

	<b>Standard Operating Guideline: OPS 4</b>	
	Subject:	Incident Reporting
	Effective Date:	November 1, 2012
	Revision Date:	January 1, 2024
Director:		<i>William Ferguson</i>

**PURPOSE:** To ensure the accurate and timely reporting of all calls for service. This shall include but not be limited to National Fire Incident Reporting System (NFIRS) and Electronic Patient Care Reports/Electronic Health Records (EPCR/EHR).

## I. POLICY:

- A. For each call dispatched that generates a fire company and/or career fire response, a NFIRS report shall be completed using the approved software of Franklin County.
- B. A narrative shall be completed on every NFIRS report capturing all actions performed by the crew.
- C. Fire reports shall be submitted electronically using the approved software to the Franklin County Department of Public Safety for a review of accuracy.
- D. Fire reports shall be completed prior to the end of the shift. If circumstances make this non-achievable, the respective Shift Management Team shall be notified.
- E. These reports shall also be submitted electronically to the Virginia Department of Fire Programs monthly.
- F. The Fire Marshal, or their designee, shall determine the cause and origin of each structure fire, or any other fire deemed suspicious in nature. The investigation section of the NFIRS report shall by the Fire Marshal's Office.
- G. For each call dispatched to an EMS agency, the Attendant in Charge (AIC) shall complete a Pre-hospital Patient Care Report (PPCR)/Electronic Health Records in the approved software of Franklin County. These reports shall be completed as soon as possible, but no later than the end of the shift.
- H. Completed Pre-hospital Patient Care Reports/Electronic Health Records shall be submitted to the Virginia Office of Emergency Medical Services
- I. All reports containing patient information shall be stored in a manner to safeguard the patient's personal information and medical history in accordance with the Virginia Office of Emergency Medical Services Regulations and the Federal Health Insurance Portability and Accountability Act (HIPAA) guidelines.

- J. Electronic reports shall be password protected. No passwords shall be shared at any time.
- K. All Career fire/EMS providers shall complete both a NFIRS and a PPCR/Electronic Health Record on all EMS calls.