

ePCR Merge & Synchronization Settings:

On the ePCR Services Server, go to ZDMC > Field Data Tools > PCR Server > Company Dispatch tab.

- The **Default Dispatch Interface** can be enabled or disabled globally (*exceptions can be configured in Company Overrides*).
- The Default **PCR Matching Type** dropdown serves the purpose of determining which Dispatch PCRs are visible to specific crews, and tells the system what matching criteria to look for, on top of run number, to determine with which Dispatch copy to automatically merge information.
 - **2 Crew Members, Vehicle and Company** – This is the most stringent matching setting. The crew members don't have to match in positions, but of the first three on both the dispatch and tablet side, two must match (along with the Vehicle and Company information on both copies) for the crew to see the dispatch copy, or for an auto-merge to take place.
 - **1 Crew Members, Vehicle and Company** – This works similar to the above setting, but only requires at least one crew member to match (along with the Vehicle and Company information on both copies) for the dispatched copy to be visible to the crew, or for the auto-merge to take place.
 - **Vehicle and Company** – This most frequently applies to customers who are using a CAD to Tablet interface, looking for matching vehicle and company to determine which Dispatch PCR to display or which PCRs to auto-merge.
 - **2 Crew Members and Vehicle** – This setting takes Company out of the mix, and it's primarily for customers who dispatch under a generic company, but send out to multiple different agencies.
 - **1 Crew Member and Vehicle** – Works as above, but only requires one of the crew members and the vehicle to match in determining dispatch copies to display or enacting auto-merge.
- **Require dispatched PCR for manually created PCRs**
 - If you have this set, you are requiring all manually created PCRs to be merged with a dispatched PCR. The system will not allow a manually created PCR's into the workflow and marks the PCR as Validation Required until the PCR is merged with the appropriate dispatch copy. If the feature is unchecked manually created PCRs will be allowed into the workflow, and the dispatch copy will be created within RescueNet Dispatch & Billing without any user intervention.
- **Require dispatched PCR for 'Add Patient' PCRs**
 - When your crew is at an accident, for example, and finds multiple patients, do you want dispatch to be involved with that at all, or do you want the addition of patients to be handled by the crew member in the field?
 - If you want dispatch to have interaction, this option should be checked. Dispatch will be responsible for creating the trips and different run numbers for each additional patient. In this case, any manually created "Add Patient" PCRs will need to merge with a dispatch copy like the previous setting we discussed, or it will be marked with a validation required until it has been merged appropriately with one.

- Otherwise, uncheck this field, and the “add patient” button will allow the PCR through for each additional patient, creating its own dispatched trip and run number with the initial/parent trip information, when it’s processed through the system.
- **Delete expired Dispatched PCRs**
 - Sometimes you have calls that don’t require a PCR and you want to allow them to automatically be deleted after an expiration period. Here is where you set that up.
 - This can cause you problems with losing dispatched PCRs, if you have it turned on and the amount of time before deletion is set too low, or before your crew is realistically getting to the completion of their PCRs.
 - Initially, leaving this as a high number, addressing crew members when you see concerns with duration, and waiting to lower the amount of time until you see your ideal PCR completion time actually being met will save the headache of removing PCRs you still need to access.
 - Conversely, if you’re finding your crew members aren’t processing them in time and your dispatched copies are being removed before they can merge/complete them, bump this number up.
 - A good way to begin to determine a starting point for this duration is to take a look at your oldest unmerged/Validation Required PCR that needs to be completed.
- **Update PCR Crew Info from TabletPCR/WebPCR when mismatch occurs**
 - If this setting is enabled or disabled inappropriately, it can cause Crew Mismatch errors when attempting to enter the workflow.
 - When you request a PCR from dispatch, the shift info in that dispatch copy simply has Crew Members and Vehicle, but no signatures and none of the additional robust shift detail that is available in Tablet.
 - When you request a dispatch copy from the server for the first time, this setting looks at the tablet shift detail and the dispatch shift detail, and decides whether to merge the additional detail from Tablet into your Dispatched Copy.
 - There are scenarios where these will never match up appropriately (for instance, using one generic company to dispatch to multiple agencies, using “pager” as a crew member in Dispatch, or ride-along crew members in the field). In these situations, you need to have this checked to allow the shift information from tablet to import into the dispatched PCR even though the crew detail differs.
- The **Company Specific Overrides** setting is for multi-company scenarios also.
 - If you have additional companies and you need these settings to differ, you can set those up here, by clicking Add.
 - So, for instance, if you have two companies one uses dispatch and the other does not, would click add, choose the company from the drop down menu, and modify the set up. In our case we’ll select our second company, and leave “Use Dispatch Interface” unselected and save the override.

Under Field Data Tools > ePCR Suite General > Global > PCR Editors tab, you’ll find the setting checkbox to “**Allow merge in TabletPCR/WebPCR when run numbers don’t match.**”

- By default this is checked, meaning as long as one PCR is manually created and one is dispatched, you can merge any two PCRs from the Tablet inbox.
- If you’re having problems with crew members merging the wrong PCRs, come here and disable this setting, which will add an additional layer of validation by not allowing merge unless run numbers match.