Why and How do we use ESO?
ESO is our vendor for writing Fire and EMS charts. EHR, is the product we use for EMS Charts. EHR is accessed via an *"Online"* and *"Offline"* version. Fire Incidents is the product we use to complete Fire Incidents. Fire Incidents is accessed only via the *"Online"* version.

Multi Factor Authentication (MFA)
MFA is required for login. You have two options for MFA: Email and MFA Apps. The "Duo" App (which is an MFA App) used by the City is supported. MFA Configuration is presented when you first log in. For full instructions, please view the MFA Document URL below or scan the QR Code below.

ESO MFA Instructions
Visit the following URL:
tinyurl.com/rfd-eso-mfa
or scan the QR Code

How do I Access the "Online" version?
Go to www.esosuite.net/login

Your username in most cases is your **LAST NAME**, followed by your **FIRST INITAL**. It may match the first part of your email. Agency Code is RENOFIRE.

How do I reset my Password?
On the login page, underneath *"Let's go!"* you will see *'Forgot your password Click Here'*. Press on *"Click Here"* and follow the instructions on the screen. You will then receive an email to your reno.gov email with a link to reset your password.

I didn't get a "Reset Password" Email
It may take a few minutes for the email to reach your inbox. If you have not received it, you may need to check your MIMECAST spam filter to make sure the City did not block it. Below are the detailed instructions on how to release emails labeled as spam by MIMECAST.

MIMECAST Instructions
Visit the following URL:
tinyurl.com/rfd-mimecast
or scan the QR Code

How do I access the "Offline" version?
The *"Offline"* version of EHR is the only way to use EHR without an internet connection. "Fire Incidents" does not have an offline version. To use the *"Offline"* version of EHR, log into a city computer and search for "ESO" in the windows search bar, and click the app.
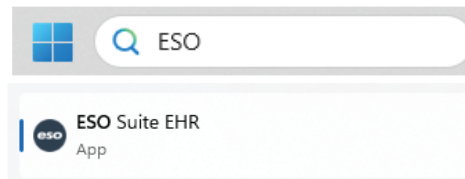
Once the "Mobile" App is open, fill in your username in password. It may request an Agency Code, which is RENOFIRE. Below is snapshot of the login form for the "Offline" version.

My Offline Login Does not work!
If your login isn't working, please ensure you can log in to the "Online" version. If you can access the "Online" version, you need to update the "Offline" App's stored database. To do this, fill in your username and password. Once you have done this, click on the refresh icon in the upper right corner, then click "Update System Data"
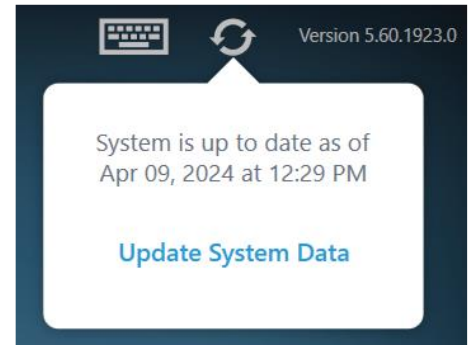
This will use the provided username and password to connect online and update the "Offline" App's storage database. For more information regarding EHR, please refer to the reference guide for EHR.

Windows is Asking for Admin Override
If windows are asking for an admin login, you need to call the IT Help Desk, with the computer open. Call 2468, it will only take a few minutes for them to update.

Where is the "Offline" EHR App?
If you are unable to find the "Offline" windows application, the computer you are using is not up to date. Please call the IT Help Desk, with the computer open. Call 2468, it will only take a few minutes for them to update.

How do I change my password?
To change your password, use the "forgot password" on the main login page.

Help! I'm still having ESO issues!
If you are having any issues related to ESO, please email RFDESO@reno.gov.

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ESO REFERENCE GUIDE
Last Updated 4/10/24

How are Fire Incidents Used?

Fire Incidents are accessed exclusively through the "Online" website. After logging into ESO, click on "Incidents" in the top menu.

Once you have the "Fire Incidents" module open, you will see a list of charts. To sift through the charts, click on "Filters" and choose relevant options to filter the charts you are looking for.

Where are my calls?

Charts are not automatically created for you based on the calls you are dispatched to; instead, you must either complete an EHR Chart or use "Import CAD" to create a chart.

I was dispatched to a call, how do I create the chart?

If you were dispatched to a call that DOES NOT REQUIRE AN EHR CHART, you need to use the "Import CAD" button at the bottom of the page.

This action will display all the current CAD calls that do not have a chart. Find the call you need to import and click "Import". Remember, just like EHR CAD imports, once you import a call, it removes that CAD call from the list, capturing only the CAD information from that exact moment. For example, if you were to import a CAD Call before clearing the scene, you would need to re-import the CAD Call within the incident to receive the updated times.

How do I update CAD data?

To reimport/update CAD data, click "CAD Import" at the top of the page

You will receive a warning that data will be updated and overwritten. Once you click "OK," any updated data from CAD will be imported. A useful scenario for this is if the "Clear" time for your unit is not present; you can use this feature to obtain the updated data.

I imported the wrong CAD data, how can I fix this?

If you imported the wrong CAD data, the CAD Call will no longer appear in the "CAD Import list". You need to unlink the CAD Data from this chart and link it to the correct one. To do this, obtain the Incident number from the correct call (the incident number always starts with **"RF"**). Click on the "Basic" tab.
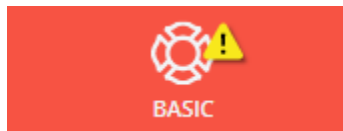
Then in the "Incident Number" field, type in the correct Incident Number.

Incident Number

RF240013320

After typing in the correct number, click outside of the field. A warning for "CAD Unlinking" will appear on the screen.

CAD Unlink

Changing the incident number will unlink this incident from its CAD record. Proceed?

Cancel   OK

Once you click "OK," the new data will be imported, and the previous CAD Call will reappear in the "CAD Import" list.

Why does the "incident narrative" not contain the CAD Notes?

CAD Notes are no longer used as the incident narrative. The Incident Commander (IC) of the call will enter their narrative within the Incident Narrative section. If you are a single unit on a call, or the IC of the call, you will fill in the "Incident Narrative". If you are an additional unit on the scene, you will place your narrative within your unit report.

Where does a unit's crew come from?

The TeleStaff integration adds crew members based on their assigned unit. If TeleStaff information is incorrect, your unit crew will also be incorrect. If the call was dispatched close to a staff relief time, you may see numerous individuals listed on the unit. Remove anyone who were not present on the call.

How do I submit my chart?

Once all validation issues have been resolved, you will see "0" next to "Validation Issues" in the top bar. Click on this.

VALIDATION ISSUES 0

Then, you will see the button to lock the incident. Click on "Lock Incident".

No issues found.
Nice work! Are you ready to lock this incident?
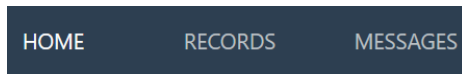
Lock Incident

Your chart will now be "Locked" and submitted.

What is the "Offline" App?

The "Offline" app for EHR, is a Windows application that does not require an internet connection to create or work on charts. You should be using this as the initial way to start an EMS Chart.

HOME	RECORDS	MESSAGES

"HOME" is the dashboard for the app, where you can set your current shift, and see other general stats.

"RECORDS" is a list of all charts that are currently on this device. Remember, this was made to be used offline, so charts will live here until you send them up to the server.

"MESSAGES" is simply an inbox for your ESO account where you can see any messages that have been sent to you, like QA feedback, or system wide messages.

How do I set up my crew for the day?

After you log into the windows Mobile App, you will add crew members on the home screen. Click "set shift" and fill out all the fields. ** *There are no vehicles to choose from we are only utilizing units*.

SHIFT

DOE, JOHN

Unit   - -
Unit Capability   - -
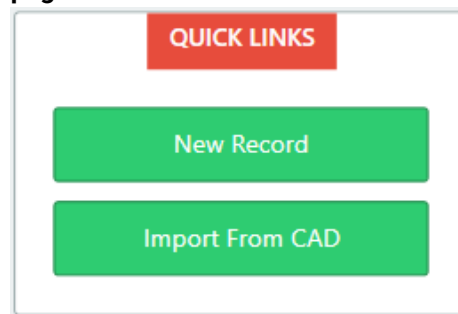Vehicle   - -
Shift   - -
Device   - -

Set Shift

Where do I write my EHR (Electronic Health Record)?

Your EHR can be completed on the windows Mobile app, or on the web. See the general info page for help logging in.

How do I start my chart?

To start your chart, you can choose either "New Record" or "Import from CAD". Both will open a chart. If you choose "New record" there will be no CAD data and you will have to choose CAD Import from the top of the "Response tab" inside your chart. If you choose "Import from CAD, a list of calls will appear, choose your call from the list**. ** Helpful hint; filter the calls to only your unit using the Unit function in the top right corner of the CAD Import page.**

QUICK LINKS

New Record

Import From CAD

CAD Import - Select an incident

Date & Time	Incident Number	Scene Location
04/10/2024 @	RF240013294	5000 SILVER

Import From CAD Highlights

When a chart is created using the 'Import From CAD' feature, be aware that this action removes the selected call from the import list, and the chart will only include data available at that moment. After clearing the call, you will need to re-import the CAD call to access updated times. If the wrong CAD call is imported into a chart, it is necessary to import the correct one. This action will remove the incorrectly imported CAD call from the list, making it invisible to other units until the correct call is imported.

I accidentally created a chart; how do I delete it?

If you have accidentally created an EHR chart, please email RFDESO@reno.gov and provide the 'Incident Number' for deletion.

How do I import vitals from our Zoll Monitor?

To Import vitals from the monitor, first make sure you have transmitted the monitor's case file to the cloud. Then go to the "Vitals" Tab, and at the bottom you will see "Monitor Import". Select which case file you would like to use and import it.

What do all the dispositions mean?

The newest NEMSIS update now requires 4 different disposition types. This allows the state to recognize our role in each position on each call. The disposition you choose directly reflects the required fields throughout the call. This does not mean pick the path of least resistance. If you are documenting the chart, it is your responsibility to properly document the incident. Please review the helpful hints below.

**** Disposition helpful hints for what you currently know => What it is now**

RFD providing support on scene with no interventions provided. (Assisting with lifting or moving the patient to the ambulance).

Unit Disposition
Patient Contact Made

Patient Evaluation and/or Care Disposition
Patient Support Services Provided

Crew Disposition
Provided Care Supporting Primary EMS Crew

Transport Disposition
Transport by Another EMS Unit

Help! I'm still having ESO issues!
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Patient care provided and REMSA transported.

Unit Disposition
Patient Contact Made

Patient Evaluation and/or Care Disposition
Patient Evaluated and Care Provided

Crew Disposition
Initiated Primary Care and Transferred to Another EMS Crew

Transport Disposition
Transport by Another EMS Unit

Patient care provided and RFD Medic unit transports.

Unit Disposition
Patient Contact Made

Patient Evaluation and/or Care Disposition
Patient Evaluated and Care Provided

Crew Disposition
Initiated Primary Care and Transferred to Another EMS Cre

Transport Disposition
Transport by This EMS Unit (This Crew Only)

Patient care provided and RFD member rides to the hospital with REMSA or other transport unit.

Unit Disposition
Patient Contact Made

Patient Evaluation and/or Care Disposition
Patient Evaluated and Care Provided

Crew Disposition
Initiated Primary Care and Transferred to Another EMS Crew

Transport Disposition
Transport by Another EMS Unit, with a Member of This Crew

Cancelled on scene.

Unit Disposition
Canceled on Scene

Patient Evaluation and/or Care Disposition
Not Applicable

Crew Disposition
Back in Service, No Care or Support Services Required

Cancelled enroute to call (While this would not normally require an EHR, documenting in EHR is quicker than documenting through "Incidents". Remember, by completing the "Fire Incident" tab in EHR it also completes your NFIRS report.

Unit Disposition
Canceled Prior to Arrival at Scene

Patient Evaluation and/or Care Disposition
Not Applicable

Crew Disposition
Back in Service, No Care or Support Services Required

RFD performing AMA.

Unit Disposition
Patient Contact Made

Patient Evaluation and/or Care Disposition
Patient Evaluated and Care Provided

Crew Disposition
Initiated and Continued Primary Care

Transport Disposition
Patient Refused Transport

Contact Refusal (This will trigger you to get pt demographics. If the subject refuses, please use the "UTO" in the patient demographics tab).

Unit Disposition
Patient Contact Made

Patient Evaluation and/or Care Disposition
Patient Support Services Provided

Crew Disposition
Back in Service, Care or Support Services

Transport Disposition
Patient Refused Transport

Reason for Refusal or Release
Released Following Protocol Guidelines

How do I complete my chart and make it go away?

Once you have completed your chart and checked for any validations required, hit "Lock Record."

Validation Success!
No issues found. Nice work! Are you ready to lock your record?

Lock Record

At the end of your shift hit "sync records" on the home page of the mobile app. This will finalize your charts and complete your fire incident associated with those calls. If you sync records to the web that are not locked, they will only be available on the web moving forward. Please ensure that all "Fire Incidents" are complete.

STATUS CENTER

2 UNLOCKED RECORDS

1 LOCKED RECORDS

Sync Records

All charts that are in progress can be found under the records tab:

How are fire charts "Incidents" Completed Automatically?

When an EHR Chart is locked and submitted, it will take the information provided in the "Fire Incidents" Section under the "Incident" Tab and create a "Fire Incidents" Chart with the provided information. After this is completed, it will attempt to lock the chart. If any validation issues occur within the "Fire Incidents" chart, it will leave it as "unlocked" waiting for you to provide corrections. Most EHR charts will be able to auto complete a fire incident chart, but you still need to verify that was completed correctly.

Help! I'm still having ESO issues!
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