

# COVID-19: King County EMS Documentation Guide for ESO EHR

From the Division of Emergency Medical Services (EMS)  
Public Health – Seattle & King County  
UPDATED MARCH 16, 2020

# King County Emergency Medical Services (KCEMS): Documentation guidelines for COVID-19

## What is COVID-19?

“CDC is responding to an outbreak of respiratory disease caused by a novel (new) coronavirus that was first detected in China and which has now been detected in almost 70 locations internationally, including in the United States. The virus has been named “SARS-CoV-2” and the disease it causes has been named “coronavirus disease 2019” (abbreviated “COVID-19”).”

<https://www.cdc.gov/coronavirus/2019-ncov/summary.html>

## Purpose of this document:

The purpose of this document is to outline best practices for EMS documentation for incidents of EMS-suspected COVID-19. The first guideline document was issued on March 7, 2020. This is an updated version based on newly available documentation tools.

## Why is COVID-19 documentation important?

Key documentation by EMS providers in the field allows King County EMS and other public health officials responding to the COVID-19 emergency to:

- ✓ Rapidly identify new incidents of EMS-suspected COVID-19 patients;
- ✓ Monitor prevalence of signs and symptoms related to COVID-19 among community members who activate the 911 response system; and
- ✓ Identify EMS records affiliated with any EMS incidents for a patient later confirmed through laboratory testing to have COVID-19.

---

*\*\*Note: In addition to the following EMS incident documentation guidelines, be sure to comply with any requirements set forth by EMS Medical Director leadership and your agency’s Health Officer regarding exposure to suspected and/or laboratory-confirmed COVID-19 patients.\*\**

---

## Documentation platform:

ESO Solutions Electronic Health Record (EHR) reports

## Documentation best practice:

- ✓ Remember to complete and LOCK your records within 2 hours of close of call for all transported patients.
- ✓ For transporting units, enter the Hospital Chart Number (i.e. Medical Record Encounter Number) for the ESO Health Data Exchange (HDE) outcomes.

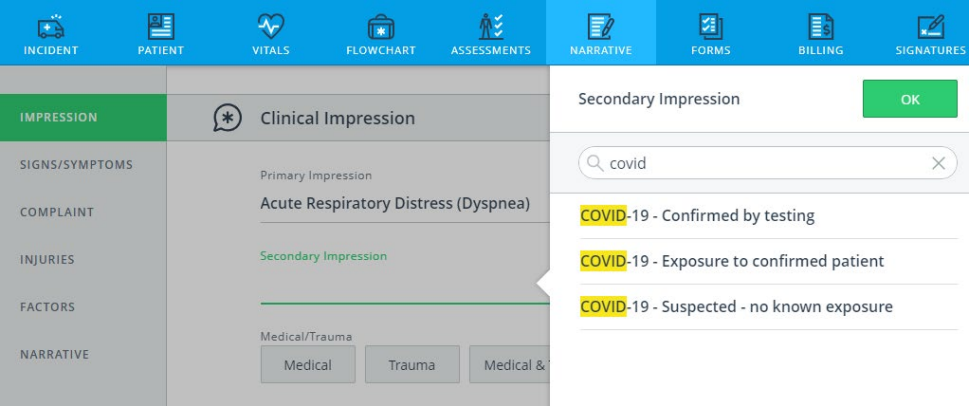
# King County Emergency Medical Services (KCEMS): Documentation guidelines for COVID-19

## Documentation guidelines (1-pager without screenshots):

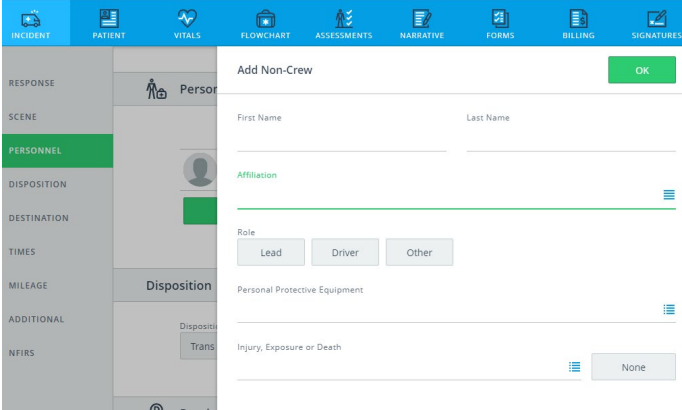
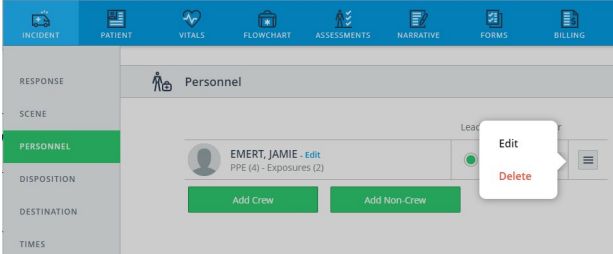
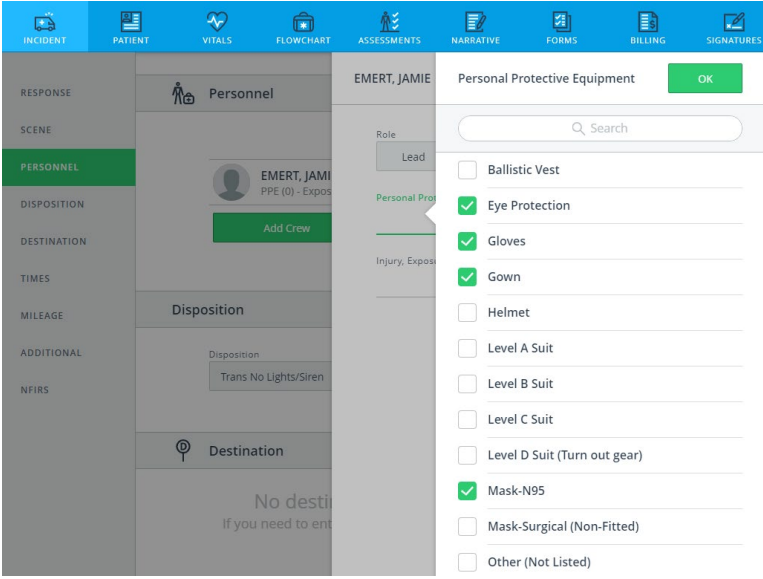
NARRATIVE Tab:	
<b>Primary or Secondary Impression</b>	<p>There are three options in Primary or Secondary Impression menus for COVID-19:</p> <ul style="list-style-type: none"> <li>• <b>‘COVID-19 – Confirmed by Testing’</b></li> <li>• <b>‘COVID-19 – Exposure to confirmed patient’</b></li> <li>• <b>‘COVID-19 – Suspected – no known exposure’</b></li> </ul> <p>Document COVID as a Primary Impression if it is the main reason for the EMS response. Document COVID as a Secondary Impression if COVID is suspected to be a contributing reason for the call.</p>
<b>Signs / Symptoms</b>	<p>When encountering a patient with multiple signs and symptoms click the green <b>“Add Sign/Symptom”</b> for additional documentations.</p> <ul style="list-style-type: none"> <li>• <i>Please note that in the “Outbreak Screening” specialty patient form has check boxes for the following symptoms: Fever, Cough, Sore Throat, Shortness of breath, Myalgia/muscle ache. Any additional symptoms not affiliated with the Outbreak Screening form may be entered here.</i></li> </ul>
<b>Narrative</b>	<p><b>“COVID-19” circumstances:</b></p> <ul style="list-style-type: none"> <li>• If you suspect COVID-19 as a primary or contributing factor to the incident, please describe in your SOAP narrative. “COVID” will be a Narrative text search term.</li> </ul> <p><b>PPE Used:</b></p> <ul style="list-style-type: none"> <li>• A description of Personal Protective Equipment (PPE) in the Narrative will be essential in decision-making about crew quarantine.</li> <li>• <b>As of 2/27/2020, “Full PPE” (or “MEGG”) for COVID-19 responses include: N-95 Mask, Eye protection, Gown, and Gloves.</b></li> </ul>
INCIDENT tab:	
<b>Personnel</b>	<p>An accurate list of responders who had contact with the patient is important for public health investigations and follow-up.</p> <ul style="list-style-type: none"> <li>• <b>List your crew members.</b> If your agency has multiple units providing care, the unit that reports the record should list ALL personnel.</li> <li>• <i>OPTIONAL: Consider adding any “Non Crew” members (e.g. private ambulance unit, chaplain) who also had contact with the patient.</i></li> </ul>
<b>REQUIRED: Personal Protective Equipment</b>	<p>Document Personal Protective Equipment (PPE) worn via a drop down menu next to each individual provider name. Click the “Edit” button and check all that apply.</p>
<b>Hospital Chart Number</b>	<p>For transporting units, please enter or scan the “Chart Number” such that hospital outcomes may be received via the ESO Health Data Exchange (HDE).</p>
FORMS tab:	
<b>REQUIRED: Outbreak Screening form</b>	<ul style="list-style-type: none"> <li>• For COVID-19 related EMS responses, complete the form with as much information as you have available.</li> <li>• For COVID-related responses where you are unable to obtain any information for the Outbreak Screening form, select the “UTO” (Unable to Obtain) button and choose the best option: “Patient Refused” or “Other Reason”.</li> <li>• For responses that seem unrelated to COVID-19, select the “UTO” button and select “Not Indicated”.</li> </ul>

# King County Emergency Medical Services (KCEMS): Documentation guidelines for COVID-19

## Documentation guidelines ([with screenshots](#)):

NARRATIVE Tab:	
<p><b>Primary or Secondary Impression</b></p>	<p>There are three options in Primary or Secondary Impression menus for COVID-19:</p> <ul style="list-style-type: none"> <li>• <b>‘COVID-19 – Confirmed by Testing’</b> which means the patient has received a confirmation of COVID – 19 prior to our interaction.</li> <li>• <b>‘COVID-19 – Exposure to confirmed patient’</b> which indicates that the patient has had contact with someone else with confirmed by testing.</li> <li>• <b>‘COVID-19 – Suspected – no known exposure’</b> is for all other concerns such as pertinent travel history or exposure to a person under investigation.</li> </ul>  <p>Document COVID as a <b>Primary Impression</b> if it is the main reason for the EMS response (e.g. transport of laboratory-confirmed COVID-positive patient to the hospital, Primary Impression = “COVID-19 – Confirmed by testing”).</p> <p>Document COVID as a <b>Secondary Impression</b> if COVID is suspected to be a contributing reason for the call (e.g. Primary Impression = “Acute Respiratory Distress” with Secondary Impression = “COVID-19 – Exposure to confirmed patient” or “COVID-19- Suspected – no known exposure”)</p>
<p><b>Signs / Symptoms</b></p>	<p>When encountering a patient with multiple signs and symptoms click the green <b>“Add Sign/Symptom”</b> for additional documentations.</p> <ul style="list-style-type: none"> <li>• <i>Please note that in the “Outbreak Screening” specialty patient form has check boxes for the following symptoms: Fever, Cough, Sore Throat, Shortness of breath, Myalgia/muscle ache. Any additional symptoms not affiliated with the Outbreak Screening form can be entered here.</i></li> </ul>
<p><b>Narrative</b></p>	<p><b>“COVID-19” circumstances:</b></p> <ul style="list-style-type: none"> <li>• If you suspect COVID-19 as a primary or contributing factor to the incident, please describe in your SOAP narrative.</li> <li>• “COVID” will be a Narrative text search term to identify records.</li> </ul> <p><b>PPE Used:</b></p> <ul style="list-style-type: none"> <li>• A description of Personal Protective Equipment (PPE) in the Narrative will be essential in decision-making about crew quarantine.</li> <li>• <b>As of 2/27/2020, “Full PPE” (or “MEGG”) for COVID-19 responses include: N-95 Mask, Eye protection, Gown, and Gloves.</b></li> </ul>

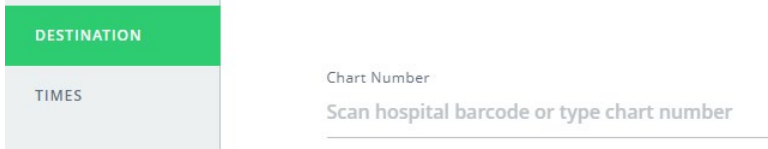
# King County Emergency Medical Services (KCEMS): Documentation guidelines for COVID-19

INCIDENT tab:	
<p><b>Personnel</b></p>	<p>An accurate list of responders who had contact with the patient is important for public health investigations and follow-up.</p> <ul style="list-style-type: none"> <li>• <b>List your crew members.</b> If your agency has multiple units providing care, the unit that reports the record should list ALL personnel.</li> <li>• <i>OPTIONAL: Consider adding any “Non Crew” members (e.g. private ambulance unit, chaplain) who also had contact with the patient.</i></li> </ul> 
<p><b>REQUIRED: Personal Protective Equipment (PPE)</b></p> <p><b>**NEW** (as of 3/17/2020)</b></p>	<p>Document PPE worn via a drop down menu next to each individual provider name. Click the “Edit” button and check all that apply.</p>  

# King County Emergency Medical Services (KCEMS): Documentation guidelines for COVID-19

**Hospital Chart Number**

For transporting units, please enter or scan the “Chart Number” such that hospital outcomes may be received via the ESO Health Data Exchange (HDE). Follow instructions at the Emergency Department on the best method to identify and enter the Chart Number.



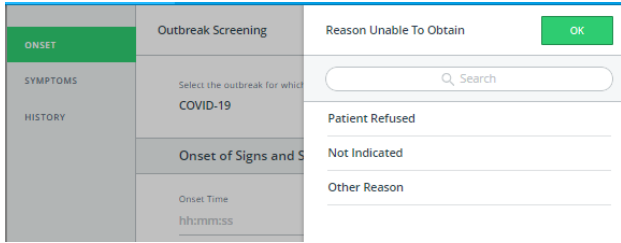
*(Note: Hospital ICD-10 code of “B97.29” indicates laboratory-confirmed COVID-19.)*

**FORMS tab:**

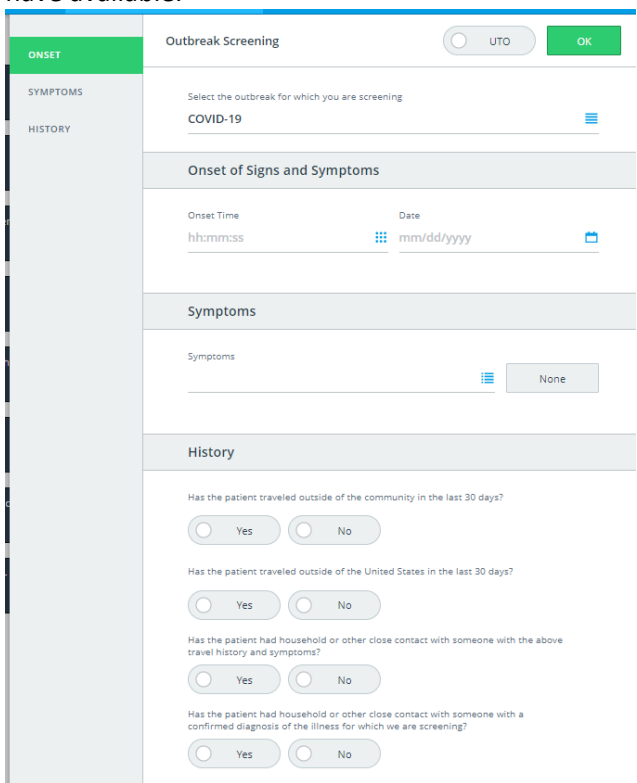
**REQUIRED: Outbreak Screening form**

**\*\*NEW\*\* (as of 3/17/2020)**

For responses that seem unrelated to COVID-19, select the “UTO” (Unable to Obtain) button and select “Not Indicated”:



For COVID-19 related EMS responses, complete the form with as much information as you have available.



For COVID-related responses where you are unable to obtain any information for the Outbreak Screening form, select the “UTO” button and choose the best option: “Patient Refused” or “Other Reason”.

# King County Emergency Medical Services (KCEMS): Documentation guidelines for COVID-19

## EMS Agency ESO “ADMIN” tasks

For individuals with Administrative responsibilities for their ESO agency login, please do the following:

- **Under EHR >> Narrative Tab >> Configurable Lists >> Impressions:**
  - Turn ON: “COVID-19 – Confirmed by Testing”
  - Turn ON: “COVID-19 – Exposure to confirmed patient”
  - Turn ON: “COVID-19 – Suspected – no known exposure”
  
- **Under EHR >> Incident Tab >> Configurable Fields:**
  - Turn ON: “Personal Protective Equipment Used”
  
- **Under EHR >> Incident Tab >> Configurable Validation **\*\*NEW\*\*** (as of 3/17/2020)**
  - Turn ON: “Custom – Personal Protective Equipment Used (PPE)”
  
- **Under EHR >> Forms Tab >> Forms:**
  - Turn ON: “Outbreak Screening” form **\*\*NEW\*\*** (as of 3/17/2020)
  
- **Under EHR >> Forms Tab >> Configurable Validation:**
  - Turn ON: “Outbreak Screening Required” **\*\*NEW\*\*** (as of 3/17/2020)

# King County Emergency Medical Services (KCEMS): Documentation guidelines for COVID-19

## Questions?

### ESO

If you have any questions for ESO, please contact:

- ESO Support at **866-766-9471 option 3** or
- Email: [support@esosolutions.com](mailto:support@esosolutions.com).

### King County EMS

For King County-specific questions or requests, please contact:

➤ **Tracie Jacinto**

Regional QI Section Supervisor, ESO Program  
Manager  
KC Emergency Medical Services Division  
[Tracie.Jacinto@kingcounty.gov](mailto:Tracie.Jacinto@kingcounty.gov)  
206-263-8057

➤ **Dan Henwood**

ESO Admin – KING agency  
King County Information Technology  
Department  
[Dan.Henwood@kingcounty.gov](mailto:Dan.Henwood@kingcounty.gov)  
206-263-8581

*King County-specific questions and topics:*

- KC EMS Division ESO Contract
- Regional Electronic Health Record (EHR):  
enhancement requests, issues
- ESO Health Data Exchange – contracts with local  
hospitals implementing ESO
- ESO tools for quality assurance (QA) / quality  
improvement (QI) case review
- ESO tools to run agency-focused reports in  
alignment with King County EMS (QI) reports

*King County-specific questions and topics:*

- ESO Administrator for KING agency
- ESO Admin configuration

➤ **Tom Rea, MD, MPH**

Medical Program Director  
KC Emergency Medical Services Division  
[rea123@uw.edu](mailto:rea123@uw.edu)  
Cell 206-255-5513