Virginia Department of Health - Office of EMS
ImageTrend to ESO Transition

FREQUENTLY ASKED QUESTIONS

Contents

A. GENERAL TRANSITION QUESTIONS

1. **What does the ImageTrend to ESO transition encompass?**

In conjunction with Virginia's EMS System, the Western Virginia EMS Council recently partnered with software and data company ESO to build a comprehensive, statewide network to collect and track healthcare and public safety data from EMS agencies, fire departments and hospitals. Benefits for Virginia's EMS agencies, fire departments and hospitals include:

o State of the art, web-based ePCR system for easy access to quickly input data
o Detailed analytics to provide insights around injuries, performance & patient outcomes to drive improvement
o Full compliance and integration with NEMSIS 3.4 for easy and automatic reporting of data at both the state and national level
o Integration with third-party ePCR systems to ensure continuity of data collection and reporting
o Expertise, training, and consultation to ensure opportunity for success for the state and all agencies
o Comprehensive, evidence-based emergency medical system to help reduce death and disability
o Real-time insights and data sharing to improve patient outcomes
o World-class research and insights to drive clinical change

2. **What state products are changing?**

The state funded EMS Repository, EMS ePCR system, and Trauma Registry, will now be provided by ESO.

3. **Why is the transition occurring?**

The state's contract with ImageTrend will be at the end of its natural contract life on **June 30, 2021**

4. **Were the initial town halls recorded?**

   Yes, previous town halls and webinars related to the transition can be found on the [OEMS ImageTrend to ESO site](). Links have also been provided below:
   - [ESO Virginia EMS System Town Hall](March 17, 2021)
   - ImageTrend Virginia EMS System Town Hall (March 22, 2021) – *Coming Soon*
   - [OEMS ePCR Transition Town Hall](March 25, 2021)
   - [ESO Virginia Hospital System Town Hall](April 1, 2021)

5. **Are there any future town halls and/or webinars scheduled?**

   Yes, the [Patient Care Reporting System Migration Updates]() Webinar occurs weekly. It is a live, open forum for agencies to ask OEMS transition-related questions. You can register using the link above. Past webinar recordings can be found on the [OEMS ImageTrend to ESO site](), under Previous Webinar Recordings.

6. **What is included in the state funded ESO product for agencies?**

   A list of ESO products available to agencies in the state funded ePCR solution are listed below and in the [Overview for EMS Agencies.]()
   - Electronic patient medical record (EHR)
   - EKG integration and transmission
   - CAD & Billing Integration
   - Basic & Advanced Analytics (Create Your Reports)
   - Mobile Capabilities
   - Quality Management (QA/QI)
   - Alerting application (*available to every VA EMS agency, regardless of the ePCR system utilized*)
   - ESO Health Data Exchange Integration

7. **What additional ESO products are available to agencies?**

   Discounted contract pricing is offered for the below (optional) modules. You can request additional information by going to the '[Let's Do More Together]()', provides a list of technology solutions ESO can offer to agencies in Virginia.
   - ESO Fire RMS
   - ESO Activities
   - ESO Asset Management
   - ESO Checklists
   - ESO Personal Management
   - ESO Scheduling

8. **What has occurred to date?**
   - **February 2021 –** WVEMS Council awards contract to ESO to provide the new state funded EMS Repository, EMS ePCR system, and Trauma Registry
   - **April 2021 –** WVEMS Council awards contract to ImageTrend to provide any agency that was a current direct entry agency an additional one (1) year to use the ImageTrend Elite system.
   - **May 17, 2021**
     - ESO State Repository began accepting state submissions
     - EMS ePCR vendors began working with VA agencies to redirect state submissions to the new ESO State Repository (***Note: All state submissions must be redirected by June 30, 2021***)
     - State submissions still being sent to ImageTrend now flow through to the ESO State Repository
     - First group of agencies transitioned to the new state funded ESO EHR product *(Note: Subsequent, minor ESO EHR release date not listed here)*
   - **June 4, 2021** - The new ESO Trauma Registry went live. Hospitals begin submitting records.
   - **June 23, 2021**
     - ImageTrend moved the Virginia Elite system to a new web address
     - ImageTrend removed access to the previous Virginia Elite system web address, as a part of the transition
     - ImageTrend temporarily restored access for billing purposes through **Monday, June 28, 2021**

9. **What's happening next?**

o **June 30, 2021:** To remain compliant, all agencies must redirect their state submissions to the new ESO Repository before June 30, 2021

Note: As of June 17, 2021, ~60% of VA agencies are submitting records to the new ESO State Repository. The remaining ~40%, who are not yet submitting records to ESO are listed below:

Vendor	Agencies not yet submitting to the ESO State Repository
ImageTrend-State	161
ImageTrend-3rd Party	72
emsCharts	2
Traumasoft, LLC	1
Stryker	1
Total	**237**

o **July 23, 2021:** Next major scheduled release date for agencies to transition to the new VA ESO EHR product. *Several additional minor ESO EHR releases are being scheduled to accommodate agency needs*

B. TRANSITION RESOURCES

10. **Where can I find up-to-date info regarding the transition?**

o [OEMS ImageTrend to ESO Transition page](#) – Includes Town Hall Recordings, State product 1-pager, ESO Hardware/Software Compatibility, CAD Interface Overview (API Technical Requirements), Contact Information, etc.
o [ESO's VA Welcome page](#) - Town Hall Recordings, Product Demo Videos, Onboarding Documentation, FAQs, etc.
o [Weekly Webinar: Patient Care Reporting System Migration Updates](#) – Open forum for agencies to ask OEMS transition-related questions.

11. **Who can I talk to if I have questions?**

Agencies

o ESO Onboarding Next Steps - ESO Integration Team (ehrtraining@eso.com)
o ESO Product-Specific Questions - Chris Montera (Chris.Montera@eso.com) and Zac Taylor (zac.taylor@eso.com)
o Transition-Related Questions/Concerns - Mike Kord (mkord@vaems.org), Alicia Rice (arice@qlarion.com), and/or the OEMS (support@vaemstcc.zendesk.com)
o Please also utilize your Regional Director for guidance during the transition

Hospitals

o Trauma Registry Product-Specific Questions – Joe Russo (joe.russo@eso.com)
o Transition-Related Questions/Concerns – Kim Jones (kjones@vaems.org)

C. STATE EMS RESPOSITORY

12. **When does ESO become the new VA EMS State Repository?**

o On **July 1, 2021**, ESO will be the new VA State Repository
o Prior to midnight on **June 30, 2021**, all agencies must be submitting data to the new ESO Virginia State Repository (as required under state regulations)
o The new ESO Virginia State Repository started preemptively accepting state submissions on **May 17, 2021,** to provide a "cushion" for EMS agencies and EMS ePCR Vendors to make the change

13. **What can I do to ensure my agency's data is being sent to the new ESO Virginia State Repository?**

Once your agency signs an ESO Joinder Agreement, you need to contact your EMS software vendor and verify they have linked your system to the new repository and have verified data is flowing properly. You will be able to view / verify your data is in the new ESO Virginia State Repository, as well as check Data Quality.

For those agencies that are continuing to use the Virginia Elite system made available under the Western Region contract as their primary method of pre-hospital patient care documentation, your agency needs to contact ImageTrend as soon as possible and ensure your data is submitted to the new state repository.

ImageTrend requires agencies to provide explicit approval to start sending data to the new state repository/ESO. Emails were sent out by ImageTrend, if you believe you did not receive this email for whatever reason, please feel free to reach out directly to ImageTrend Support. They can assist with activating the data exchange between systems. The contact phone number for support is 1-888-730-3255.

Contacting ImageTrend is a critical step in ensuring your agency's data is reported to the Virginia (ESO) state repository as required per state regulations (§ 32.1-116.1) and this process should not take very long. EMS data submission must occur before 07/01/2021 to ensure your agency remains compliant.

14. **What should I do if my EMS ePCR vendor has not contacted me regarding the change?**

o Please contact your vendor, to ensure your agency will remain compliant after **June 30, 2021**.
o If your vendor needs any assistance with setting up the submission process to the ESO Virginia State Repository and/or they are not sure who to contact, please direct them to OEMS support (support@vaemstcc.zendesk.com)
o OEMS support will ensure your vendor's questions are routed to the proper group at ESO for resolution.

15. **Will EMS agencies have to continue going into the ImageTrend portal annually to update our agency demographics?**

o No. ImageTrend will no longer be the state repository after **June 30, 2021.**
o All demographic data (e.g., user demographics, agency information, vehicles) is being migrated to the new Virginia EMS site.

D. STATE EHR APPLICATION

16. **Is the transition mandatory?**

o No, it is entirely up to each licensed EMS agency which system they will utilize to for entering ePCR records.
o The only aspect of this transition that is mandated will be the submission of the required data elements into the ESO State Repository.

17. **What options does my agency have?**

Agencies currently utilizing the state funded ImageTrend Elite product:
o Continue using a state funded Virginia Elite product
o Transition to new state funded ESO EHR product
o Establish an independent contract with ImageTrend or other vendor of choice

All other agencies:
o Stay with your current 3rd party vendor
o Transition to new state funded ESO EHR product

18. **What is required to transition to the new state funded ESO EHR application?**

   o ESO Joinder Agreement – Sign and return to ehrtraining@eso.com
      - *Joinder agreement was sent via the DocuSign System (dse@docusign.net)*
      - *Additional information regarding this requirement can be found below in 'ESO JOINDER AGREEMENT'*
   o ESO Setup file – Complete and return to ehrtraining@eso.com
   o ESO-compatible equipment – For more information see 'EQUIPMENT' and/or contact ehrtraining@eso.com
   o ESO tenant access – Contact ehrtraining@eso.com to provide your agency credentials to log into your tenant
   o ESO Clinical Administrative Training – Completion before transition is preferred
   o ESO End User Training – Completion before transition is preferred
   o ESO Operational Administrative Training – Completion before transition is highly recommended
   o *Agencies currently utilizing the state funded ImageTrend Elite application must also contact support@imagetrend.com to provide written consent to ImageTrend*

   Note: Ensure that your agency waits until your go-live date to enter live data into your ESO tenant

19. **When can my agency transition to the new state funded ESO EHR application?**

   o If you want to transition to the new state funded ESO EHR application contact ehrtraining@eso.com, who will work with you to schedule a go-live date that works best for your agency
   o **May 17, 2021**, was the first major release date for agencies transitioning to the ESO EHR product
   o **July 23, 2021**, is the next major scheduled release date for agencies to transition to the new VA ESO EHR product
   o *Note: Several additional minor ESO EHR releases are being scheduled to accommodate agency needs*
   o Initial assistance is being provided to agencies who use the current state funded product and want to transition to the new state funded ESO EHR product.

20. **We are an existing customer of ESO. Does anything change on our end?**

   o There will be no change in ESO EHR features or functionality.
   o The only change would be that VAOEMS will be paying for EHR, Cardiac Monitoring for your agency.

E. ESO JOINDER AGREEMENT

21. **Which agencies are required to sign the ESO Joinder Agreement?**

   All Virginia EMS agencies must sign this agreement since their data is flowing into the EMS system.

22. **What is the purpose of the Joinder Agreement?**

   o The agreement is what ESO calls a "joinder" agreement where the agency is acknowledging terms of service & use.
   o Signature is needed prior to agency having access to the ESO EHR application.
   o 3rd party agencies will want to establish access to their individual repository tenants to check status on data submissions as well as monitor data quality.
   o As with access to any software, ESO requires certain restrictions, responsibilities, and grants various rights to the end user entity under various terms and conditions.
   o These terms and conditions are embodied in ESO's Virginia Master Services Agreement which can be found here: https://bit.ly/3tShf92.
   o The DocuSign you will receive is your entity's acceptance of those terms and conditions.
   o Your acceptance of this agreement is required for your entity to access ESO software.
   o Additionally, we have included forward looking pricing so that in the event Virginia ever decides to end its subscription with ESO, your entity will be able to continue accessing ESO software without interruption under your own master agreement that have the exact terms as the existing ESO's Virginia Master Services Agreement.
   o Note that some pages of the VA MSA are redacted to comply with the Commonwealth of Virginia's confidentiality requirements and are strictly between ESO and the Western Virginia EMS Council on behalf of the Virginia EMS System. These redacted portions do not apply to you and have no force or effect on either ESO's or your rights or obligations.

23. **Does an agency have to complete the ESO Admin and End User training before using the state's new EHR product?**

   No, but it is highly recommended, as it was designed to help you get your system set up and configured, as well as train your staff to enter patient care records

24. **I tried to log into the learning.eso.com site but my password does not work. I tried to reset it but I never received an email.**

   If Reset Password doesn't work, agencies should contact their local administrator who has access to check your email address to verify accuracy and change it if needed within the On-demand learning platform. OR – reach out to ESO Support at Support@eso.com or 866-766-9471 opt 3.

25. **Can I earn CEU credits for taking the recommended ESO Training?**

   Yes, CEU credits can be earned (additional info to be provided)

26. **Can you provide a description of the recommended ESO training courses?**

   ESO Operational Admin Training

   o   Designed for admin-level personnel in your department who will set up your ESO system
   o   Walks through how to configure and maintain your ESO Admin module for daily operations
   o   Example: Adding and deactivating users and apparatus

   ESO Clinical Admin Training

   o   Designed for admin-level personnel in your department who will set up your ESO system
   o   Walks through how to configure and maintain your ESO Admin module for clinical operations
   o   Example: Adding and configuring medications and procedures

   ESO End-User EHR Training

   o   Designed for field providers and anyone who will be creating patient care records or will need to understand the use/operations of the ESO EHR application
   o   Course will cover all the operations of creating a patient care record
   o   *There is not a limit on how many providers can attend this training*

27. **What format is the training provided in (e.g., online, in-person) and where do I go to register?**

   The three (3) recommended ESO training courses are being offered in multiple formats to quite each agency's needs:

   Online, self-paced
   o   Courses can be accessed at any time by logging into your ESO On-Demand Learning account (learning.eso.com)
   o   If you have any issues logging in, contact ESO Support at Support@eso.com (or 866-766-9471 opt 3)

   Online, facilitator-led
   o   Information was recently emailed by ESO to all VA agencies – providing registration information for each course (From: Pat.Piper@eso.com on June 14, 2021, Subject: ESO Training - We've added some options!)
   o   ESO has provided many dates, over the next few weeks to select from
   o   If you need registration information resent, please contact the ESO Integration Team (ehrtraining@eso.com)

    In-person, facilitator-led
   o   There will also be several opportunities for you to attend the courses in-person
   o   *This is currently in the planning stages – more details to come soon!*
   o   Planning to visit 4 locations: Old Dominion (Richmond), Rappahannock (Fredericksburg), Tidewater, and Southwestern
   o   Morning and afternoon sessions will be offered

G. EQUIPMENT

28. **What equipment is compatible with the ESO platform?**

   o   Microsoft Windows operating system recommended.
   o   *Apple, Android and Amazon products* **will not create new reports without cellular or WIFI connection.**
   o   For more information, please refer to: [ESO EHR Hardware / Software Compatibility](#)

29. **Was a grant provided to agencies to help purchase ESO-compatible equipment?**

   o   Yes, the [ESO Transition Hardware Special Initiative Grant Opportunity](#), which closed on May 14, 2021)
   o   66 agencies were awarded an equipment grant
   o   Assistance was provided up to 100% funding for IT hardware necessary to transition to the current ESO state funded patient care reporting system.
   o   Eligible applicants included licensed EMS agencies who (a) use the previously state funded ImageTrend reporting system, (b) are migrating to the ESO state funded system and (c) utilize hardware that is not compatible with ESO.
   o   Note: The ImageTrend patient care reporting system had an iPad application that worked in an offline (no active internet connection) mode. ESO does have an offline mode, but it is only compatible with Windows operating systems. Agencies affected by this hardware issue will be worked with until their hardware is upgraded and ready to migration.

30. **What should we do if we missed the initial ESO Transition Hardware Special Initiative Grant?**

   o   Another equipment grant cycle is anticipated to open after **July 2021**

31. **Once I have set up my cardiac monitor, what is the process of importing data from the monitor into the report and where does it go?**

   o   On the vital signs page there will be an import button to pull the data into the patient report.
   o   ESO can send additional training materials or speak with anyone directly on how to do this.
   o   It varies depending upon the monitor type and how you are transmitting the data (via cloud or cable, etc).

H. CAD & BILLING

32. **What is covered by the state?**

The state is covering year one for agencies during the migration. Consideration and communication will occur with agencies well before the end of that first year to determine what agency needs are and what the state may need to do to assist agencies.

33. **How do I know my billing company has approved a chart?**

Billing companies handle this process differently. ESO typically refers the agency back to the billing company for that reconciliation. Since the billing is not done within ESO, it is not the best place to find that report. ESO can help with workflows and tools for chart pre-approval before sending and reporting around what has been sent to the agency's particular billing company.

34. **We are in the process of changing billing companies. How will our billing company get charts from ESO?**

This varies from billing company to billing company. ESO will typically send an extract in the requested file format via secure FTP to be downloaded by the billers. Please give ESO ample notice prior to switching (30 days is best!)

35. **What ESO CAD designed for? What are the technical requirements?**

[ESO CAD Interface Overview – API Technical Requirements](#)

I. ESO ADMIN

36. **My agency only transports to an ER. Can I turn off all the extra hospital destination choices?**

    Yes – in Admin>EHR>incident tab>configurable lists>location type – you can toggle Off any location type that is not relevant to your response area

37. **Am I able to edit the Refusal form?**

    In Admin>EHR>Signatures Tab>Configurable Lists – there are some configurations available for the refusal. You are also able to load a custom refusal form in this area if you would rather (refer to the admin guide/training for how-to instructions for this feature if needed)

38. **My agency does not really do "shifts". Am I able to remove that tab?**

    You cannot remove it, but it is not a required field.

39. **A member changed their email address / We put in the wrong email address for a member. How do I change their email address?**

    In the Admin module go to Users, click "View" next to the name of person's whose email you wish to edit, then "Edit" next to Account and change the email

40. **Our agency carries blood products, and we have a specific form to be filled out for emergency use. Can I add a form for this?**

    Yes, agencies can upload a custom form from within the Admin module in the Signatures section. This will be shown during Admin training.

41. **I cannot add a member to a report. They are in the agency tenant but do not show up to be added as a crew member.**

    Make sure the user is marked "Available in EHR" within their user profile (refer to the admin guide for specific instructions) – if you are still having trouble reach out to ESO Support for help

42. **Can I make a medication mandatory? Ex. Nitro given for chest pain. (Aspirin is the only option I can see at this time)**

    No – this is not available in EHR

J. MOBILE APPLICATION

43. **How do I install the Mobile Version of ESO onto a mobile device?**

    In the Admin module, click on EHR and then Mobile Version and Download EHR Mobile Installer – follow the prompts within the install wizard. You must be connected to the internet.

44. **Does Mobile to Mobile require the internet or does Bluetooth work?**

    Internet only

45. **If I am on the mobile app with no internet connection, can I transmit an EKG to the hospital?**

    No, agencies will need internet. Keep in mind EKG must be imported/attached to the EHR for the hospital to see it.

46. **What is included in the ESO state funded product for hospitals?**

   A list of ESO state funded products available to hospitals are listed below and in the Overview for Hospitals.

   o   ESO Patient Tracker (portal for hospitals to view EMS agency records)
   o   ESO Alerting
   o   ESO Trauma Registry

   Discounted contract pricing is offered for the below (optional) modules:

   o   ESO Analytics
   o   ESO Health Data Exchange (HDE)

47. **Is there a cost associated with Health Data Exchange (HDE) product?**

   The cost for HDE is being covered for agencies by OEMS. Hospitals will need to purchase this product.

48. **How can I find more information about ESO HDE?**

   ESO Health Data Exchange (HDE) Information

49. **Can the 'medications' list be added to for Patient history?**

   Send a request via email to support@eso.com with the medication you need added.

50. **Can the 'patient history' list be updated/added to?   Ex. "Cataracts" is not available, what can I do if I come across this situation?**

   Under History (or meds or allergies on the patient info page), from the list pick "other" (then ok in the top right corner) and then "Comments" on the right to free-text the data into the field