

**Travis County Emergency Services District No. 9**  
**Westlake Fire Department**  
**Standard Operating Guideline**

**Subject: EMS and Incident Reports**

**Effective Date: July 1, 1997**

**Authorized By: Chief Paul Barker Revised Date: December 31, 2003**

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**I. Purpose**

To insure proper and timely completion of Incident and Medical Reports. To have a standardized system to determine who is responsible for paperwork.

**II. Policy**

Paperwork will be completed each time an incident card is stamped. If the incident is canceled prior to, or during response, the officer in charge of the responding unit will ensure the paperwork is completed. **The Shift Commander will ultimately be responsible for ensuring that all paperwork is completed within 72 hours.**

**III. Procedure**

**Incident Reports:**

- In general, the officer in charge (IC) of the call shall determine who will complete the Incident Report.
- If another member has adequate knowledge of the call, they may be assigned paperwork. However, that member must be sufficiently trained in Firehouse Software to enter the report and the Officer in Charge (IC) is responsible for making sure the report is completed.
- If the Department is dispatched to a call, which is an obvious error, and not in our District, the Shift Commander or his designee, shall notify Communications of the mistake and request the incident number be recycled.
- If the Department is dispatched to a call that is not in our District but is within our "normal" mutual aid response area (Oak Hill, Ce-Bar, Davenport, etc.), the units responding shall continue their response until such time as the correct department has been notified. At that time, the Shift Commander shall determine if further response by WFD is required. For these calls, the Shift Commander shall ensure that a report is prepared.

### **Medical Reports:**

Pertinent patient information will be gathered on all medical calls and used to complete Firehouse Software Incident and EMS Reports. All worksheets used to gather Patient Hospital Information (PHI) must be destroyed after its use. All rules and regulations pertaining to PHI must be dealt with according to the HIPAA SOG.

- It is not necessary to use the Travis County EMS First Responder Form to document patient care any longer. The WFD uses Firehouse Software to record Incident and EMS Reports.
- WFD personnel who had patient care must complete the Medical Report.
- If the responding A/TC EMS Ambulance arrives first or at the same time as WFD, a medical report will not be necessary. The member completing the Incident Report will note that WFD personnel assisted A/TC EMS with patient care.
- If there is only one patient, the member responsible for the Medical Report and/or refusal shall also be responsible for the corresponding Incident Report.
- The I.C. will assign the Incident Report to the appropriate unit, or complete it his/herself on incidents with multiple patients. The member having primary patient care will be in charge of the Medical Report and/or refusal.
- On the Refusal Form, one side is the Multi-Patient Refusal and the other side is a Single Patient Refusal. Use them as necessary to obtain refusals and attach to the Incident and EMS Report, if applicable.
- If the individual / patient did not request EMS or a member of the Department drove up on a incident and did not give patient care, an Incident Report and Refusal will not be necessary.
- If WFD is dispatched a location and no patient is found, a run card will be completed and it shall contain the notation **"No Patient Found"**. An Incident Report will be necessary for this type of call.