

Documed Systems International Inc

2918 Old Orchard Rd
Jacksonville, FL 32257

Invoice

Date	Invoice #
10/1/2024	15-4108

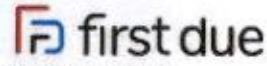
Bill To
Levy County EMS

Ship To

P.O. Number	Terms	Rep	Ship	Via	F.O.B.	Project
	Standard		10/1/2024			

Quantity	Item Code	Description	Price Each	Amount
1	Admin Maint	Maintenance For Administrator	1,900.00	1,900.00
8	EMS Maint	Maintenance For EMS Workstation	350.00	2,800.00
1	Fire Maint	Maintenance For Fire Workstation	1,100.00	1,100.00
1	Hosting		1,500.00	1,500.00

for the Period 10/01/2024 to 09/30/2025	Total	\$7,300.00
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107 Seventh St
Garden City, NY 11530, United States

First Due Quote

Prepared By: Amber Wade
Valid Until: Dec 31, 2025
Quote Number: 1545132000374382485

Levy County Department of Public Safety (FL)

We are excited to present pricing for the First Due Suite! Please see detailed breakdown below. It is important to note that First Due is a cloud-based system, and all Support, Maintenance, Hosting and Upgrades are ALWAYS INCLUDED.

First Due Modules and Implementation Services Included - Description

Incident Reporting - NFIRS

NFIRS Incident Documentation, State and Federal Compliance with automated submission.

Incident Reporting - ePCR

ePCR Incident Documentation, State Compliance with automated submission.

Personnel Management

Store, Manage and Access Employee Records including demographic data, certifications and employment information.

CAD Integration (Other)

Receive CAD Data to support First Due Responder and Incident Reporting modules via sFTP, XML, or API.

Scheduling Integration w/ Third Party (CrewSense)

Scheduling Integration with CrewSense

Implementation and Configuration Services

Services related to configuring and customizing the First Due Platform as described in the Statement of Work.

Essentials Online Training Package

Up to 4 Hours Online Training with certified First Due Instructor

One-Time Subtotal	\$ 5,300.00
Subscription Subtotal	\$ 13,600.00
Total Year 1	\$ 18,900.00

**Excluding Tax*

Terms and Conditions

Optional Add-Ons

First Due Modules	Description	Price
Kno2 Hospital Connection Fee	This will be charged at a rate of \$250.00 per hospital connection. The first connection is included at no additional cost.	\$ 1,000.00
Kno2 Premium Plus Subscription	This includes the ability to Send data to Hospitals, Query Patient Information in the field, and Receive Outcome/Insurance information from the Hospital.	\$ 5,850.00



Quote Date: 07/08/2024
 Customer Name: Levy County Public Safety
 Quote #: Q-168374
 Quote Expiration date: 12/31/2024
 ESO Account Manager: Kevin Underhill

CUSTOMER CONTACT

Customer Levy County Public Safety
 Name Mitch Harrell
 Email mharrell@levydps.com
 Phone (352) 486-5209

BILLING CONTACT

Payor Levy County Public Safety Address P.O. Box 448
 Name Mitch Harrell Bronson FL, 33621
 Email mharrell@levydps.com Billing Frequency Annual
 Phone (352) 486-5209 Initial Term 12 months

EHR			
Product	Volume	Total	Fee Type
EHR Cardiac Monitor Integration	9500 Incidents	\$865.65	Recurring
EHR Billing Interface	9500 Incidents	\$595.00	Recurring
ESO EHR	9500 Incidents	\$14,058.33	Recurring
QuickSpeak	9500 Incidents	\$642.93	Recurring
EHR CAD Integration	9500 Incidents	\$2,170.65	Recurring
NEMSIS Data Import (One-Time)	9500 Incidents	\$4,995.00	One-time
EHR Setup & Online Training	2 Sessions	\$1,190.00	One-time

Health Data Exchange			
Product	Volume	Total	Fee Type
HDE EHR Connection Advanced		\$995.00	Recurring

Fire			
Product	Volume	Total	Fee Type
Fire Incidents CAD Integration	9500 Fire Incidents	\$0.00	Recurring
ESO Fire Incidents	9500 Fire Incidents	\$4,995.00	Recurring
Fire Incidents NFIRS Data Import	9500 Fire Incidents	\$4,995.00	One-time
Fire Setup & Online Training	1 Sessions	\$0.00	One-time

Total Recurring Fees	\$	24,322.56
Total One-Time Fees	\$	11,180.00
TOTAL FEES	\$	35,502.56

*Additional fees may be applied by Customer's billing or CAD vendor for certain integrations or interfaces, and Customer is encouraged to discuss this with the applicable vendor.



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ESO Account Manager: Kevin Underhill

TERMS AND CONDITIONS:

1. If the Customer indicated above has an existing master agreement with ESO (Agreement) dated on or after January 1, 2018, then that Agreement will govern this Quote. **Otherwise, Customer intends and agrees that this Quote adopts and incorporates the terms and conditions of the ESA and associated HIPAA business associate agreement hosted at the following web address, and that the products and services ordered above are subject thereto:**

<https://www.eso.com/legal-terms/>

2. The Effective Date of this Quote shall be the final date of signature.
3. Customer is responsible for the payment of all Fees shown. ESO will accept Fee payment from a payor (if indicated above) if ESO has an appropriate agreement with the Payor.
4. ESO reserves the right to not accept any Quote signed after the Quote Expiration Date.

Levy County Public Safety

Signature: _____

Print Name: _____

Title: _____

Date: _____

The subscription term shall begin **15 calendar days** after the Effective Date (Subscription Start Date). All Fees are invoiced on or about the Effective Date. After the Initial Term, Recurring Fees are due on the anniversary of the Subscription Start Date.



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EHR

Product	Description
EHR Cardiac Monitor Integration	Interface to integrate cardiac monitor data into EHR mobile and web applications. Includes ongoing maintenance and support
EHR Billing Interface	Extract to send EHR data to your 3rd party billing software using standard XML output. Includes ongoing maintenance and support.
NEMSIS Data Import (One-Time)	Import of legacy NEMSIS data from 3rd party vendor into ESO for reporting and record retrieval. Some limitations may apply.
QuickSpeak	Integrated foreign language translation application.
EHR CAD Integration	Interface to integrate CAD data into EHR mobile and web application. Includes ongoing maintenance and support. Additional fees from your CAD vendor may apply.
ESO EHR	Patient care reporting suite for ALS and Transport EMS agencies, includes EHR web and mobile client, Quality Management, Basic Personnel Management, Insights Reporting Tool, Analytics, Patient Tracker. Allows for unlimited users, unlimited mobile applications, live support, state and federal data reporting, ongoing weekly web training, software updates and upgrades.
EHR Setup & Online Training	Webinar Training Session

Health Data Exchange

Product	Description
HDE EHR Connection Advanced	Bidirectional data exchange for ESO EHR customer with participating hospitals, including access to individual outcome data in ESO's Outcome Portal and access to aggregated outcome data dashboards and reports in ESO Insights.

Fire

Product	Description
Fire Incidents NFIRS Data Import	Data migration from previous RMS platform.
Fire Incidents CAD Integration	Allows for integration of CAD data into the FIRE application. Ongoing maintenance included. Additional fees from your CAD vendor may apply.
ESO Fire Incidents	Includes Auto EHR-import or Auto-CAD import, federal NFIRS data reporting, software updates and upgrades.
Fire Setup & Online Training	Setup and Webinar Training Session for ESO Fire.



To whom it may concern,

ESO Solutions, Inc. is the sole source provider of ESO's Electronic Health Record Product (EHR) and its associated modules, interfaces, and integrations.

ESO has not granted any third-parties the right to sell or market EHR or any associated product, such as ESO's patient tracker and mobile to mobile offerings.

This correspondence is to inform you of the unique characteristics of the ESO EHR Product. ESO EHR is the only EHR that can meet all of the following qualifications:

- Mobile to Mobile with the ability for receipt of hospital outcomes for all documented members of the out-of-hospital patient care team, even those not participating in transport (e.g., BLS or ALS first response).
- Health Data Exchange with over 3 million successfully matched EMS and hospital records in a bidirectional manner. Data are normalized, allowing for aggregate reporting of hospital outcomes, inclusive of ICD-10 codes, CMS dispositions from both emergency department and inpatient settings, and length of stay.
- Integration with ESO's Fire product such that firefighters' documentation will populate both NEMESIS and NFIRS requirements without duplicate data entry.
- PHD research scientists on staff to assist with research. This is evidenced by the ability to share de-identified data to participate in high quality research, as is demonstrated by publication in multiple, high-impact peer-reviewed scientific journals. Additionally, there is access to PhDs with EMS/Fire/Hospital industry experience to provide consultation for data quality, performance improvement, and research assistance.
- SOC2 Compliance with full-time Chief Information Security Officer (CISO) and dedicated team with sole responsibility for information security.
- Quick Speak allows one to break through the language barrier. EHR's QuickSpeak allows medics to determine a patient's problem and explain treatments through a series of over 400 closed-ended questions divided into 20 categories of assessment and treatment.

If you desire additional information, please contact your sales representative or visit our website at www.eso.com

Thank you for your interest in ESO's product.

Proposal for a New Reporting System for Levy County DPS

Our Departments Reporting Requirements:

As an Advanced Life Support provider and transport agency, Levy County is required by Florida Statute 401.30 and Florida Administrative Code 64J-1.014 to create and maintain Patient Care Records (PCRs) for all calls of service requesting EMS assistance.

These records are also required to be available to destination hospitals, the Florida Emergency Medical Services Tracking & Reporting System (EMSTARS), and the National Emergency Medical Services Information System (NEMSIS).

In addition, as a Fire Service Provider, Levy County is required by Florida Statute 633.136 to create and maintain Incident Records for all responses of a department resource as a result of a call for service, including EMS assistance.

These records are also required to be available to the Florida Department of Financial Services, Division of State Fire Marshal, as well as the National Fire Incident Reporting System (NFIRS).

Our Current System:

We currently utilize Emergency-Pro from Documed Systems Inc., and have been using this system for several years for both our EMS and Fire reporting. Emergency-Pro is currently compliant with state requirements, but overall is a very limited program.

Identified Issues of Our Current Reporting Program:

- Minimal ability to generate system wide statistics, such as average response times, number of calls per zones, recurring patients, etc. Most of this data can be retrieved from the system, but requires manual search and reconciliation through all system data, averaging 1-2 hours for a single reporting metric.
- No direct interface with our billing company, EMS MC. Billable reports are forwarded to EMS MC in one long spreadsheet that they manually search through, causing delays in billing and overall reduction in received payments.
- Customer service is often delayed due to the limited amount of employees maintaining Documed. Some requests are answered same day, but most require 1-2 for a response, with an average of 3-5 for an actual solution.
- Limited ability to customize the program for our departments specific needs. We're one of the smallest agencies using Documed currently, and as a result, we're usually stuck with whatever changes the bigger agencies want.
- No direct interface with our area hospitals. In order to maintain compliance with state regulations, reports have to be sent to an online "portal" that hospitals then login to access. This portal frequently crashes, resulting in reports being manually sent by email. In addition, there is no way to pull patient outcomes from this system to verify treatment effectiveness or dispositions.

Our Proposed Solution:

With advancements in cybersecurity and countless hours of research, many companies have developed improved PCR programs. Many of these new programs not only meet State and National requirements, but also streamline patient data collection, leading to:

- Improved billing of insurance and private payers via direct billing company interface.
- Enhanced ability to generate accurate response statistics.
- Accurate and timely communication with hospitals via a direct Health Data Exchange.
- Options for interfacing with other Fire and EMS programs, such as scheduling, inventory, narcotics tracking, etc.

While Emergency-Pro with Documed has kept us in compliance for awhile, its clear that we've reached the limits of usefulness for our department. As a result, I have found 2 options for a replacement program that will not only keep us in compliance, but will also allow us to expand our reporting abilities moving forward, ultimately leading to us providing a better service overall for our citizens.

Included with this proposal are 3 quotes for reporting systems:

1. ESO Reporting at \$35,502.56

(One time fee of \$11,180.00, Annual recurring fees of \$24,322.56)

2. First Due Reporting at \$25,750.00

(One time fee of \$5,300.00, Annual recurring fees of \$20,450.00)

3. Continuing Documed/Emergency-Pro at \$7,300.00 annually.

While there is a significant price difference between the 3 options, each represents a substantial difference in system capabilities. After

researching each option in depth, my recommendation is ESO Reporting for the following reasons:

- ESO directly interfaces with our billing company, allowing near instant upload directly to the biller, resulting in quicker processing and improved reimbursement from insurance and private payors.
- ESO directly interfaces with all but a few local hospitals, allowing immediate upload of PCRs from our agency, as well as the ability to receive patient outcome feedback via the Health Data Exchange (HDE). Of the hospitals that don't currently have the HDE established, all are in talks currently with ESO to implement it.
- ESO does not require a program be installed on every computer or tablet in the department to function, as the core program is housed on an encrypted cloud server. Despite being a cloud based system, ESO does still retain the ability to generate PCRs offline if a unit were to lose internet connection.
- ESO will interface with our 911 PSAP CAD system, directly importing dispatch details into generated PCRs, something Documed has tried several times to do, unsuccessfully.
- ESO will interface with our Cardiac Monitors, allowing accurate recording of patient vitals and heart rhythms. In addition, there is potential for interoperability with our LUCAS devices, T1 ventilators, and portable ultrasounds, allowing a complete capture of all interventions, medications, and vitals during a patient encounter.
- ESO will vastly improve our ability to accurately generate statistical reports of calls for service, allowing us to see where our highest call volumes are, data trends for interventions and medication usage, and potentially where our future needs may be.
- ESO is more user friendly for crews, and is customizable to our departments needs.
- ESO is already in use by our neighboring counties of Alachua, Marion, Citrus, and Gilchrist. Dixie County is the sole exception, as they are still using Documed/Emergency-Pro. Having surrounding

12/10/2024

C. Basham

counties who use the same reporting system not only creates opportunities for improved interoperability among agencies, but also fosters improved communication with area hospitals for sending and receiving PCRs.

The next closest program of similarity to ESO is First Due reporting, and while it is a significant improvement over our current system, it still lacks a few things that ESO provides, such as:

- First Due does not currently have the ability to connect to cardiac monitors via Bluetooth, which will remove our ability to capture accurate vital signs and EKGs in our reports. They did advise that they are working towards this ability, but with no estimate of time to completion.
- First Due does not interface with our billing company, requiring them to continue the current practice of sifting through a spreadsheet.
- First Due is also a cloud based program, but does not have the ability to generate reports when offline, limiting our ability to generate reports in the more rural areas of Levy County, such as Fowler's Bluff and Lower Suwannee.

Thank you very much for your time and consideration in this request. If you need any further information or if I can be of any assistance in this process, please feel free to contact me.

Cody Basham

Battalion Captain

Levy County

Dept. of Public Safety

