

Common ESO Errors

And how to fix them:

1. The below Error Message “Exposure 000” means that the record already exists. It will not let you lock it because there are multiple records open for the same incident number. When you see this error, let your Officer know. They have access to delete the duplicate.



Almost there!

No issues found for this one, but the following exposures still have validation issues:

This incident number was already used on this date. It must be changed on the following exposure:

[Exposure 000](#)

2. Cancelled en route- no patient contacts

- a. If you started an EHR for a call and you end up being cancelled, follow these codes in the EHR in order for you not to have issues on the FIRE side:
 - EHR Disposition- Cancelled (No Patient Contact)



Disposition

Disposition

Cancelled (No Patient Contact)



- For your NFIRS section you will still use your BLS codes. This is saying what you were dispatched to. **Do not use** 611- Dispatched and canceled en route code or you will have an error on the FIRE side and it will not lock. See below on what codes to use for a cancelled medical call :



NFIRS

Incident Type

321 - EMS call, excluding vehicle accident with injury



Injury or Death

None



Property Use

100 - Assembly, other



Aid

N - None



Primary Action

32 - Provide basic life support (BLS)



Additional Action



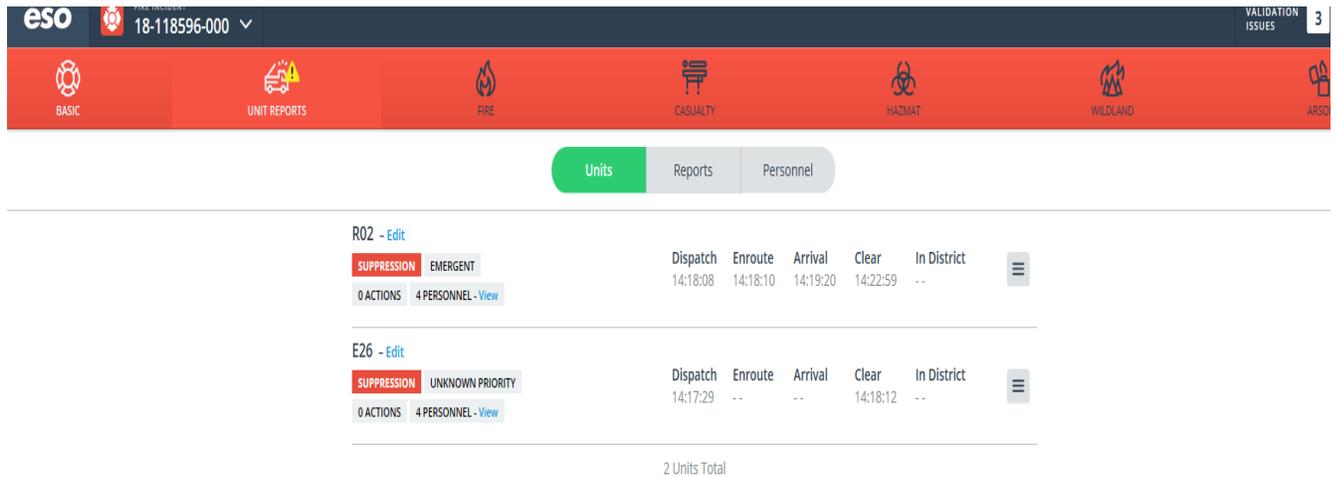
Additional Action



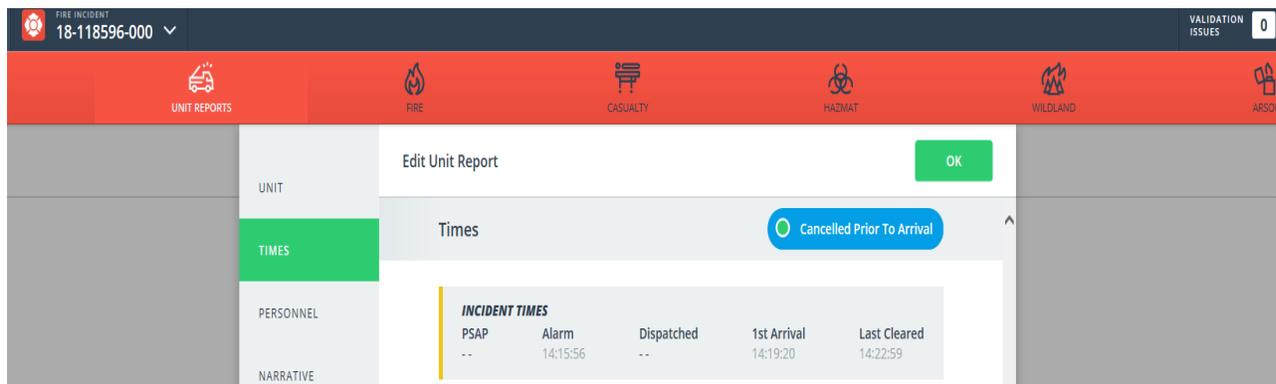
- b. You also have the option to complete this on the FIRE side only. If you choose to complete this type of call on the FIRE side ONLY you can use your 611-Dispatched and canceled en route

3. Multiple Rig Response Time Issue

If you have a multi rig response and a rig was cancelled you will have to manually cancel them on your FIRE report yourself. CAD does not do this for you. You do this under “Unit Reports”. Example: 3 validation issues



To clear the cancelled rig you will “edit” their rig- go to Times- and “Cancel Prior to Arrival”



This will change your Validation Issues to 0. You can now lock the report.

- You will also have to do this for every medical call that had a different rig responding first. Example: T1 dispatched to a medical but then E1 took it instead. E1 will lock their EHR and then have to open the FIRE record to cancel T1.

4. Analytics shows Missing but report is really Locked

If you know your report is locked but your Analytics report still shows it as missing there are two things that could have happened. 1- the original record did not link with CAD. 2- the call is older than 180 days and it was created from scratch

If the call is within 180 days send an e-mail to Melissa.miccio@denvergov.org and I will link it with CAD so it shows Locked. If it is older than 180 days, keep track of the records you have locked and ESO will link those calls over time.

5. Importing Missing Calls

- a. Fire reports: Import within 180 days by opening a new record- put in the incident number- hit CAD import
- b. EMS reports: Import within 180 days by opening a new record- put in the incident number- **put in the unit** – hit CAD import

6. EHR- NFIR section errors

- a. Make sure to always select “none” for civilian injury or death for a regular EMS call. The only time you will select something different is if there was an injury or death as a result from a fire.

Shift
A Shift 

District


Injury Or Death
None 

Fire Or Wildland


Handcar/Marshall Released


7. FIRE Action Taken Errors

- a. If you choose more than one action taken, they will have to be unique from one another. If you choose actions like this (below) it will not lock. You will either have to erase the second action taken or choose something else.

Fire Or Wildland

Hazardous Materials Released

Action Taken 1
(000) - No additional Action

Action Taken 2
(000) - No additional Action

Action Taken 3



For any questions/concerns/feedback on QA/QI or ESO please contact

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