



**Emergency Triage, Treat, and
Transport (ET3) Model
User Guide**

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Overview

Emergency Triage, Treat, and Transport (ET3) is a voluntary, five-year payment model that will provide greater flexibility to ambulance care teams to address emergency health care needs of Medicare beneficiaries following a 911 call. ESO has made enhancements to ESO EHR to allow ET3 Model participants to document records in accordance with Centers for Medicare and Medicaid Services (CMS) requirements. This guide outlines the features and how to enable them for use.

ESO EHR Features for ET3

NOTE: These features require ESO EHR Mobile version 5.22 or later which may be deployed by Auto Update (Admin > Security > EHR Mobile Sync > Auto Update Policy) or by download (Admin > EHR > Mobile Version > Download EHR Installer).

Additional Location Types

To enable reporting transports to recognized alternative destination types allowed by the ET3 Model, ESO has added seven new location types in Admin:

- Drug and/or Alcohol Rehabilitation Facilities
- Federally Qualified Health Centers
- Mental Health Facilities
- Qualified Health Care Partners
- Rural Health Clinics

Additionally, these two location types have been added to allow customers to accurately document details of telehealth providers and non-EMS healthcare practitioners:

- Healthcare Practitioners
- Telehealth Providers

All of these location types are available as choices in EHR > Incident > Destination > Destination Type and will appear on printed reports.

Additional Dispositions

To enable documentation of treatment in place either by telehealth or a non-EMS provider on scene, two new dispositions have been added:

- *Patient Treated, Transferred Care to a Non-EMS Provider on Scene*
- *Patient Treated, Transferred Care to a Telehealth Provider*

These dispositions will appear on printed reports.

Alternative Disposition Offer

To enable documentation of whether EMS offered an ET3 alternative disposition to the patient and if the patient accepted, a configurable field named *Alternative Disposition Offered?* has been added to Incident > Disposition. This field does not appear on printed reports. To enforce reporting of this data, a validation rule is available.

Enabling ET3 Features

1. Add alternative destinations as pre-defined locations in Admin. Navigate to Admin > Locations and add locations under the appropriate sections. Additional instructions for adding locations can be found [here](#).

The Facility ID for each location can usually be found in your state's data set document on the NEMSIS web site. [Click here](#), find and click your state to navigate to the resource page, open the state data set document and locate the Facility List. The Location Code should be entered in the *Facility ID* field in the location record in Admin.

NOTE: Some states require that the facility name appear exactly as shown in the facility list. ESO recommends that you use the facility name found in the state data set and enter it in Admin exactly as shown.

2. Navigate to Admin > EHR > Incident Tab > Configurable Lists > Disposition and enable the two dispositions *Patient Treated, Transferred Care to a Non-EMS Provider on Scene* and *Patient Treated, Transferred Care to a Telehealth Provider*.
3. Navigate to Admin > EHR > Incident Tab > Configurable Fields and enable *Alternative Disposition Offered?*
4. ESO recommends that agencies enable a configurable validation rule to ensure that the offer of an alternative disposition is recorded on all EHR records. Navigate to Admin > EHR > Incident Tab > Configurable Validation and enable *Was Alternative Disposition Offer Required*.
5. ESO recommends that agencies enable an optional flowchart item to allow users to document a telemedicine consult in the Flowchart. Navigate to Admin > EHR > Flowchart Tab > Other and enable *Telemedicine Consultation*.
6. Deploy ESO EHR Mobile version 5.22 or later to field devices. EHR Mobile may be deployed by Auto Update (Admin > Security > EHR Mobile Sync > Auto Update Policy) or by download (Admin > EHR > Mobile Version > Download EHR Installer).

Data Submission to CMS

ESO will submit EHR records to CMS on behalf of customers who are participating in the ET3 Model. Once your agency has executed the ET3 Participation Agreement (PA), please email the ESO ET3 team at ET3@eso.com and the Support Team at support@eso.com indicating that the agreement has been returned to CMS. Additionally, please include your agency's ET3 Participant Number as assigned by CMS and the name and contact information for a person responsible for ET3 implementation for your agency. ESO will obtain the necessary credentials from CMS and configure our systems to report your data.

References

For additional information on ET3, please visit these web pages:

[CMS Innovation Center - Emergency Triage, Treat, and Transport \(ET3\) Model](#)

[NEMESIS - CMS ET3 Project](#)

[NEMESIS Resource Repository - ET3 State Data Set](#)

[ESO - ET3 Resource Center](#)

Support

For additional assistance, please contact the support team at 866-766-9471 or by email at support@eso.com.

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