

Create Missing Fire Calls and complete Draft Fire Calls

Goal: Every single Incident must have a Locked FIRE record.

<u>EHR- EPCR</u>	<u>FIRE- NFIR</u>
Locked	Draft (started not finished)
Locked	Missing (EHR triggered NFIR/needs to be imported & completed)
Missing	Missing (Untouched/ needs to be imported & completed)
Draft	Missing (Complete EHR to lock NFIR)
Missing	Locked (Only Fire call NO PT)

Create a Missing Fire Call within 180 days

- To create a new Fire record:
 - “Add Incident”
 - Erase fake number and manually type in the Incident Number
 - Hit “CAD Import” from within the record
 - It will add all CAD data and you can complete the record

Finish a Draft Record

- **Do not “add incident”**. Since it is in Draft, that means it is already added and you just need to complete it
- Choose “Filters” top right corner
- Change date range to cover the time of when the call happened
- Change “Incident Status” to “Incident Number”
- Type in incident number that is in Draft
- Hit “OK” top right corner and you can complete the Draft

Create a Missing call older than 180 days

- Open the DFD web in a separate window and find the call you are working with
- In ESO FIRE- “add incident”
- Erase fake incident number and manually type in the Incident Number
- Change the date to the correct date of the call
- Manually type in and add all information that is “required”

Last Updated: Dec 2019

- Since these calls are older than 180 days they will still show Missing even after you Lock them. Keep track of these calls you have completed. In Jan 2019, ESO will link all of these calls for us and they will show Locked. In order for this to work, the incident number must match exact to what ESO shows.

Videos are available on Target Solutions on how to complete these records as well.

For any questions or changes that may be more helpful to this guide please contact:

Melissa Miccio | EMS QA/QI Administrator
Denver Fire Department | 745 W. Colfax Ave, 80204
720-913-3435 Office | 720-693-4037 Cell
melissa.miccio@denvergov.org