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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.

2. Choose “Yes” to agree to the data privacy statement.
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.

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.

6. Select the “New” button
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.

8. Choose the “Statistical Year Info” tab.
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.
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.

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.
7. 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.

8. 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.
9. 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.

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.*

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.

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

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

8. 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.

9. 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.

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.*

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/](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.”

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
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.