



General Order

Department of Fire & EMS

G.O. 11-4-2023

Subject: eMeds System Upgrades

Date: November 28, 2023

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Maryland Institute for Emergency Medical Services (MIEMSS) has announced details for the transition to the new v3.5 eMeds platform transition. The transition will occur on the night of November 30, 2023 to December 1, 2023. Below are support sites and events of the transition.

Transition Support

- eMEDS support Desk
 - Users/Clinicians are requested to send any issues to EMSOP leadership and /or direct themselves to the eMEDS support Desk at emed-support@miemss.org

Events of Transition

- Thursday, November 30, 2023
 - 11:30pm
 - Jason Cantera will monitor support desk and log into google meet.
 - 11:45pm
 - All users are requested to sign out of eMeds. If a report cannot be finished by this time, users are requested to wait until after the eMeds v3.5 transition.
 - 11:50pm
 - Jason Cantera will begin system changes to activate v3.5 setting for service.
- Friday December 1, 2023
 - 12:01 am
 - Users may log back into eMeds and continue normal operations.
 - **All Elite Fields devices will need to perform a SYNC.**
 - eMeds Landing page will contain any immediate announcements needed to users/clinicians.
 - 1:00am
 - Depending on activity of support request, Jason Cantera will log off.
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Additional support will be available for EMSOP on as needed basis. Contact Shift Commander or EMS 100 for additional support.