

**Manitoulin-Sudbury District Services Board
POLICY & PROCEDURES MANUAL**

Section: G. Emergency Medical Services	Effective Date: Jan 1, 2015
Topic: 3. Documentation Directives	Replaces: April 4, 2013
Subject: 3. Patient Care Report Completion	
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PURPOSE

Instruction, clarification and responsibility of completing a Patient Care Report (PCR) form that is in line with the requirements in Section IV of the Patient Care Documentation Standard.

APPLICATION

Paramedics, EMAs, Commander of QA

PROCEDURE

- 1) The patient care provider who has assessed and/or has rendered patient care is responsible for completing the PCR for the person whom he/she assessed or to whom care was provided.
- 2) In instances where assessment occurs with more than one patient, a Patient Care Report will be completed for each person assessed by each member of the ambulance crew.
- 3) In each instance where a report is required under this policy it shall be completed as soon as possible following the event and will always be completed prior to the end of the shift. On-call shifts will complete a PCR prior to returning home or to sleeping area.
- 4) If excessive overtime will be incurred due to documentation, management shall be notified for approval.
- 5) All PCRs shall be completed according to the Patient Care Documentation Standards, and ACR Completion Manual.
- 6) For each instance where a patient is assessed, regardless of whether or not they are transported by ambulance or emergency response vehicle, staff will complete an PCR that documents as a minimum the following:
 - a) Call number
 - b) Warning system used
 - c) Service Name
 - d) Date
 - e) Service Number
 - f) Station Number
 - g) Vehicle Number
 - h) Start Km's
 - i) Pick Up Km's
 - j) Destination Km's
 - k) Pickup Location
 - l) Dispatched Priority

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- m) Remarks Area (reason for cancellation)
 - n) Refusal Of Service including Aid to Capacity Evaluation (if applicable)
 - o) Driver Number
 - p) Attendant Number
 - q) Driver Name
 - r) Attendant Name
 - s) Signature Of Driver
 - t) Signature of Attendant
- 7) For each instance where a patient is assessed, and care and /or transportation is initiated, staff will complete an PCR that documents as a minimum everything listed in section 2 of this directive, as well as following:
- a) Patient Surname
 - b) Patient Given Name
 - c) Mailing Address
 - d) Nature Of Emergency/Transfer
 - e) Chief Complaint
 - f) Illness/Injury Nature Code
 - g) History Of Current Condition
 - h) Relevant Past History
 - i) Medication/Allergies
 - j) Physical Exam
 - k) Pulse
 - l) Respiration
 - m) Skin
 - n) Blood Pressure
 - o) Record of Coma Scale (where applicable)
 - p) Patient Care Procedures (including time, medicine, procedure, result, and code)
 - q) EMA/Paramedic Initials For Actions
 - r) Primary Patient Care Problem
 - s) Primary Patient Care Problem Code
- 8) For each instance where patient care is provided and the patient is transported in an ambulance or emergency response vehicle, staff will complete an PCR that documents as a minimum everything listed in sections 2 & 3 of this directive, as well as following:
- a) Return Priority
 - b) Patient Number
 - c) Patient Sequence Number
 - d) Remarks Area
 - e) Nature Of Emergency/Transfer
- 9) For each instance where a patient is contacted and refused care and/or transportation, staff will complete an PCR that documents as a minimum

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everything listed in sections 2 & 3 of this directive, as well as following:

- a) Remarks Area (reason for cancellation)
- b) Refusal Of Service Area including Aid to Capacity Evaluation

10) All PCR's are measured against the above criteria utilizing Zoll Tablet "Complete Call Rules" and cannot be completed/submitted without meeting the standard for completion.

REFERENCE

Ambulance Act/Regulations
 Patient Care Documentation Standard
 ACR Completion Manual