



## Deciding on a Patient Care Reporting Software for your EMS system



- Call your [Arizona EMS data section](#) to find out what the requirements are for submitting data to [AZ-PIERS](#). You can also ask about what vendors are currently operating in your state, and who is currently using them to submit data.
- Evaluate your system's needs.
- Learn about the vendor options.
  - Is the vendor compliant with NEMESIS? [www.nemesis.org](http://www.nemesis.org)
  - How long have they been in business?
  - How many customers do they have?
- If available, ask current customers what their thoughts are.
  - Possible questions include:
    - How long have you used this software?
    - Do your providers find the software easy to use?
    - How is customer service? Is it timely and do your problems get solved?

In the negotiation and contract phase, below are some things that should be ironed out before purchase of the software.

- State Compliance - What support will be offered to make sure that the export to the state is working and continues to work? Are web services available or does the export need to be manually downloaded and uploaded to the state? Is there a cost for getting an export set up to the state? Successful submission of data to the states in which you operate should be a minimum contract requirement. Can you add custom variables/questions? Can these be exported to state? What is the cost?
- Hardware - What hardware is needed? Can this be run off of Windows or Mac operating systems? Is it compatible with tablets?
- CAD – if you need CAD integration, what is the cost?
- Tech Support – Is support 24/7? Is there a limit of tech time before more fees are charged? Vendors could be asked to provide their average and 90th percentile Issue and/or Bug identification to closure time.
- Training – What will be offered originally after purchase both for management of the software and end users? What continuing education will be provided as updates or changes are made?
- Updates – If maintenance is current, what will you be charged to stay current with your state and the national standard? Require the vendor to maintain state and national compliance within a certain amount on time of the new standard being adopted.
- Ownership – Ensure that your service owns your data. What happens if the company goes bankrupt or is bought out?
- Reporting – How easy is it to get information out to look at the performance of your system? Can you easily create new reports? Ad hoc reports with 5-10 filters must be possible. Being able to add filters and work with the entire dataset or discrete time periods must be possible. Does the software have dashboards? Make sure the vendor is required to give you every piece of data collected back through the reporting engine, not just the NEMESIS elements.