capability for the agency moving forward.

Although this guide provides information on the data exchange process, direct entry users will not need to complete monthly imports or exports to the state.

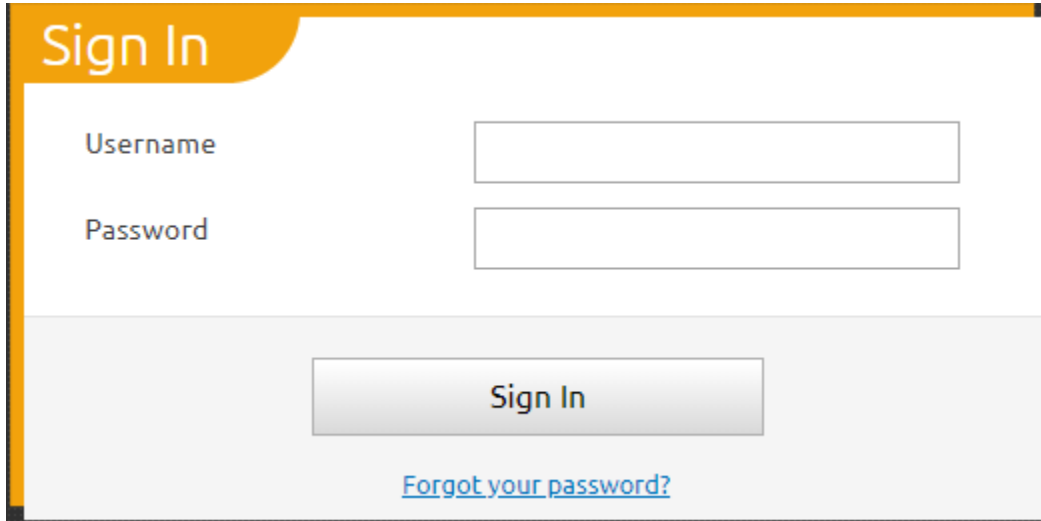
Items needed prior to the initial agency set up are:

- Roster of personnel with PSID numbers
- Address of each agency station
- Complete list of apparatus

Any questions or requests for submission should be submitted through the [ImageTrend Elite Support Ticket system](#).

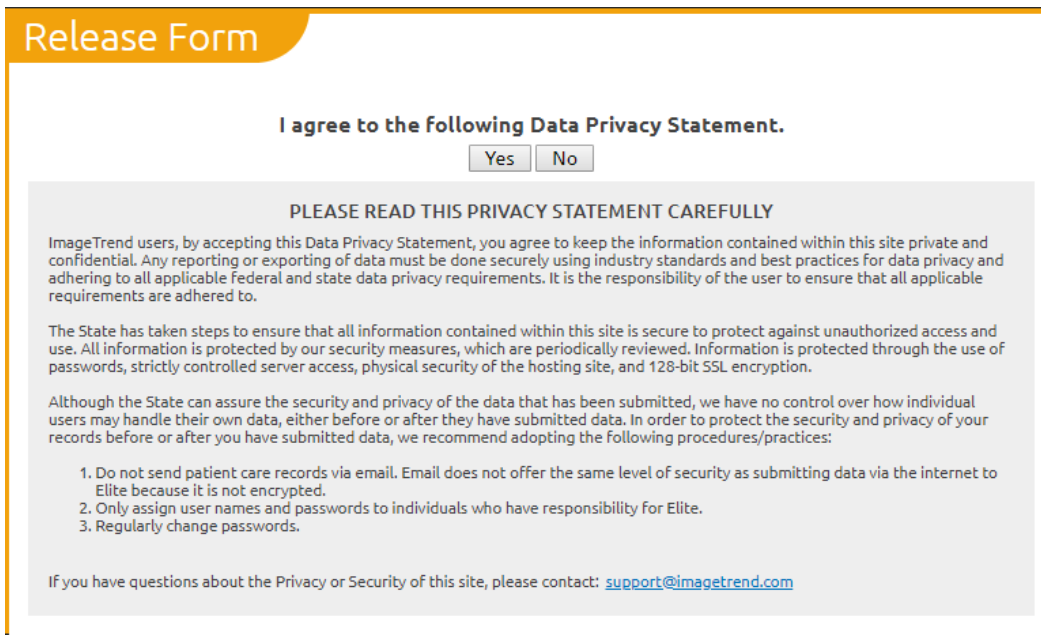
LOGGING IN TO THE IMAGETREND ELITE SYSTEM

1. Log in using Google Chrome, Mozilla Firefox or Apple's Safari at <https://indianaems.isdh.in.gov/elite/organizationindiana/> and agree to the data privacy statement.



The screenshot shows a sign-in interface with a yellow header containing the text "Sign In". Below the header are two input fields: "Username" and "Password". A "Sign In" button is centered below the fields. At the bottom, there is a blue link that says "Forgot your password?".

2. Choose "Yes" to agree to the data privacy statement.



The screenshot shows a "Release Form" with a yellow header. The main heading is "I agree to the following Data Privacy Statement." Below this heading are two buttons: "Yes" and "No". The form contains the following text:

PLEASE READ THIS PRIVACY STATEMENT CAREFULLY

ImageTrend users, by accepting this Data Privacy Statement, you agree to keep the information contained within this site private and confidential. Any reporting or exporting of data must be done securely using industry standards and best practices for data privacy and adhering to all applicable federal and state data privacy requirements. It is the responsibility of the user to ensure that all applicable requirements are adhered to.

The State has taken steps to ensure that all information contained within this site is secure to protect against unauthorized access and use. All information is protected by our security measures, which are periodically reviewed. Information is protected through the use of passwords, strictly controlled server access, physical security of the hosting site, and 128-bit SSL encryption.

Although the State can assure the security and privacy of the data that has been submitted, we have no control over how individual users may handle their own data, either before or after they have submitted data. In order to protect the security and privacy of your records before or after you have submitted data, we recommend adopting the following procedures/practices:

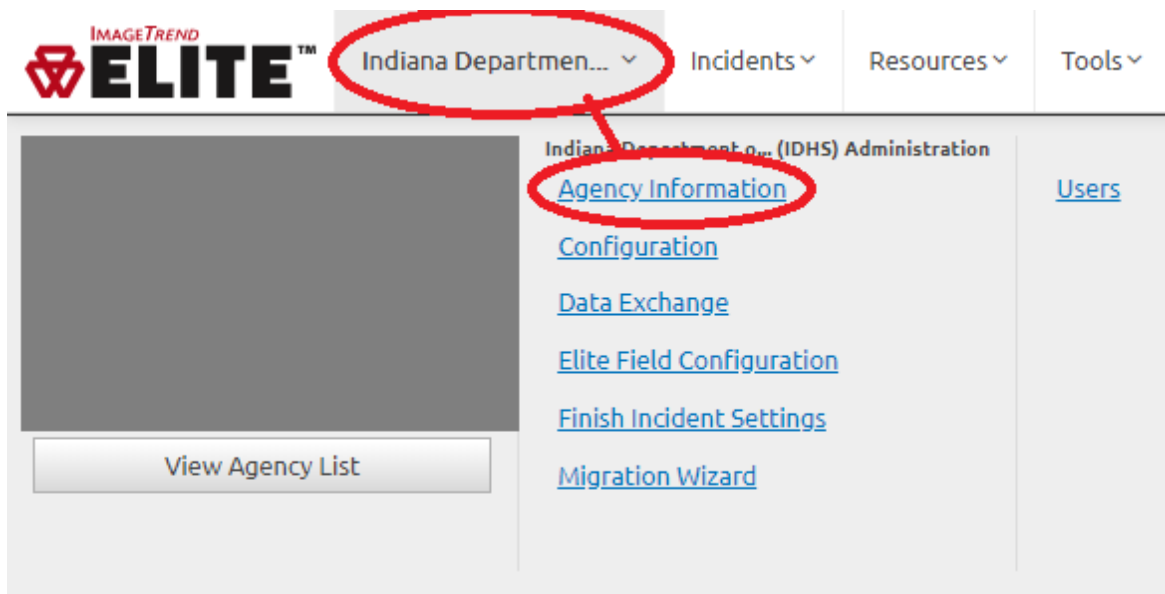
1. Do not send patient care records via email. Email does not offer the same level of security as submitting data via the internet to Elite because it is not encrypted.
2. Only assign user names and passwords to individuals who have responsibility for Elite.
3. Regularly change passwords.

If you have questions about the Privacy or Security of this site, please contact: support@imagetrend.com

AGENCY INFORMATION

The Agency Information portion of ImageTrend encompasses specific information for the agency. This process must be completed by all fire and EMS service providers.

1. Log in at <https://indianaems.isdh.in.gov/elite/organizationindiana/> and agree to the data privacy statement.
2. Once logged in, select the agency name in the upper left. A dropdown menu will appear. Select "Agency Information" from the list.



3. A new screen will open. Fill out all fields indicated with a red box in the graphic below.

Agency Information Save

Indiana Department of Homeland Security

Details | Service Area | Statistical Year Info | No Incidents to Report

Unique State ID

Agency Number

Agency Name

State

FDID

State Reporting To

Billing Status

EMD Provided to Agency Service Area

Primary Type of Service

Other Types of Service

Level of Service

EMD Vendors

Dispatch Center Names or IDs

Organization Status

Organizational Type

Organizational Tax Status

Agency Time Zone

Daylight Savings Time Use

Specialty Service Capabilities

Patient Monitoring Capabilities

National Provider Identifier 1-0 of 0

Fire Department ID Numbers Served 1-1 of 1

Note: To make multiple selections, press and hold the control (Ctrl) key on the keyboard while clicking the mouse. The following fields will allow multiple selections:

- *Other Types of Service*
 - *Specialty Service Capabilities*
 - *Patient Monitoring Capabilities.*
4. Press the green "Save" button to ensure the information is recorded.

5. Chose the “Service Area” tab to enter details on the agency’s service area.

The screenshot shows the 'Agency Information' form for the 'Indiana Department of Homeland Security'. The 'Service Area' tab is selected and circled in red. The form contains the following fields:

- Unique State ID: IDHS
- Agency Number: IDHS
- Agency Name: Indiana Department of Homeland Security
- State: Indiana
- FDID: ID-HS
- State Reporting To: Indiana
- Billing Status: Yes (selected), No
- EMD Provided to Agency Service Area: No
- Primary Type of Service: Rescue
- Other Types of Service: 911 Response (Scene) with Transport Capability, 911 Response (Scene) without Transport Capability, Air Medical, ALS Intercept
- EMD Vendors: [Empty]
- Dispatch Center Names or IDs: [Empty]
- Organization Status: Non-Volunteer
- Organizational Type: Governmental, Non-Fire
- Organizational Tax Status: Other (e.g., Government)
- Agency Time Zone: (UTC-05:00) Eastern Time (US & Canada)
- Daylight Savings Time Use: Yes
- Specialty Service Capabilities: Air Rescue, CBRNE, Community Health Medicine, Disaster Medical Assistance Team (DMAT), Disaster Mortuary (DMORT), Dive Rescue

6. Select the “New” button

The screenshot shows the 'Agency Information' form for the 'Indiana Department of Homeland Security'. The 'Service Area' tab is selected. A '+ New' button is circled in red. Below the button is a table with one row:

Agency Service Area State

7. Fill out all fields indicated with a red box in the graphic below.
 - Choose Indiana as the state.
 - Select all counties in which the service operates.

Note: Include the county where the service is headquartered, as well as any counties in which ambulances operate on behalf of the service.

- Select the agency postal codes in the service area.
- “Agency Census Tracts” will populate automatically based on the other fields.
- Press the green “Save” button to ensure the information is recorded.

Service Area Information

← Back
Save

State: Indiana

Agency Service Area Counties:

Adams
Allen
Bartholomew
Benton
Blackford

»
>
<
«

[Empty]

Agency Census Tracts:

18001030100
18001030200
18001030300
18001030400
18001030500

»
>
<
«

[Empty]

Agency Service Area Postal Codes:

45003
45053
45056
46001
46011

»
>
<
«

[Empty]

8. Choose the “Statistical Year Info” tab.

Agency Information

Save

Indiana Department of Homeland Security

Details
Service Area
Statistical Year Info
No Incidents to Report

+ New
Delete

Year	Total Primary Service Area Size	Total Service Area Population	911 EMS Call Center Volume Per Year
2019			
2018			
2017			

When setting up the statistical year, always use the previous full calendar year. For example, when setting up statistical information in 2020, the previous full calendar year would be 2019. Press the green “Save” button to ensure the information is recorded.

USERS / ROSTER

When implementing ImageTrend Elite, it is recommended that an agency maintains a minimum of two administrators:

- The chief or director, for data tracking purposes
- An individual designated as part of the “data coordinator” user group.

When setting administrators, the following guidance should be used:

- An **EMS agency** with no fire response duties, including ambulance providers or ALS non-transport level providers, will use the EMS Agency Administrator permission group. This group is responsible for the agency’s data and can see, change and edit everything within the agency’s system. Administrator roles and benefits include:
 - Setup of the agency account
 - Adjust the users (Roster)
 - Assign any new EMS Agency Administrators
 - View and modify all electronic patient care reports
 - Perform data analysis
 - Informed of changes and updates being made to the system
 - Can call or email for assistance on how to make changes
 - Trained by IDHS
- A **fire department** with no transport ambulances will use the Fire Agency Administrator permission group. This group is responsible for the agency’s data and can see, change and edit everything within the agency’s system. Administrator roles and benefits include:
 - Setup of the agency account
 - Adjust the users (Roster)
 - Assign any new Fire Agency Administrators
 - View and modify all electronic patient care reports
 - Perform data analysis
 - Informed of changes and updates being made to the system
 - Can call or email for assistance on how to make changes
 - Trained by IDHS
- An agency that is **fire and EMS combined** will use the EMS/Fire Agency Administrator permission group. This group is responsible for the agency’s data and can see, change and edit everything within the agency’s system. Administrator roles and benefits include:
 - Setup of the agency account

- Adjust the users (Roster)
- Assign any new EMS/Fire Agency Administrators
- View and modify all electronic patient care reports
- Perform data analysis
- Informed of changes and updates being made to the system
- Can call or email for assistance on how to make changes
- Trained by IDHS

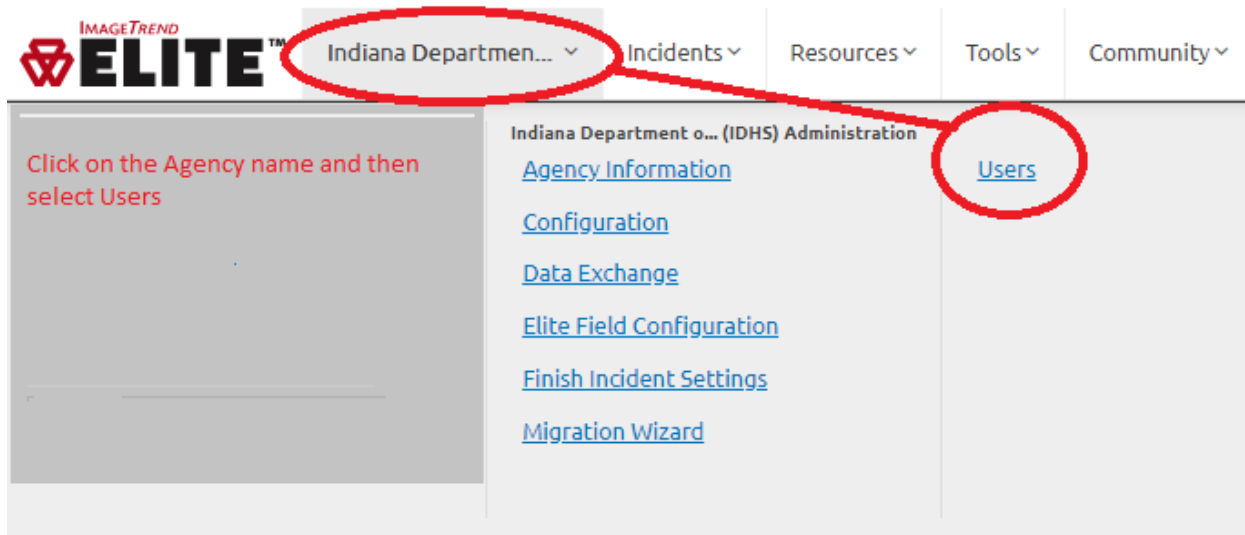
Other permission groups that are available for use for daily business:

- EMS Agency Staff – This permission group will provide an EMT/paramedic the access needed to complete an EMS run report.
 - Write the electronic patient care report.
 - Only able to view the electronic patient care reports that the user was involved in providing care
 - Must communicate issues with the EMS Agency Administrator
 - Trained by EMS Agency Administrator
- Fire Provider – This permission group will provide a firefighter the access needed to complete a NIFRS Run Report.
 - Write the electronic fire report.
 - Only able to view and edit the electronic fire reports in which the user participated in the response
 - Must communicate issues with the Fire Agency Administrator
 - Trained by Fire Agency Administrator
- EMS/Fire provider – This permission group will provide a firefighter and EMS provider the access needed to complete both the EMS and NIFRS run reports.
 - Write the electronic patient care report or electronic fire report.
 - Only view the electronic reports that the provider was involved
 - Must communicate issues with the EMS/Fire Agency Administrator
 - Trained by EMS Agency Administrator
- Billing – This permission group has the ability to view and export electronic patient care reports or fire reports if needed. This user will be unable to edit or delete information.
- Medical Director – This permission group can view EMS reports for continuous quality improvement (CQI) purposes. This user will be unable to edit or delete information.
- Data Coordinator – Allows for data exchange of fire reports

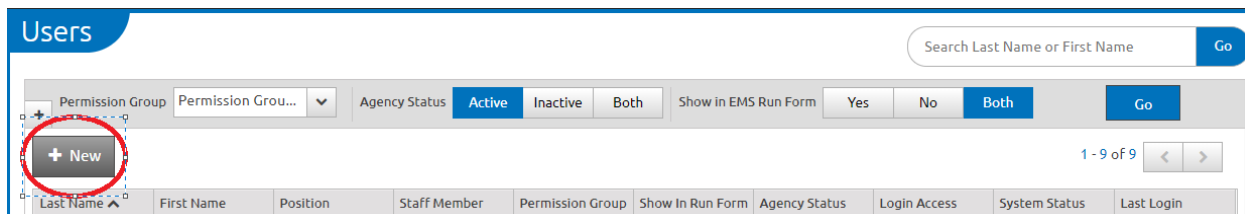
- Fire Officer – Allows the user to schedule an apparatus.
- Vendor – This permission group provides access for another software vendor if needed. Direct entry users will not need to use this permission group.

SETTING UP A ROSTER

1. Log in at <https://indianaems.isdh.in.gov/elite/organizationindiana/> and agree to the data privacy statement.
2. Once logged in, select the agency name in the upper left. A dropdown menu will appear. Select “Users” from the list.



3. Select the “New” button.



4. Information will be entered in each of the tabs, working from left to right.
Note: Required information will be highlighted in this training guide. All other areas are optional within the system. Information in this guide reflect the minimum setup for a user to appear on a run form. It is recommended that an agency fully fill out the tabs to use this product as a personnel record for the department.

5. Demographics tab – Enter the first and last name.

The screenshot shows the 'User Information' form with the 'Demographics' tab selected. The form contains the following fields:

- First Name (highlighted with a red box)
- Middle Name / Initial
- Last Name (highlighted with a red box)
- Date of Birth (format: mm/dd/yyyy)
- Gender (dropdown menu)
- American Indian or Alaska Native (checkbox)
- City
- State
- Country (dropdown menu, currently set to United States)
- Citizenship (dropdown menu, currently set to United States)
- SSN (format: - - -)

6. Certifications tab – Proper data entry in this section is necessary for the EMS function of the program. This is where the details of the user's EMT license will be recorded.

- The state licensure ID is the same as the public safety identification (PSID) number.
Note: When typing in this eight-digit number, please include the hyphen between the first four and last four numbers.
- Once the State Licensure ID is entered, fill in the State Licensure level. This information will prefill in the EMS run report. This step is required for access to the EMS run form.

The screenshot shows the 'Certifications' tab of the 'User Information' form. The form is divided into two main sections:

National Registry Certification:

- National Registry Certification Level (dropdown menu)
- National Registry Certification Number
- National Registry Certification Date (format: mm/dd/yyyy)
- National Registry Expiration Date (format: mm/dd/yyyy)

State Licensure Group:

- State of Licensure (dropdown menu, currently set to Indiana)
- State Licensure ID (format: 3344-9573)
- State Licensure Level (dropdown menu, currently set to Advanced Emergency Medical Technician (AEMT))
- State's Licensure Certification Date (format: mm/dd/yyyy)
- State's Licensure Expiration Date (format: mm/dd/yyyy)
- Initial State's Licensure Issue Date (format: mm/dd/yyyy)

Agency Licensure Group:

- Agency Licensure Level/Practice Level (dropdown menu)
- Agency's Licensure Certification Date (format: mm/dd/yyyy)
- Agency's Licensure Expiration Date (format: mm/dd/yyyy)

Other Fields:

- Crew Member Response Role (dropdown menu with options: Primary Patient Caregiver-At Scene, Primary Patient Caregiver-Transport, Other Patient Caregiver-At Scene, Other Patient Caregiver-Transport, Driver/Pilot-Transport, Driver/Pilot-Response)
- Highest Educational Degree (dropdown menu)
- Degree Subject/Field of Study (dropdown menu with options: Agriculture and Natural Resources, Architecture and Related Services, Area, Ethnic, Cultural, and Gender Studies, Biological and Biomedical Sciences, Business, Communication, Journalism, and Related Programs)

SERVICE

INTEGRITY

RESPECT

- Limited information is required on the Employment tab. The user's PSID should be entered into the "Personnel ID" field. This is required for access to the NIFRS report. The position of the user should also be entered into the system.

The screenshot shows the 'User Information' page with the 'Employment' tab selected. The 'Personnel ID' and 'Position' fields are highlighted with red boxes. The 'Other Duties as Assigned' section is also highlighted with a red box. The 'Employment' tab is circled in red.

User Information [Back] [Save]

Demographics | **Employment** | Certifications | Account Details | Elite Viewer | Records | Emergency Contacts

Agency ID # []

Payroll ID []

Badge # []

Trainer/Instructor ID []

Personnel ID []

Hire Date [mm/dd/yyyy]

Rank []

Rank Start Date [mm/dd/yyyy]

Rank End Date [mm/dd/yyyy]

Position []

Position Start Date [mm/dd/yyyy]

Position End Date [mm/dd/yyyy]

Other Duties as Assigned

Show in EMS Run Form [Active Inactive]

Show in Fire Run Form [Active Inactive]

Employment Status []

Employment Status Date [mm/dd/yyyy]

Employment End Date [mm/dd/yyyy]

Pay Rate []

Total Length of Service []

Date Length of Service Documented [mm/dd/yyyy]

Primary Job Role []

Other Job Responsibilities: Administrator/Manager, Driver/Pilot, Educator/Preceptor, Fire Suppression, First-Line Supervisor, Law Enforcement

Contact Type []

Contact Web Address []

Primary Contact [Active Inactive]

Operations Officer [Active Inactive]

CQI Reviewer [Active Inactive]

Inspector [Active Inactive]

Permit Plan Reviewer [Active Inactive]

- Within the "Other Duties as Assigned" field are more options related to run forms for the user. Mark the user as "Active" for the appropriate run form or forms. This will allow the charting function of the electronic report to work properly.

- Next is the “Account Details” tab. This is where the administrator will set the user’s permissions, log in status, user ID and password. Administrators also may control if the user is active/inactive within the agency.

The screenshot shows the 'User Information' page with the 'Account Details' tab selected. The form contains the following fields and controls:

- User ID:** A text input field.
- Password Requirements:** A yellow tooltip box with the text: "Minimum password length of 7 characters. Must have an uppercase character. Cannot match any of the last 1 password(s) you have used. Password cannot be the same as the username."
- Password:** A text input field.
- Verify:** A text input field next to the Password field.
- Cancel:** A button next to the Verify field.
- Require Reset:** A checkbox.
- Permission Group:** A dropdown menu with 'Choose...' selected.
- Email Notification of All Login Access Inactivations:** Two buttons: 'Active' and 'Inactive'.
- Agency Status:** Two buttons: 'Active' and 'Inactive'.
- System Status:** Two buttons: 'Active' and 'Inactive'.
- Login Access:** A text input field with 'Yes' entered.
- Last Login:** A text input field.

Reviewing the fields:

- User ID – Unique to each user and cannot be repeated.
- Password – When setting up an account, use a generic, individual password. (for example: Firemen1). Check the “Require Reset” checkbox to prompt the user to change the password to their own unique password on the first login.
Note: An administrator can reset passwords as many times as needed.
- Permission Group – Choose the level of access the individual user will have within the system. Information on specific permission groups is available on pages 9 through 11.
- Agency Status – Indicates if the individual is an active or inactive member of the agency roster.
Note: DO NOT delete a user. Deleting a user will impact any EMS run forms that individual is listed on as a record. If a user leaves the agency simply mark them as inactive. If that member returns to the agency than simply change them back to active.
- Login Access – Set to yes.

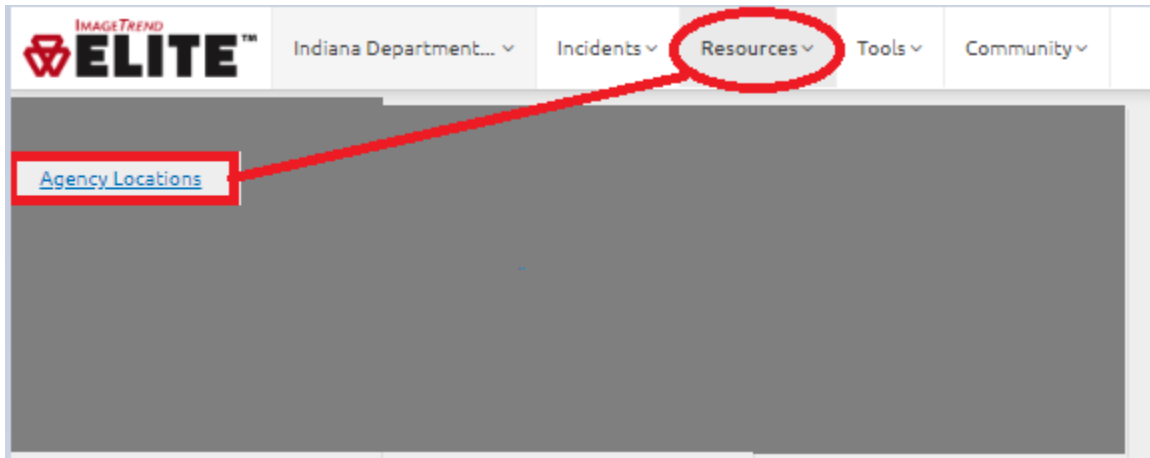
10. Select the green “Save” button in the top right corner to record the information. Then select the “Back” button. The user will appear on the roster or users screen.
11. All user information is collected in users list. To make a change in a user account, simply click on the blue link and make the changes as needed.
Note: Only system administrators are able to edit other user accounts. If an individual is not able to click on a user name, the individual does not have administrator permissions within the system.

The screenshot shows the 'Users' management interface. At the top, there is a search bar labeled 'Search Last Name or First Name' with a 'Go' button. Below the search bar are filter options for 'Permission Group' (a dropdown menu), 'Agency Status' (with buttons for 'Active', 'Inactive', and 'Both'), and 'Show in EMS Run Form' (with buttons for 'Yes', 'No', and 'Both'). A '+ New' button is located on the left side. On the right side, there is a pagination indicator '1 - 9 of 9' with navigation arrows. Below the filters is a table with the following columns: Last Name, First Name, Position, Staff Member, Permission Group, Show In Run Form, Agency Status, Login Access, System Status, and Last Login. The table is currently empty.

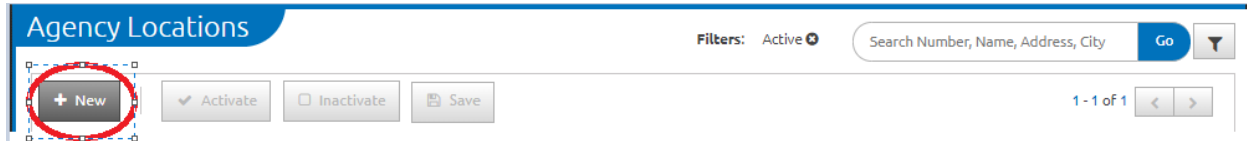
12. Repeat the “Users/Roster” tutorial until all members of the agency are found on the roster or user list.

AGENCY LOCATIONS

1. Log in at <https://indianaems.isdh.in.gov/elite/organizationindiana/> and agree to the data privacy statement.
2. Select “Resources” at the top of page and select “Agency Locations”



3. Select the “New” button



4. Enter the location information of the station.

Agency Location Information

Active: Yes No

Agency Location #:

Agency Location Name:

Agency Location Type:

Primary Contact: N/A

Latitude:

Longitude:

US National Grid Coordinates:

Zone/District:

Address:

Address 2:

Postal Code:

Lookup Set From Postal Code

City:

State:

Country:

Country:

Back More Save

Reviewing the fields:

An entry will be made for each physical location the agency maintains.

- Agency Location Number – The number of the fire station or agency site
- Agency Location Name – Similar to the location number (for example: Station 1). The record will be attached to the agency’s full name, so this information does not need to be included.
- Address – The physical address of the site
- Address 2 – Include a P.O. Box or other mailing information, if applicable.
- Postal Code – Zip code

Note: Click on the “Lookup” or “Set from Postal Code” button to automatically set the city, state and county

- Country – USA

5. Select the green “Save” button in the top right corner to record the information.
6. Repeat this tutorial for each additional agency location.

VEHICLES AND CALL SIGNS

All agencies will have vehicles and apparatuses that will need to be entered. Each agency must place all vehicles and apparatuses into this section of the ImageTrend system.

1. Vehicle and apparatus records should match the way the vehicle is dispatched.

Example:

All agencies using ImageTrend have a fire engine or ambulance. Engine 1 might be entered as:

- Vehicle ID = 1
- Call Sign = Engine
- Apparatus ID = ENG 1 or (or the appropriate call sign)

This will represent that Engine 1 will appear on the electronic fire report (NFIRS) as ENG 1 in the EMS Run report.

- Repeat this for all vehicles or apparatuses in the department or agency fleet.

Filling out all fields will help better represent the vehicle or apparatus capabilities and will prefill in the run forms. Information in column 3, however, is not required and may be omitted if necessary.

Vehicle Information
← Back | Save

EMS Vehicle	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire Apparatus Primary Use	Suppression	Initial Cost	\$
Fire Vehicle	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Default Fire Apparatus as Sent	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Make	
Active	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Vehicle Type	Select Vehicle Type...	Model	
Unit/Vehicle #	<input type="text"/>	Vehicle Resource And Category Type	None	Year	
Default Call Sign	Select Call Sign... Create	Vehicle Mutual Aid Response Type	None	VIN	
Apparatus ID	<input type="text"/>	At Agency Location	Select Location...	State of Registration	Select State...
Fire Apparatus Type	Select Apparatus Ty...	Purchase Date	mm/dd/yyyy	Primary Role of This Unit	
Mutual Aid Vehicle	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			Level of Care of This Unit	

! Mutual Aid Vehicles are vehicles sent as mutual or auto aid from another agency. The number of people for these vehicles is available for documentation via the Apparatus Power Tool as well as the Apparatus grid in the fire incident. Mutual Aid Vehicles will not be available to set up within Daily Roster. Vehicle must be flagged as a Fire Vehicle and Mutual Aid Functionality must be enabled, to be able to document this Mutual Aid Vehicle field. Mutual Aid Functionality can be enabled via the Configuration > Mutual Aid Functionality page.

ADDITIONAL FIELDS

COLUMN 1

EMS Vehicle (i.e., does this apparatus carry EMS equipment?) = Yes/No

Fire Vehicle = Yes/No

Active = Yes

Unit/Vehicle # = The vehicle number. This number is associated to the call sign, the VIN number for the vehicle will be added later.

Default Call Sign = Type of vehicle

Apparatus ID = How the vehicle will appear on the fire run form.

Fire Apparatus Type = Select the vehicle type from the drop down.

Mutual Aid Vehicle = No (This represents other vehicles from other fire agencies)

COLUMN 2

Fire Apparatus Primary Use = Suppression/EMS

Default Fire Apparatus as Sent (i.e., does this vehicle respond with every call – this information will prefill on the NIFRS report) = No

Vehicle Type = Select the vehicle type from the drop down

Vehicle Mutual Aid Response Type = How far will this vehicle respond for mutual aid purposes

At Agency Location = Select the station where the vehicle is housed

Purchase Date = When was the vehicle purchased?

COLUMN 3

Information in column 3 is not required, and may be omitted if necessary.

Initial Cost = Price

Make = Make of vehicle

Model = Model of vehicle

Year = Year of vehicle

VIN = VIN Number

State of Registration = State the vehicle is registered in

Primary Role of this Unit = Select from the drop down

Level of Care of this unit = Select from the drop down

Note: Press the green “Save” button to ensure the information is recorded.

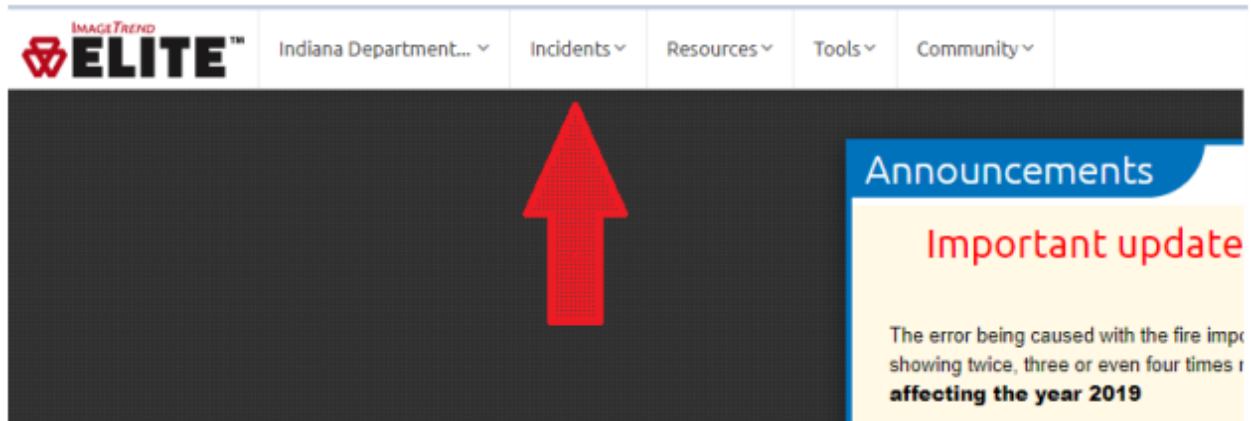
2. Continue the entering process until all vehicles and apparatus are entered.

When filling out the fire form, some vehicles will be automatically entered.

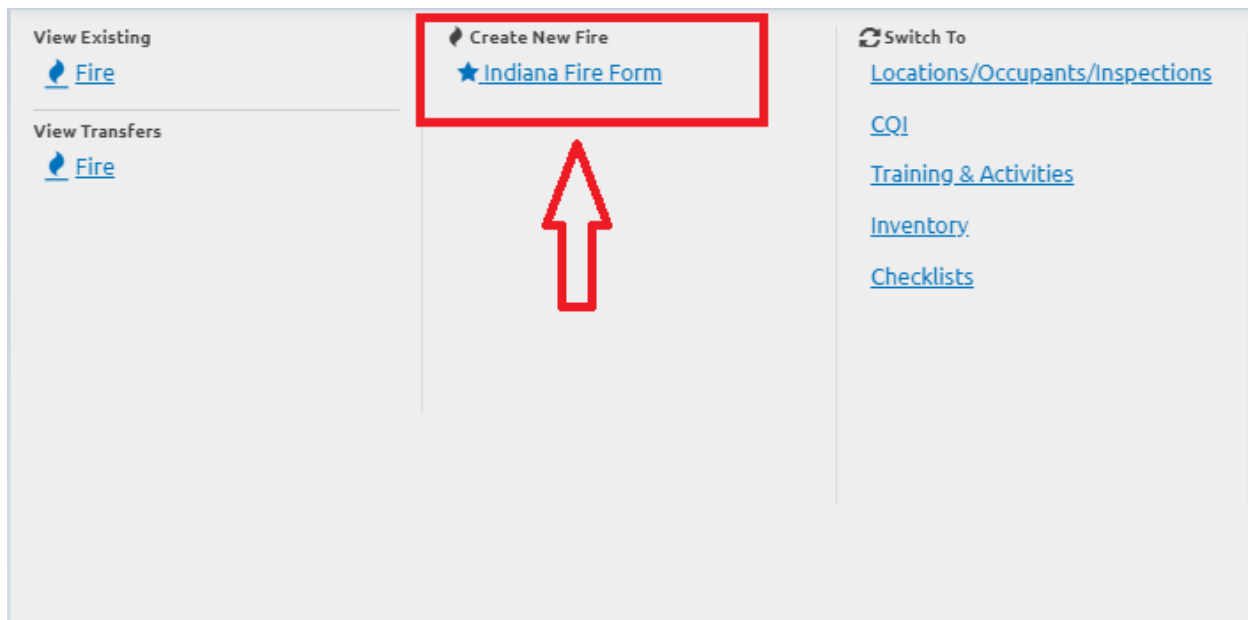
- POV = Private Vehicle is used when members respond directly to the scene.
- Station = Fire Station is used when members respond and stay at the fire station. In instances where a department or agency has more than one location, an option for each location will be available.

ACCESSING THE EMS WORKSHEET

1. Log in at <https://indianaems.isdh.in.gov/elite/organizationindiana/> and agree to the data privacy statement.
2. Select “Incidents” from the menu bar at the top of the page.



3. A dropdown menu will appear. Access a new fire incident by selecting “Indiana Fire Form.”



4. Complete the “Basic Module.”
5. Once the incident information is filled out, including the proper coding of “Incident Type” as a 3XX incident series call, click on the button that reads EMS on the bottom right of the screen.

The screenshot displays the ImageTrend software interface for incident reporting. The main area contains the following fields:

- Incident Number: 20001
- NFIRS Compliant Number: 20001
- Exposure: 0
- Incident Date: 06/15/2020
- Incident Type: 311-Medical assist, assist EMS crew
- Primary Station: Station 1 (1)
- Secondary Stations: Station 1 (1)
- Primary Action Taken: 30-Emergency medical services, other
- Additional Actions Taken: Find a Value...
- Aid Given or Received: 1-Mutual aid received, 2-Automatic aid received, 3-Mutual aid given, None, 4-Automatic aid given, 5-Other aid given
- Fire Service Deaths: 0
- Civilian Deaths: 0
- Fire Service Injuries: 0

On the right side, there is a vertical sidebar with three buttons: EMS (highlighted with a red arrow), All, and Apparatus.

- When the worksheet opens, complete the section for “Vitals” taken, “Medications” and “Patient Info” found on the EMS report.

The screenshot shows a software interface for an EMS report. At the top, there are three buttons: 'OK' (with a green checkmark), 'Cancel' (with a red X), and 'Delete' (with a trash icon). Below these is a vertical sidebar menu with the following items: 'Header', 'Patient Info', 'Patient History', 'Vitals', 'Cardiac Monitor', 'Medications', 'Disposition', and 'Footer'. The main content area is divided into several sections:

- Header:** A single-line text input field.
- Patient History:** A section header.
- Vitals:** A section containing 'Chief Complaint' (a long text input field) and 'Duration of Complaint' (a long text input field).
- Time Unit of Duration Complaint:** A row of seven buttons labeled 'Seconds', 'Minutes', 'Hours', 'Days', 'Weeks', 'Months', and 'Years'.
- Past Medical History:** A large, empty text input area.
- Current Medications:** A large, empty text input area.

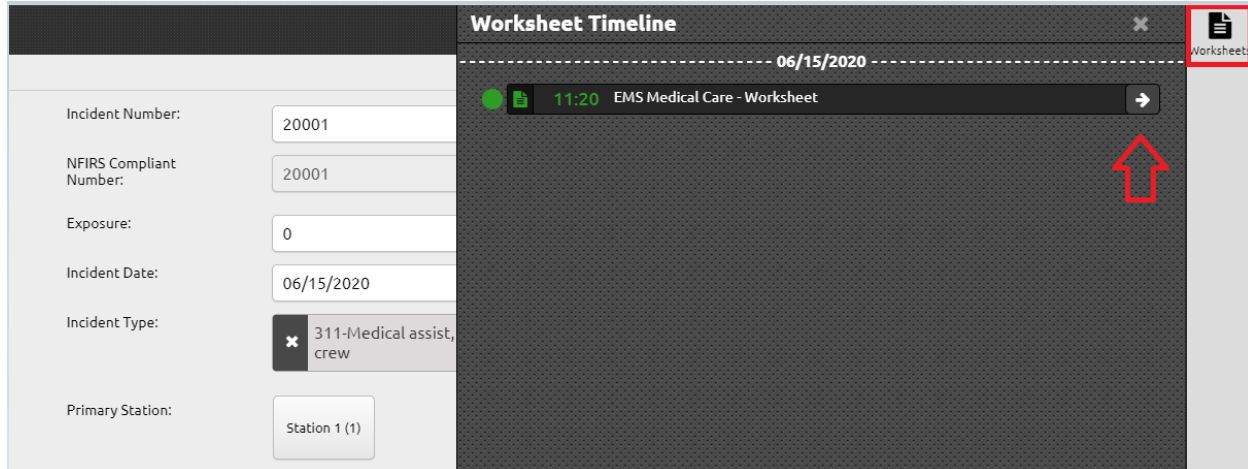
- When relevant data entry is complete, click the “OK” button on the top left corner of the screen to save the report.

This screenshot is identical to the one above, but with a red rectangular box around the 'OK' button in the top left corner. A red arrow points from the 'OK' button towards the 'Patient Info' menu item in the sidebar.

- When a provider prepares to take a second set of vitals, provide additional medications or perform another assessment, another worksheet should be added to the incident. Returning to the NIFRS report screen and click the green EMS worksheet in the bottom right repeating steps 5 through 8 as needed.
- In the event there is more than one patient within the same incident, additional worksheets per patient should be opened.

10. To locate the worksheets, select the worksheet tab in upper right of the Indiana Fire Form and it will display the worksheets. To open an existing worksheet, press the arrow to the right of the appropriate document.

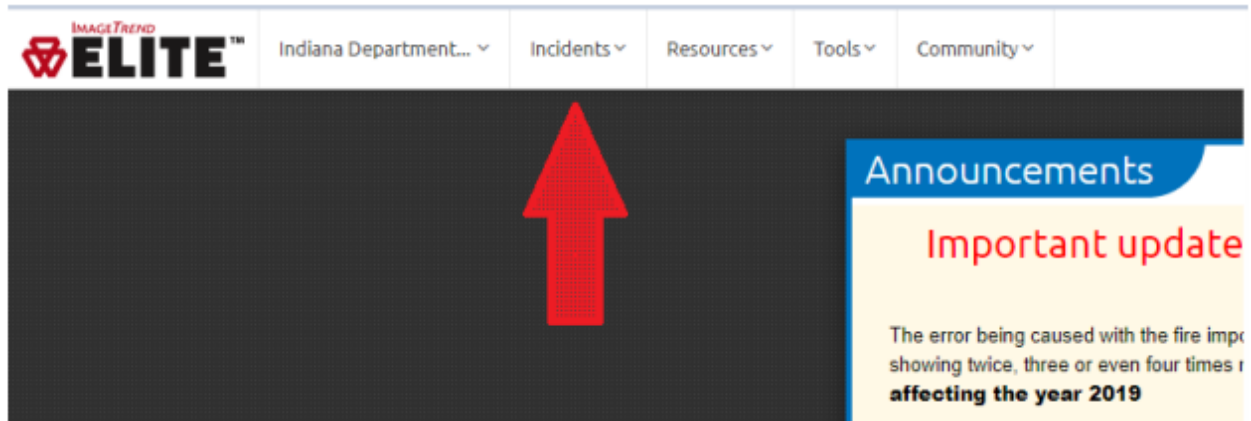
Note: Navigate to this location to make corrections on existing worksheets.



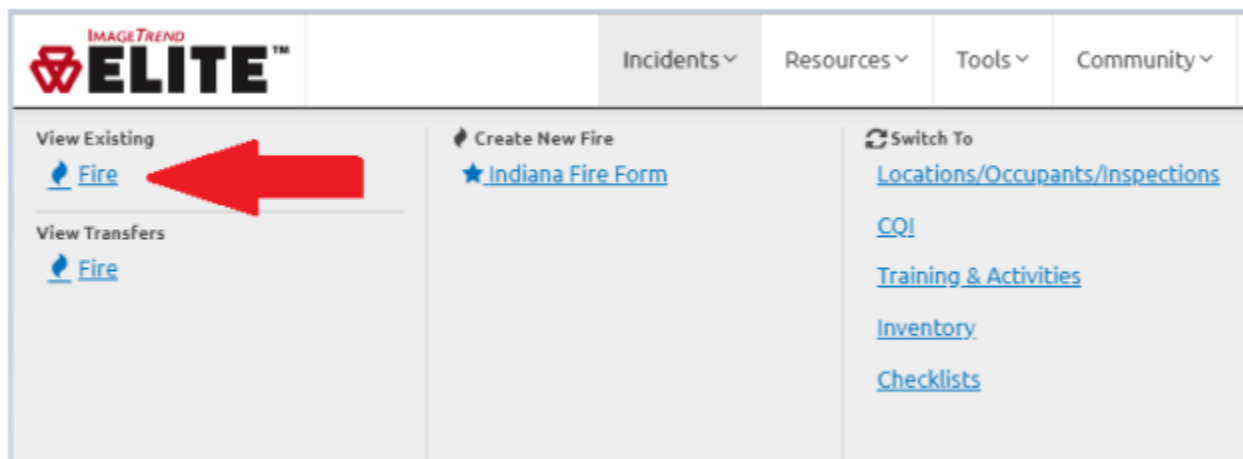
11. Worksheets remain within the ImageTrend system and are not exported to the NFIRS system.

VALIDATING NUMBER OF NFIRS REPORTS

1. Log in at <https://indianaems.isdh.in.gov/elite/organizationindiana/> and agree to the data privacy statement.
2. Select “Incidents” from the menu bar at the top of the page.



3. A dropdown menu will appear. Select “View Existing Fire.”



4. Input the date range for the month needed. Follow the same gray bar to the right side of the screen and click on the “Go” button.

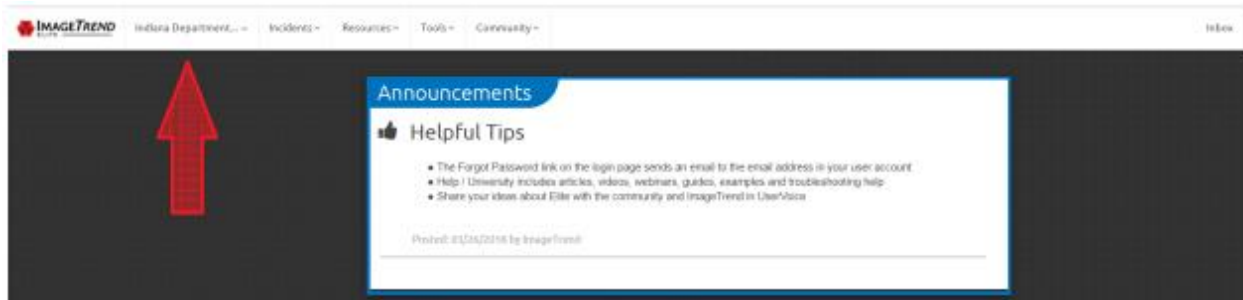
The screenshot shows a search interface with the following elements:

- Incident Date:** A date range filter set to "01/01/2019 to 01/31/2019".
- Validity:** A dropdown menu set to ">=".
- Incident:** A dropdown menu set to "Equal".
- Buttons:** "+ New", "Bulk Actions" (dropdown), and "Select All Records (0)".
- Table Headers:** "Locked", "Validity", "Incident Date" (dropdown), and "Status".
- Message:** "No results were found based on the search and filter criteria. You may need to clear date range filters or choose a..."

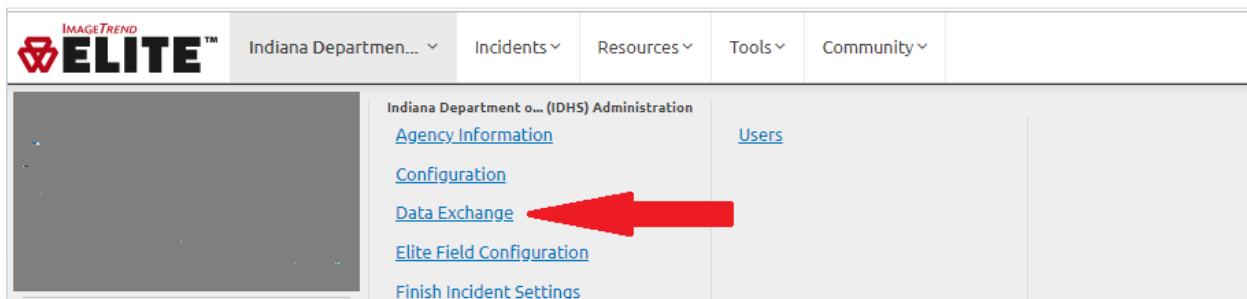
5. The number of reports for the date range will be shown. Verify that the number of state records matches the number of records maintained by the department.
6. In the example above, there are no reports on file for the month of January 2019. This indicates that the department has not submitted any reports for that time frame. If this is not correct and the department uses a third-party system to track runs, a data exchange may be needed. This process is discussed in the next section.

INITIATING A DATA EXCHANGE

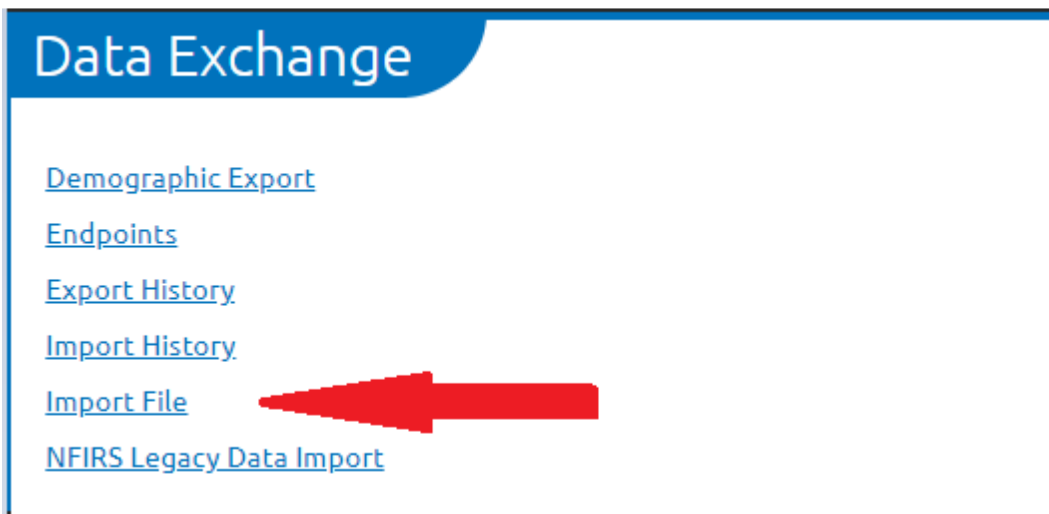
1. Save one month worth of data files maintained within the third-party system according to the directions provided by the system designers. Data must be saved as one of the following file types: .inc, .nfr or .txt.
2. Log in at <https://indianaems.isdh.in.gov/elite/organizationindiana/> and agree to the data privacy statement.
3. Click on the agency name, located at the top left of the screen.



4. A dropdown menu will appear. Click on “Data Exchange.”



5. Select “Import File.”



6. Choose an import type of “NFIRS,” and then use the “Choose File” button to select the file to import. Select “OK.”

Note: For more effective troubleshooting, it is recommended that data files contain a single month of data, rather than multiple.

Import File [X]

Import Type: NFIRS

! File: Choose File No file chosen

File Type: This import only accepts .inc, .nfr and .txt files.

OK Cancel

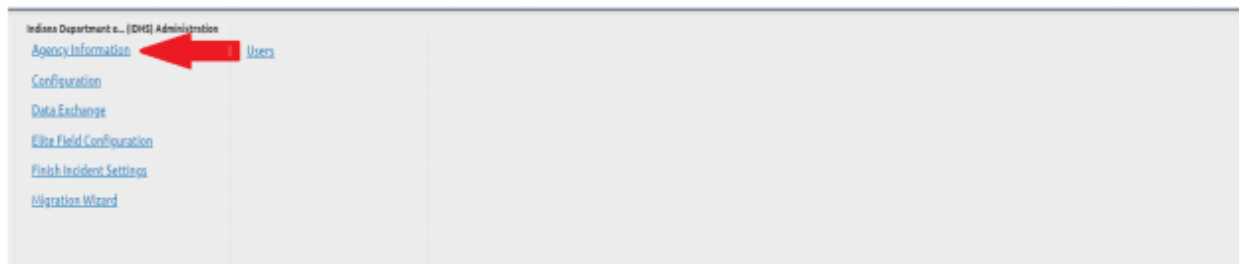
7. Watch the import process to ensure that the data transfer is successful.
8. Repeat the process with additional months as needed.
9. After transfer is complete, perform the validation process from the previous section to ensure department records and NFIRS records reflect the same number of runs.

REPORTING NO INCIDENTS FOR THE MONTH

10. Log in at <https://indianaems.isdh.in.gov/elite/organizationindiana/> and agree to the data privacy statement.
11. Click on the agency name, located at the top left of the screen.



12. A dropdown menu will appear. Click on “Agency Information.”



13. The Agency Information page will load. Click on “No Incidents to Report” from the menu below the agency name. This will open a new page.



14. Click on the “New” button found under the “No EMS Incidents if EMS or No Fire Incidents if Fire only” header.
15. Choose the year and month with no new incidents and press “Ok.”

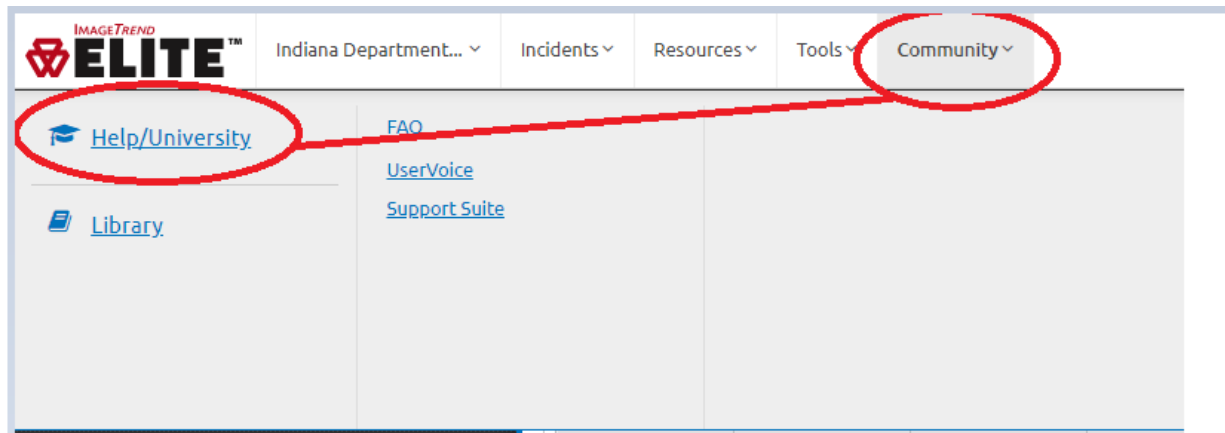
The screenshot shows a software interface with a header bar containing 'Details *', 'Service Area', 'Statistical Year Info', and 'No Incidents to Report'. Below this is a section titled 'No EMS Incidents' with a search bar 'Search all Columns' and a '1-1 of 1' indicator. A '+ New' button is highlighted with a red box. Below the header is a table with columns: 'Year', 'Month', 'User Updated', and 'Date Updated'. The 'Year' and 'Month' columns have dropdown menus labeled 'Choose a Year...' and 'Choose a Month...' respectively. At the bottom right of the table are 'Ok' and 'Cancel' buttons. A red box highlights the 'Ok' button, and a red line connects it to the 'Choose a Month...' dropdown.

16. Click on the green “Save” button in the top right corner of the screen to finalize and save the entries.

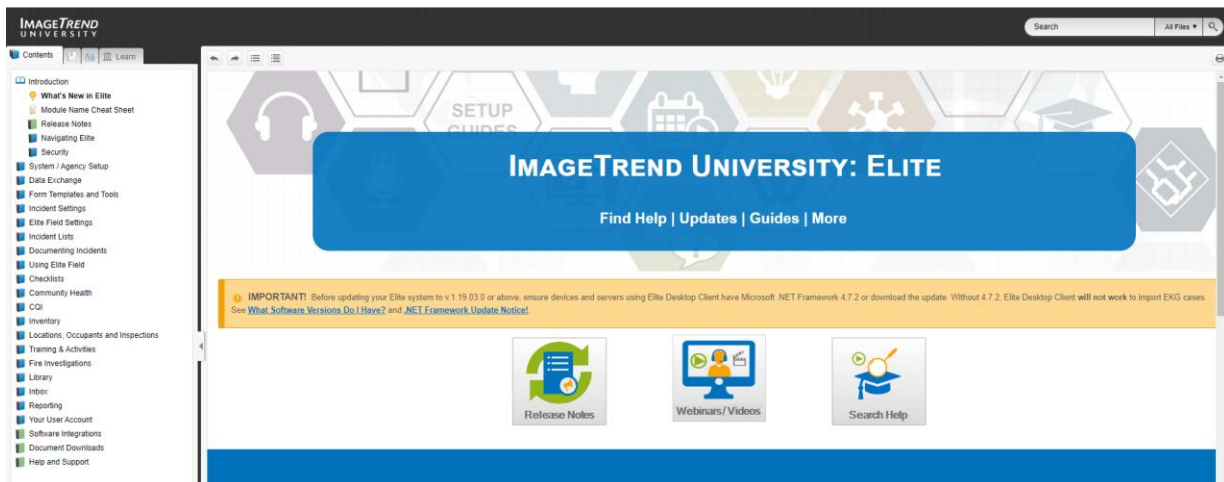
ACCESSING HELP/UNIVERSITY

1. Login at <https://indianaems.isdh.in.gov/elite/organizationindiana/>.
2. Agree to the data privacy statement by clicking “Yes.”
3. Select the “Community” tab within the menu at the top of the screen. A dropdown will appear. Select “Help/University.”

Note: Selecting “Help/University” will cause the browser to open a new tab. Ensure that popups are enabled within the browser.



4. A new window or tab will open.



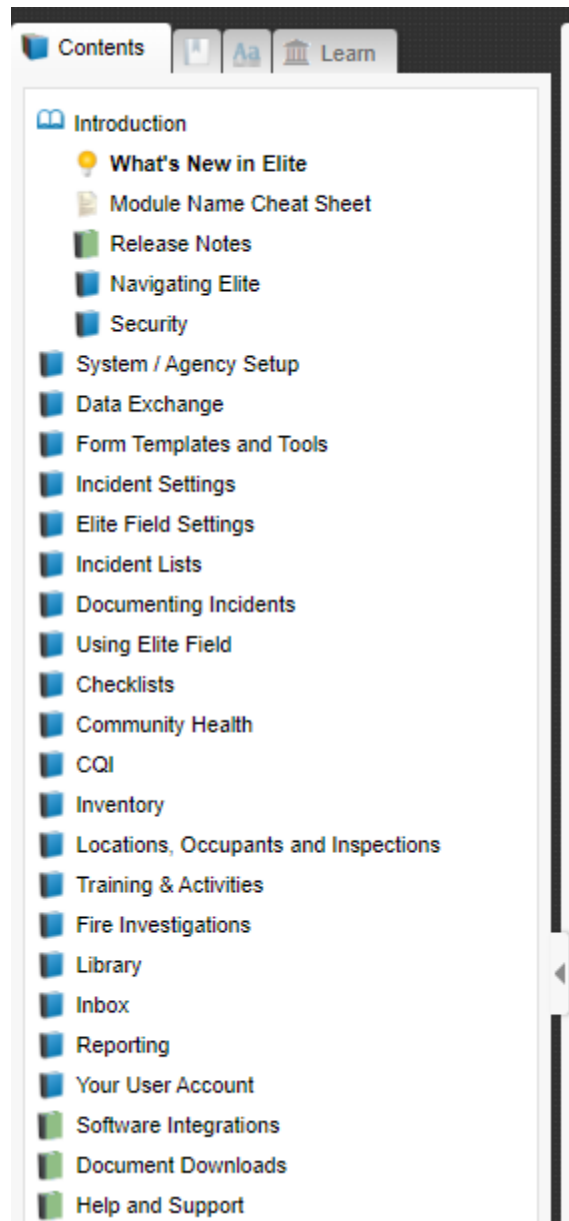
5. The “Webinars/Videos” section provides additional information on general setup and functions within the ImageTrend Elite system. These resources are updated regularly and are hosted by representatives of ImageTrend.
6. The menu found on the left side of the screen provides a list of topics. Browse through to navigate to a specific topic where additional learning or assistance is

SERVICE

INTEGRITY

RESPECT

needed. These resources are recommended for all new users to acclimate to the system.



COMMON NFIRS CODES

FIRE

111 - Building fire. Excludes confined fires

113 - Cooking fire involving the contents of a cooking vessel without fire extension beyond the vessel.

118 - Trash or rubbish fire in a structure, with no flame damage to structure or its contents.

123 - Fire in a portable building, when used at a fixed location. Includes portable buildings used for commerce, industry, or education and trailers used for commercial purposes.

131 - Passenger vehicle fire. Includes any motorized passenger vehicle, other than a motor home (136) (e.g., pickup trucks, sport utility vehicles, buses).

151 - Outside rubbish, trash, or waste fire not included in 152–155. Excludes outside rubbish fires in a container or receptacle (154).

MEDICAL

311 - Medical assist. Includes incidents where medical assistance is provided to another group/agency that has primary EMS responsibility. (Example, providing assistance to another agency-assisting EMS with moving a heavy patient.)

321 - EMS call. Includes calls when the patient refuses treatment. Excludes vehicle accident with injury (322) and pedestrian struck (323).

GAS LEAKS AND CO CHECK WITH METER RESPONSE

412 - Gas leak (natural gas or LPG). Excludes gas odors with no source found (671).

424 - Carbon monoxide incident. Excludes incidents with nothing found (736 or 746).

LINES DOWN

444 - Power line down. Excludes people trapped by downed power lines (372).

LIFT ASSIST

554 - Assist invalid. Includes incidents where the invalid calls the FD for routine help, such as assisting a person in returning to bed or chair, with no transport or medical treatment given.

ILLEGAL BURN

561 - Unauthorized burning. Includes fires that are under control and not endangering property.

DISREGARD

611 - Dispatched and canceled en route. Incident cleared or canceled prior to arrival of the responding unit. If a unit arrives on the scene, fill out the applicable code.

SMOKE IN THE AREA NOTHING FOUND

651 - Smoke scare, odor of smoke, not steam (652). Excludes gas scares or odors of gas (671)

SMELL OF GAS NOTHING FOUND

671 - Hazardous material release investigation with no hazardous condition found. Includes odor of gas with no leak/gas found.

AUTOMATIC ALARMS

735 - Alarm system activation due to malfunction

733 - Smoke detector activation due to malfunction.

743 - Smoke detector activation (no fire), unintentional. Includes proper system responses to environmental stimuli such as non-hostile smoke

744 - Detector activation (no fire), unintentional. A result of a proper system response to environmental stimuli such as high heat conditions.

745 - Alarm system activation (no fire), unintentional

CO CHECK NOTHING FOUND

746 - Carbon monoxide detector activation (no carbon monoxide detected). Excludes carbon monoxide detector malfunction.

736 - Carbon monoxide detector activation due to malfunction.