



## County Council

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**Meeting Date:** July 13, 2021  
**Submitted by:** Adam Bennett, Commander, Middlesex-London Paramedic Service  
**SUBJECT:** 2020 RFP FOR ELECTRONIC PATIENT CARE RECORDS

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### **BACKGROUND:**

Middlesex-London Paramedic Service is nearing the end of our contract with our current provider for electronic patient care records (ePCR). Electronic Patient Care Record software is used by paramedics to chart and record patient care which is required by the Ministry of Health. The software follows Ministry of Health Documentation Standards and strictly adheres to PHIPPA guidelines.

### **ANALYSIS:**

Over the past five years there has been significant advancement in electronic patient care software as well as new software vendors. Pricing structures have changed within this market over this time and there are potential cost savings available.

In addition to the advancement of the ePCR software solutions, there are advancements and changes in the hardware required to utilize this software which also offers an opportunity for additional cost savings.

Middlesex-London Paramedic Service will be releasing an RFP to review software solutions available in the current market.

In the event that a contract is awarded to a provider that is different than our current provider, time will need to be allocated to train staff on the new software. In order to ensure that there is time for a transition, if required, Middlesex-London Paramedic Service has started the process of releasing the RFP.

### **ALIGNMENT WITH STRATEGIC FOCUS:**

This report aligns with the following Strategic Focus, Goals, or Objectives: Promoting Service Excellence as Middlesex-London Paramedic Service builds organizational

capabilities and continues to implement efficiencies throughout critical software programs.

**RECOMMENDATION:**

That the report regarding the intent of Middlesex-London Paramedic Service to release a request for proposals for an electronic patient care records (ePCR) software solution be received for information.