MetroPCR Frequently Asked Questions

EMS Support Group help information

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MetroPCR web site: **https://mdfr.metropcr.net**

General Questions about MetroPCR:

- MDFR is required to submitt our EMS Reports to the Florida Departmant of Health by Florida Statute, and Florida Administrative Code. The Florida Department of Health requires the reports, or records to be submitted in the latest National EMS Information System (NEMSIS) standard. SafetyPad was written to the NEMSIS 3.4 Data standard. MetroPCR is written to the latest NEMSIS 3.5 Data Standard. The new questions and answers in MetroPCR such as the Primary Symtom (only one is allowed and pertinet negatives are not allowed) and Associated Symptoms (can have multiple answers and allows pertinet negatives), the Dispostion Section being split up into four different elements are just two examples of the changes that are the result of moving to a 3.5 compliant ePCR System.
- The auto rotate works on devices, but MetroPCR is locked in only 1 portrait mode view which is with all the buttons on left side. We have requested this feature with MetroPCR.
- The nFIRS information was removed from SafetyPad over 8 months ago and it will not be on MetroPCR.
- Disposition of Interfacility Transports does not exist in the new nemsis 3.5 (State requirements) this would be documented as a Transported by This Unit and under Response Service Requested you can select Hospital-to-Hospital Transfer.
- The DL scanner is working but there has been some issues in the field. Trying holding at 45 degree angle and no glare from light. MetroPCR is looking into this.
- To change the color of screen for MetroPCR from dark to light click on the little stick figure at very bottom of screen on far right side.
- When entering Zip code MetroPCR does not auto fill City and State. MetroPCR is looking into this.
- The Quick Entry section will have more Presets like Trauma, STEMI and Stroke coming soon.
- Edit PCR Times under Menu is where you can edit all the date/times you have entered in your EMS Report. We have asked MetroPCR to add all the CAD times to this sections even if a CAD date/time is empty.
- The Date Times scrollable editor will not be changing, however MetroPCR has added the date/time to default to NOW if date is Empty.
- The selections list with categories on the left side has been fixed. You can now select category and then select all your answers without having to click on category each time. (i.e. Associated Symptoms).

1. **Unable to Login to the MetroPCR Mobile application to write my EMS Reports?**
    1. On the Mobile App Login Screen Click on "**Update Datasets"**
        1. **Repeat** this step until you get **Already up to date**.
        2. Login Email will be your (**e#######**) @miamidade.gov is Not required
        3. Enter your MetroPCR **Password** (This is not the same as your county login)
        4. Click on the **Sign In** Button
        5. Successfully Logged in will take you to [Crew Setup.](#)
            - See question below for more details on [Crew Setup](#) or [How to Login to for start of shift or Change in Officer?](#)
    2. **Still Unable to login**
        1. Open Browser and go to [https://mdfr.metropcr.net](#)
        2. Click on the link just below the sign-in button labeled "**Trouble Signing In**"
        3. Enter your email address using your e-number (**e#######@miamidade.gov**) and click on "Reset Password" should get message SUCCESS if not check the email address you entered.
    3. Go to your County e-Mail and **Open the e-Mail from MetroPCR** Note Check your junk email if not in your inbox.
        1. Go back to the Browser and click **Return to sign in**.

2. Enter your Email/Username (**e#######@miamidade.gov**)
3. Type in the **Temporary Password**
4. Will be prompted to **Enter a New Password** follow instructions on screen `Note` Set your password to the same thing you use to login to County Computer.
5. `Password changed successfully!`
6. Now that you have changed your password on the Web the Mobile App needs to get your New Password.
   4. Start over at **Step #1 "Update Datasets"**.

2. **How to Login for start of shift or Change in Officer?**
   - Logging in with your **E+Number** is required if you want to be able to download any of your **Stashed/Closed Reports**.
   - Click on ☰ **Menu** in upper right corner and Click on **Sign Out**
   - Confirmation window will popup Click on **Yes.**
   - Click on the button at bottom of page **Update Datasets**. This will make sure you have all updates.
     - If you changed your password you must Update Datasets to get the new password.
   - Login Email will be your (**e#######**) @miamidade.gov is Not required.
   - Enter your MetroPCR **Password** (This is not the same as your county login)
   - Click on the **Sign In** Button
   - **Successfully** Logged in will take you to **Crew Setup** and a popup window, Click **OK.**
   - See below for [How do i Enter or Change my Crew members?](#)
   - See below for [How to I enter my LifePak to receive ECG's?](#)
   - Click on `Done` when all information has been filled in.

3. **How do i Enter or Change my Crew members?**
   - Click on ☰ **Menu** in upper right corner and Click on **Crew Setup**
     - Select Unit/Station Code (will auto save when sign out)
     - Select Shift (does not save on sign out)
     - Select Transport/Equipment Capability (will auto save when sign out)
     - Click Button to Attach LifePak trasnfers to your tablet. (will auto save when sign out) See below for [How to I enter my LifePak to receive ECG's](#).
     - To add Crew at bottom of page click on + Add Crew Member
       - Start typing Name or EMT/PMD.
       - Click on Correct Employee.
       - Click on Response Role(s) and select role for the person.
       - Click on `Done` at bottom of Page (if keybord is still showing click on the Down Arrow at bottom to close keyboard.
       - Repeat these steps for each Crew member.
       - See below for LP15 setup [How to I enter my LifePak to receive ECG's?](#)
   - Click on `Done` when all crew members have been added.

4. **How do I remove a Crew member from the Crew Setup page?**
   - Swipe Left on the Crew Member you want to Remove.

5. **How to I enter my LifePak to receive ECG's on Crew Setup page?**
   - Click on ☰ **Menu** in upper right corner and Click on **Crew Setup**
     - Once Lifepak has been setup it will automatically save it on every crew change (sign out).
     - If not setup you will see `Attach Device` if already setup you will see `Attached Device: LP15???` Click on button.
     - Make sure unit is correct and then click on **Device Serial Number**
       - Enter your Unit's LP15 Serial number. It must be **Uppercase LP15########.**
       - To get Serial Number press the Print Button on your LifePak.
       - Click on `Done` to save LifePak information.
     - Click on `Done` when completed.

6. **How do I delete an Answer or a group of answers?**
   - To the right of the question you will see this icon ✕ click on it.
   - In a group of questions/answer in the upper right corner you will see the delete icon ✕ after you click on it you will get a popup message on the bottom of the screen `Item deleted successfully Undo`.
   - The Undo message will only be visible for about 5 to 10 seconds. If you click on the Undo it will restore everything you just deleted.

7. **How do I set a Question to a Not Value or Pertinent Negative, like Refused or Unable to Complete?**
   - For single input questions; to the left of the question you will see this icon ⊘ click on it to get options available.
   - **Example options:** `Unable to Complete` , `Unresponsive` or `Refused`

8. **How do I set a Single or Multi Select list to a Not Value or Pertinent Negative, like Refused or Unable to Complete?**
   - Click on the Answer you want to add

- This will move the Answer to the top of the page in the black box.
- Once you have all your Answers click on each answer you want to set and it will give you popup with options. (**Only if Available**)
  - Press and Hold on the Answer and if available it will give you popup with options.
  - **Example**: In Exam Assessment under Skin you add Clammy you can click on it and set it to `Finding Not Present` . In Symptoms you would see `Symptom Not Present`

9. **How do I Edit all Time stamped events on my report in one place?**
   - Click on the menu on the ☰ in the upper right hand corner.
   - Click on the 🕐 **Edit PCR Times**.
   - Click the event you want to edit the time for.
   - Click the **-1 Min or +1 Min** to move/edit the highlighted event time up or down in one minute increments or Click the `Set Time` button to edit the time via the Scrolling Date/Time editor.
   - Click `DONE` when finished.

10. **How do I know if MetroPCR is Connected to the Interent?**
    - If you look at the top of screen to the right of MetroPCR you will see a ☁️ Light Blue cloud with check mark in it - This means you are **Connected** to Internet .
    - If the cloud at top of screen is Black ⊘ then there is **No Internet Connection**.
    - Try to Fix this
      - Press and hold **Power Button** for 2-3 seconds and click on **Power Off**.
      - Wait about 10 seconds and they press and hold **Power Button** for 2-3 seconds to power the device back on.
      - Enter pin to unlock device, MetroPCR should auto launch once tablet is fullly up and running.
      - Once your tablet is up and running check connection
      - If the ⊘ Cloud icon is still dark not and not ☁️ Light Blue with Check then contact Call the Help line 786-258-0088 (mon-fri 7 to 5) or call your EMS Captain.

11. **Why is the light blue tab at top of screen now showing the Incident and Pt info in** `Yellow Text tab`
    - When you click on the ⬆️ Up Arrow then click on `Close and Send` the light blue tab with alarm and PT info at top of screen will change to `Yellow Text tab` This means the report is being sent to MetroPCR server and downloading Dataset Updates.
    - If this stays for a few mins or longer the report is still on the tablet and has **not** been sent to MetroPCR, this is because there is No Internet Connection (**refer to FAQ above**)
    - Once you are connected to interent again you should see the `Yellow text tab` disapear, that means they have successfully closed and sent to MetroPCR.

12. **Why is my EMS Report not showing in my Controlled Substance eLog?**
    - Go to your tablet and open MetroPCR app
      - if you forgot to Close your EMS Report then you will not see it in the CS eLOG, Click on the ⬆️ Up Arrow to close and send your report.
      - If you see your report incident number in the tab at top of screen but the Text is `All Yellow` that meens you don't have a internet connection and the report is still on the tablet (**refer to FAQ above**)
    - **I forgot to add a controlled substance medication to my report and i can't do my drug log entry, what do i do ?**
      - Before on SafetyPAD you would need to add an Narrative addendum to you EMS Report and call your EMS Captaion, Now that we are using MetroPCR this is what you can do.
      - **On your tablet**.
        - Make sure you are logged into MetroPCR app.
        - Click on the ☰ menu in upper right corner
        - Click on Edit a PCR
        - if Unit and Dispatch date is correct enter incident number or just click on the `Search button` to see all your stashed/closed report.
        - Click on the corent Incident (note: you can swipe left/right on the grid the last column shows the status of report stashed or closed)
        - Click on the `Download/Edit Selected PCR`
        - **Important** when editing a Closed report on your tablet it will not let you edit any other reports until you close and send this report back to server. The report you are edit will have an `Orange colored tab` .
        - Click on **Medication** and add the missing controlled substance to your report.
        - If all `#` red badges are gone then click on the ⬆️ Up Arrow on top toolbar to close and send your report.
        - Once the report leaves your tablet; you don't see the `Yellow Text tab` at top of screen anymore.
        - Login into the **Controlled Substance eLog** and you should see your report in the EMS Reports window.
      - **On a Desktop computer**.
        - Open your browser and go to https://mdfr.metropcr.net and login
        - Click on **PCR Search**, it should default to search for the past 24 hours for your EMS Reports if not add search condition for Incident number and enter correct incident number.

- Click on the correct row of the Incident number you need to edit.
- On the top of the page click on the ✏️ **Pencil** icon to edit the report.
- Click on **Medication** and add the missing controlled substance to your report.
- Click on <kbd>CLOSE PCR & EXIT</kbd>
  - Once the report is finished validating rules and closing Login to the **Controlled Substance eLog** and you should see your report in the EMS Reports window.

13. **How do I view a Transfer that was recevied from another unit?**
    - Click the 📱 **Inbox** on the top toolbar
    - Click on <kbd>Transfers</kbd> button
    - Select the Transfer you want to view.
    - Click on the <kbd>Open</kbd> button on right side toolbar.
    - This will bring up a window that you can scroll up/down to view the information.
    - After the report has been merged into your EMS Report you can go back to the inbox anytime to view the Transfer until the report is closed and sent.