2013 Employee Recognition

This week Medic is setting the stage to celebrate the achievements of employees during the 2013 Employee Recognition Ceremony on Tuesday, July 16th and Wednesday, July 17th. Please join us as we honor the hardworking men and women of Medic and welcome Randolph Mantooth aka Johnny Gage from the 1970s hit TV show Emergency!. Randolph Mantooth will serve as the keynote speaker for this year’s ceremony!

Below are a few helpful event reminders:

- **Reception at 5:30 pm/Ceremony at 6:30 pm**
- The ceremony will be held at the McGlohon Theatre, 345 N. College Street in Downtown Charlotte.
- Employees must be in uniform
- Guest attire is business/semi-formal (i.e., dress/skirts/pants for women. Button-down shirts/slacks/tie for men)
- Please be sure to turn off all electronics including papers, cell phones and radios while in the theatre

Please contact Nikkie Perry at nikkiep@medic911.com for questions about the 2013 Employee Recognition Ceremony.
It is important to document appropriately when an alert and oriented patient refuses to sign a patient care report. Please use the following steps to ensure proper documentation:

- In the signature portion of the ePCR (patient signature), please enter the patient’s name, and then in the “Reason Patient Cannot Sign” section type “Refused” and then leave the signature blank, as shown in the image below:

Please note: The RN/receiving authority needs to continue to sign for the patient upon transfer of care. This is not the same situation as a patient not signing. This is completing the transfer of care from MEDIC to receiving staff. If the RN/receiving authority refuses to sign, please report this to the RN Manager on duty and the Operations Supervisor on duty.

- In the “Patient Unable To Sign Portion” the crew is to enter the patient’s full name and have the RN/Receiving sign in this area, after doing the following (as shown in the image below):

- In the “Reason The Patient Cannot Sign” section, type: “Refused”
- In the “Role of Facility Representative” section type “Other- Receiving’s name and title.”
- This documents the RN/receiving signing as witness to the patient refusing to sign. At the bottom of the waiver, it shows that they are not accepting financial responsibility for the patient.

Per Billing: When a patient refuses to sign their report, that person’s insurance is not billed. The patient is billed directly. By refusing to sign they have not given us permission to bill their insurance.

If you have questions about the process for documenting appropriately when an alert and oriented patient refuses to sign a patient care report, please contact ePCR Coordinator Ute Dorflinger at uted@medic911.com.
Makeup Inservice Dates

Please be advised of the following dates and times for May & June InService Makeup sessions.

July 15th
- May Make Up: 0900—1300
- June Make Up: 1400—1800

July 18th
- June Make Up: 0900—1300
- May Make Up: 1400—1800

Please contact Education Assistant Elisabeth Mitchell at ext. 6132 or via e-mail at elisabethm@medic911.com if you have any questions about the upcoming August Make-Up InService sessions. Thank you.

Medic In The News

The Agency’s proactive method of dispatching was the focus of a news story on a local TV station last week.

News Channel 36 reporter Ann Sheridan spent time with Communications Manager Todd Sims as he explained how system status works to identify potential “hot spots” for calls—and in turn provides the best possible response time to patients.

Scheduling Specialist Carol Toms was also interviewed for the story. Toms isn’t just a Medic employee—she is also a former patient. She told her story of how much Medic’s fast response meant when she experienced chest pain last year.

Sheridan reported the story live from CMED—but if you didn’t catch it live you can see it online now by visiting: http://www.wcnc.com/home/MEDICs-hot-spots-helps-214719271.html or look for it coming soon on MedTV and the video news gallery on www.medic911.com.

Join Us for Baseball!

Join us at Knights Stadium on Saturday, July 27th as the Charlotte Knights take on the Gwinnett Braves. All Medic employees and their immediate family members will receive Lower Level Seating, an all-you-can-eat picnic dinner with hamburgers, hot dogs, pulled BBQ pork, watermelon and soft drinks and a fireworks show as part of your ticket purchase!

Please be sure to read the important event details below:

- The ticket cost is $8 per person with a maximum of SIX tickets per family; all-you-can-eat picnic dinner included ALL attendee names must be provided as part of your registration
- Tickets are limited to Medic employees and immediate family members ONLY—children, spouse, etc.
- Payment must be in the form of a check made payable to Medic OR cash. No payroll deductions
- Stadium gates open at 5:30 pm with a 7:15 pm game time start
- The deadline to sign up for tickets is Wednesday, July 24th

Sign up for your Charlotte Knights baseball tickets by contacting Nikkie Perry at nikkiep@medic911.com no later than Wednesday, July 24th. See you there!
The Agency is pleased to announce the opening of its newest post— Medic Post 70. On the outside, the building may look familiar to some longtime employees— it was originally Medic 2 more than two decades ago. But inside, it’s been completely remodeled to include plenty of room and modern comforts for crews. The building is at the intersection of Nations Ford Road & Farmhurst Lane in south Charlotte.

Operations Manager Bryan Edwards says after reviewing posting plans and locations, this county-owned building was selected to be used as a post once again because of it’s proximity to I-77 and I-485. After more than a year of planning and construction, it is ready for use.

Post 70 is expected to be fully operational by mid-July. Please look for future communications on its opening. If you have questions about Medic Post 70, please contact Operations Manager Bryan Edwards at bryane@medic911.com.

Left: The newly remodeled Post 70, formerly Medic Post 2, sits at the corner of Nations Ford Road and Farmhurst Drive. This is the site of the old Woodlawn Fire Department that closed its doors in the late 1970’s. There are three bays, including a space for an Operations Supervisor vehicle.

Bottom, clockwork from left: This building is where CMED originally operated in the 1980’s. The newly remodeled Post 70 includes a large kitchen and dayroom. There is also an office space for an Operations Supervisor to work.
Beginning **TODAY**, July 15th 2013 the IT department will be updating all tablets with the following changes to the ePCR software via Release Manager:

- When Starting the Siren Program you may be prompted to install a SIREN update. Please accept this update!
- SIREN will now have hyperlinking for all mandatories. This means when you choose the REVIEW button to look at the mandatories you need to satisfy, you can pick the hard stop, highlight and choose **Link To** and it will take you directly to that page.

In the upper right hand corner you will see the section highlighted below:

- Use the Arrows to scroll through all the mandatories (displayed in red) needed and the suggested (displayed in yellow).
- This scrolls through each page where the mandatory is located. You no longer need to search or keep going back to the required list to see where it is located.
- As you complete the mandatory needed for your report, they are removed from this list.
- If you would like to look at how many you have left choose the SQUARE button next to the arrows to go back to your required list (click REFRESH) then choose which mandatory you would like to complete next. Highlight and choose Link To, or if you choose to override a specific mandatory.

*If you are using SIREN while the update is released please restart SIREN to receive the update.

Thank you for your prompt attention to these important changes. If you have any questions or suggestions, please contact ePCR Coordinator Ute Dorflinger via email: uted@medic911.com.
The City of Charlotte is continuing in its efforts to widen Statesville Road from two lanes to four. Employees are asked to make note of the following important changes that will affect access to Building #1 and Building #2 of Post 100:

- **Access to Hutchinson McDonald Road from Statesville Road will be closed starting this week, July 18th—July 26th.**
- Shortly after the close of Hutchinson McDonald Road, front entrances and exits to Post 100 will be closed **but not at the same time.**
- Construction is also taking place near the Learning & Development end of Post 100. As a result, employees will lose the ability to park near this end of Post 100 (exact start date to be announced soon). The final result of the construction process will be an additional entrance onto Hutchinson McDonald Road from Post 100.
- No plans for water/electrical/sewer interruptions have been communicated at this time.

**Again, Hutchinson McDonald Road from Statesville Road will be closed July 18th—26th.**

Please contact Operations Manager Bryan Edwards at bryane@medic911.com for questions about the ongoing Statesville Road Widening Project.

---

**July InService Sessions**

Employees are reminded to register for the upcoming July InService sessions via Medic’s Learning Management system (LMS):

- **Tuesday, July 23rd (1800—2200)**
- **Wednesday, July 24th (1000—1400)**
- **Thursday, July 25th (1200—1600)**
- **Friday, July 26th (0800—1200)**
- **Monday, July 29th (1200—1600) & (1800—2200)**
- **Wednesday, July 31st (1200—1600) & (1800—2200)**
- **Thursday, August 1st (1830—2230)**

InService sessions are limited to a maximum of 40 participants and will be secured on a first come, first serve basis through LMS registration. To register for a July InService session, please visit the Learning and Development section of the Extranet and click on **Logging into the Learning Management System.**

---

**Medic Featured In JEMS**

Medic’s strategy of using data & process improvement to increase Mecklenburg County’s cardiac arrest survival rate is the focus of a feature article in JEMS this month.

The piece details how the Agency has used research and data analysis in order to achieve some of the best cardiac arrest survival rates in the country— and how it can be a model for other agencies nationwide to follow.

To read the entire article visit [www.medic911.com](http://www.medic911.com) and click on “Cardiac Arrest Survival” on our homepage.

---

**Hutchinson McDonald Road Closure Begins THIS Week!**

The City of Charlotte is continuing its efforts to widen Statesville Road from two lanes to four. Employees are asked to make note of the following important changes that will affect access to Building #1 and Building #2 of Post 100:

- **Access to Hutchinson McDonald Road from Statesville Road will be closed starting this week, July 18th—July 26th.**
- Shortly after the close of Hutchinson McDonald Road, front entrances and exits to Post 100 will be closed **but not at the same time.**
- Construction is also taking place near the Learning & Development end of Post 100.
  As a result, employees will lose the ability to park near this end of Post 100 (exact start date to be announced soon).
  The final result of the construction process will be an additional entrance onto Hutchinson McDonald Road from Post 100.
- No plans for water/electrical/sewer interruptions have been communicated at this time.

**Again, Hutchinson McDonald Road from Statesville Road will be closed July 18th—26th.**

Please contact Operations Manager Bryan Edwards at bryane@medic911.com for questions about the ongoing Statesville Road Widening Project.
### Required Employee Attendance


**Please Note:** If your Annual Performance Review was in June and you did not attend a June class you must contact Amy Johnson and attend a July class.**

**Information Updates:**

- The duration of the Medic Safety & Compliance Training sessions is 4 hours.
- Attendees will be paid for the total time spent in class and each employee with an Annual Performance Review in that month must attend one of the available Compliance Training Sessions.
- Compliance sessions are held next to the Medic Fitness Center, please contact Amy Johnson at amyj@medic911.com for directions.
# July 2013

<table>
<thead>
<tr>
<th>Sun</th>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thu</th>
<th>Fri</th>
<th>Sat</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 B</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2 B</td>
<td>3 A</td>
<td></td>
<td>4 A</td>
<td></td>
<td>5 B</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>7 B</td>
<td>8 A</td>
<td>9 A</td>
<td>10 B</td>
<td>11 B</td>
<td>12 A</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>14 A</td>
<td>15 B</td>
<td>16 B</td>
<td>17 A</td>
<td>18 A</td>
<td>19 B</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>21 B</td>
<td>22 A</td>
<td>23 A</td>
<td>24 B</td>
<td>25 B</td>
<td>26 A</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>28 A</td>
<td>29 B</td>
<td>30 B</td>
<td>31 A</td>
<td>1 B</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **June InService**: 1000—1400
- **Corporate Compliance**: 1200—1600
- **2013 Employee Recognition Event**
- **Scope of Practice Test**
- **Makeup InService**
- **Corporate Compliance**: 1300—1700
- **InService**: 1200—1600
- **InService**: 1800—2200
- **2013 Employee Recognition Event**
- **Corporate Compliance**: 0800—1200
- **Corporate Compliance**: 0900—1300
- **Corporate Compliance**: 1400—1800
- **Corporate Compliance**: 1200—1600
- **Corporate Compliance**: 0800—1200
- **Corporate Compliance**: 1600—2000
- **Corporate Compliance**: 1830—2230
- **Corporate Compliance**: 1300—1700
- **Corporate Compliance**: 1800—2200
- **Corporate Compliance**: 0800—1200
- **Corporate Compliance**: 1200—1600
- **Corporate Compliance**: 1800—2200
- **Corporate Compliance**: 1200—1600
- **Corporate Compliance**: 1800—2200

## 2013 Training Schedule

### Scope of Practice Test Dates
- July 17th, 19th, 22nd, 23rd

### July InService Dates
- Tuesday, July 23rd
  1800 to 2200
- Wednesday, July 24th
  1000 to 1400
- Thursday, July 25th
  1200 to 1600
- Friday, July 26th
  0800 to 1200
- Monday, July 29th
  1200 to 1600
  1800 to 2200
- Wednesday, July 31st
  1200 to 1600
  1800 to 2200

### July Corporate Compliance Trainings
- Monday, July 15th
  1200—1600
- Wednesday, July 24th
  0800—1200
- Saturday, July 27th
  1600—2000
- Wednesday, July 31st
  1300—1700