Site-to-Site Transfer ImageTrend – Resource

About Site-to-Site Transfers

1. **What is a Site-to-Site Transfers:** A secure, system-based function within the ImageTrend charting software that allows the direct electronic transfer of predetermined ePCR data elements from one agency's ImageTrend system to another's.

2. **What data can be transferred (at this time – Phase 1 integration):**

ImageTrend Transfer Function- Phase 1 Elements	
Received From Agency ID (itDisposition.032)	Medical/Surgical History (eHistory.08)
EMS Patient ID (ePatient.01)	Medical History Obtained From (eHistory.09)
Last Name (ePatient.02)	Alcohol/Drug Use Indicators (eHistory.17)
First Name (ePatient.03)	Other Past Medical History (itHistory.011)
Middle Initial/Name (ePatient.04)	Current Medications (Grid)
Patient's Home Address (ePatient.05)	Environmental/Food Allergies (Grid)
Patient Street Address2 (ePatient.05.StreetAddress2)	Medication Allergies (Grid)
Patient's Home City (ePatient.06)	Date/Time of Symptom Onset (eSituation.01)
Patient's Home County (ePatient.07)	Possible Injury (eSituation.02)
Patient's Home State (ePatient.08)	Complaint Type (eSituation.03)
Patient's Home ZIP Code (ePatient.09)	Complaint (eSituation.04)
Patient's Country of Residence (ePatient.10)	Duration of Complaint (eSituation.05)
Patient Home Census Tract (ePatient.11)	Time Units of Duration of Complaint (eSituation.06)
Social Security Number (ePatient.12)	Chief Complaint Anatomic Location (eSituation.07)
Gender (ePatient.13)	Chief Complaint Organ System (eSituation.08)
Race (ePatient.14)	Primary Symptom (eSituation.09)
Age (ePatient.15)	Other Associated Symptoms (eSituation.10)
Age Units (ePatient.16)	Provider's Primary Impression (eSituation.11)
Date of Birth (ePatient.17)	Provider's Secondary Impressions (eSituation.12)
Patient's Phone Number (ePatient.18)	Initial Patient Acuity (eSituation.13)
Patient's Email Address (ePatient.19)	Work-Related Illness/Injury (eSituation.14)
State Issuing Driver's License (ePatient.20)	Patient's Occupational Industry (eSituation.15)
Driver's License Number (ePatient.21)	Patient's Occupation (eSituation.16)
Estimated Body Weight in Kilograms (eExam.01)	Patient Activity (eSituation.17)
Barriers to Patient Care (eHistory.01)	Date/Time Last Known Well (eSituation.18)

Future Plans (Phase 2):

3. GMR is actively working to expand the number of data elements that can be transferred between agencies. Before implementation, we are carefully evaluating data integrity, compliance with national and state reporting requirements, and overall usability for clinical providers.

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For Leadership

4. **Request Site-to-Site Transfer Integration:**
   a. To request Site-to-Site transfer capabilities for your agency, submit a GMR ImageTrend Support Ticket through **Kayako** detailing your request.
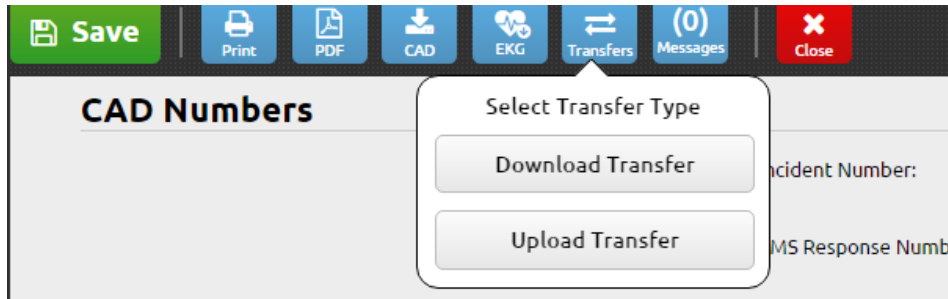
5. *Important Notes:*
   a. **Agency-to-Agency Setup:** Transfers are configured between specific agencies.
      i. *Example:* If a Fire Department frequently transfers patient care to three different Ambulance Servcices, three separate integration accounts must be established by the Fire Department.
   b. **Unidirectional by Default:** Data sent from Fire on scene to AMR transporting is the ideal established behavior. However, if bi-directional transfers are needed (both send and receive), two separate integrations must be configured. Bi-directional data transfer has unique challenges with data integrity – therefore thorough vetting of this request must happen with the Clinical Informatics System Admin for your area.
   c. **Additional Costs:** Integrations with agencies that use their own ImageTrend Agency License will require a one-time payment for the Integration account set up by ImageTrend. The current cost is a $500 one-time fee (as of 08/25/2025). However, if the Fire Department (or other external agency) is using a GMR ImageTrend provided ePCR platform there is no cost.

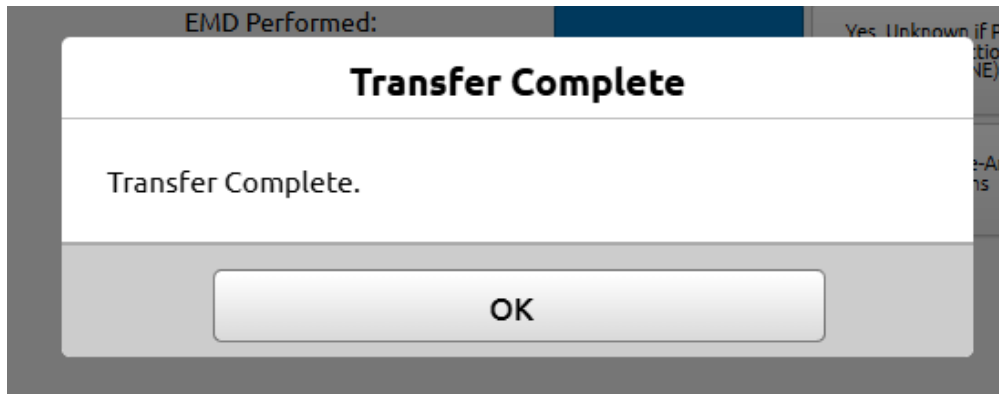# Site-to-Site Transfer ImageTrend – Resource

For Medical Transport Professionals

6. **How to send (upload) a Site-to-Site Transfer:**
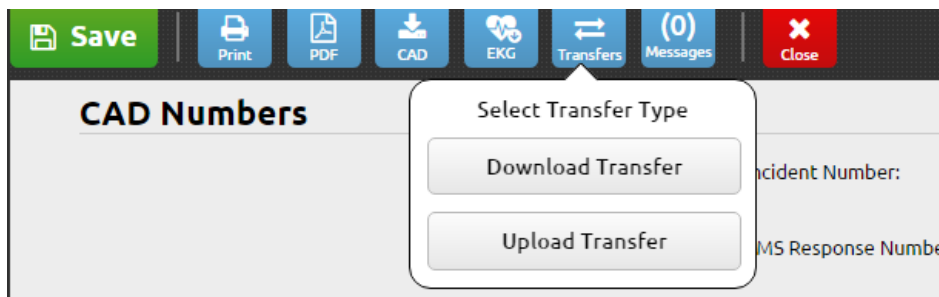   a. From inside an EMS incident, click *Transfers > Upload Transfer*.

   b. If applicable, indicate
      i. Transfer to Agency, select the agency where to transfer the incident.
      ii. Transfer to Unit, select the unit where to transfer the incident.
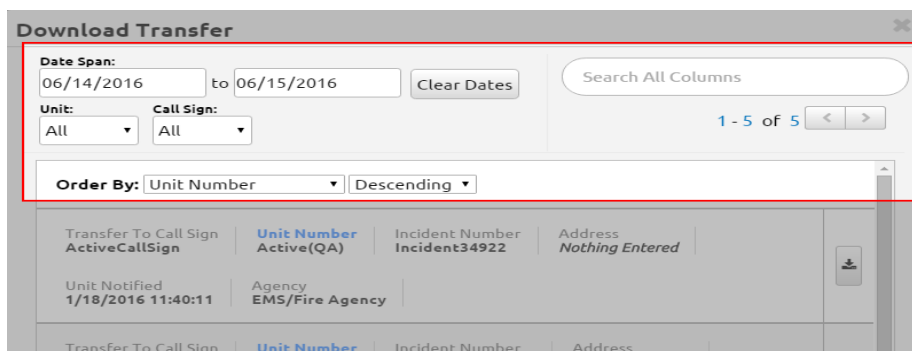   c. A Transfer Loading screen should appear followed by a Transfer Complete message.

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7. **How to receive (download) a Site-to-Site Transfer:**
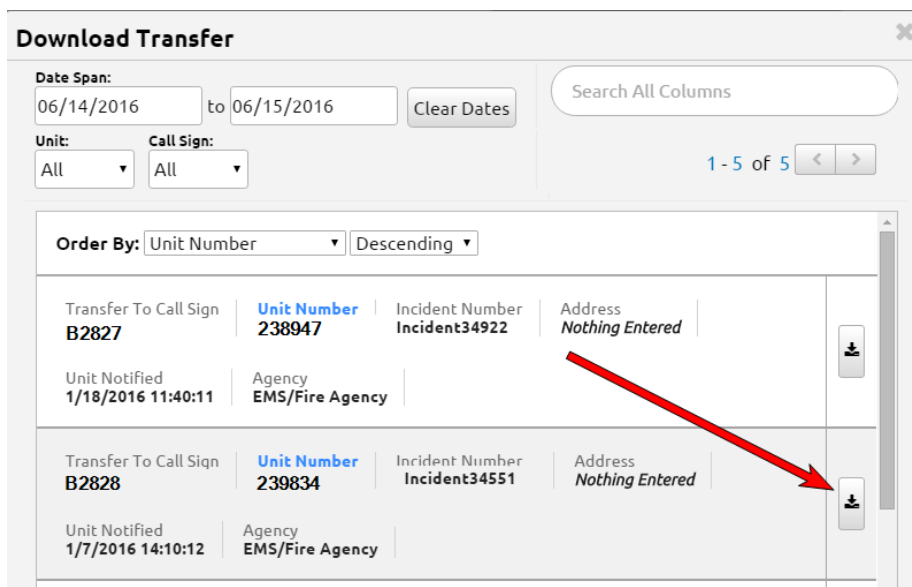
   a. From inside an EMS incident, click Transfers > Download Transfer.

   b. Filter the list.

   c. Click the download button to download the selected incident.

   d. To confirm your selection and begin downloading the incident, click OK. To cancel the download, click Cancel.

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FAQs

8. **Do I need an internet connection?**
   a. Yes. You can transfer EMS and fire incidents in Elite and Elite Field when connected to the internet.
9. **Can I download a transfer more than once?**
   a. No. Each transferred incident can only be downloaded one time. To re-download, the original agency must re-upload the transfer.
10. **Will updates from the sending agency appear in my ePCR after I download a transfer?**
    a. No. The data elements sent from the sending agency's ePCR and your ePCR occurs only at the time of upload of upload. Any edits the sending agency makes after they have uploaded their ePCR will not be reflected in your ePCR unless they send a new transfer.
11. **I cannot find a transfer incident on the Transfers Incident list.**
    a. Clear the date range filter. This ensures incidents without a documented "unit notified" date will appear.
12. **I downloaded the wrong record.**
    a. If the wrong patient's file is downloaded, the system "*unifies*" or links your chart with that incorrect record.
        i. This CANNOT be fixed by crews deleting data elements.
        ii. Submit a GMR ImageTrend Support Ticket via Kayako, so the link can be removed.
13. **Can Site-to-Site transfers be cross-platform?**
    a. No. Site-to-Site integration only works between ImageTrend systems, not ESO, ZOLL, or other ePCR platforms.
14. **Does transferring replace the need to document PTA care?**
    a. No. Even with transfers, you should still verify and document additional relevant PTA (Prior To Arrival) details for your ePCR.
15. **Can I send a transfer to multiple agencies at once?**
    a. No. Each transfer is sent to one agency account at a time.
16. **Will attachments (images, PDFs, ECGs) transfer?**
    a. Not at this time. Only mapped ePCR data elements are transferred.
17. **Can I download a locked incident?**
    a. No. You cannot download transfers on locked incidents.

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