

Whatcom County Emergency Medical Services
800 E. Chestnut St. Suite 3C
Bellingham, WA 98225



To: Satpal Sidhu, County Executive

From: Mike Hilley, EMS Manager

Re: Image Trend Contract and Future Upgrades

Date: February 6, 2024

Background and Purpose: Image Trend is the Electronic Patient Care Records (EPCR) management system deployed by Whatcom County Emergency Medical Services (WCEMS) since 2018. Image Trend supports 14 Fire Departments/EMS agencies as part of the centralized records management system. This is a Software as a Service (SAAS) contract that has multiple services for the origination, storage and movement of patient care records through the EMS and Hospital system.

WCEMS and Image Trend would like to update and amend the contract to reflect the current services and pricing in 2024 as well as to add a new service in 2024. The original contract contains many elements that were part of the initial implementation as related to the pricing structure that are no longer applicable. This has caused confusion for understanding the annual invoices for payment to Image Trend. The 2024 invoice (recurring fees) total \$177,803.16. This amount plus the \$14,460.00 (plus 3% inflation) would increase the annual recurring amount to \$201,876.32 once the service upgrade is completed. This amendment will update the "master" contract for 2024 and future years. This amendment also resets the annual inflation rate to 5% beginning in 2025.

The additional service related to the increase of \$14,460.00 will provide an upgrade that automates the transfer of patient care records to the hospital EPIC patient care records system. Patient care records are generated by EMS personnel where those records are part of the health care continuum. In addition, this service provides a records query to the hospital patient records system that obtains patient care and medical history for EMS providers as the patient charts are generated. This query auto populates this information into the EMS chart so EMS providers have up to date and accurate information about the patients' medical history.

Funding Source: Whatcom County EMS Levy Fund

Current Payment: 177,803.16

Contract Increase: \$14,460.00 (Automated EPCR Transfer)

Total Increase: \$201,876.32

Best Regards

Michael Hilley
Michael Hilley

Whatcom County EMS Manager