EMERGENCY HEALTH SERVICES OPERATIONAL RECORDS CLASSIFICATION SYSTEM

BRITISH COLUMBIA

GOVERNMENT RECORDS SERVICE

EMERGENCY HEALTH SERVICES

OPERATIONAL

RECORDS

CLASSIFICATION

SYSTEM

**Province of
British Columbia**

**Information Access
Operations**

ORCS REGISTER OF FORMAL AND ADMINISTRATIVE AMENDMENTS

This register lists all changes made to the *Emergency Health Services ORCS* and approved by either the Legislature (formal amendments) or the Public Documents Committee (PDC) Secretary (administrative amendments). Each amendment is uniquely identified as follows:

- **Formal amendments**: Schedule application number assigned to the amendment and used during the review and approval process conducted by the relevant ministry/agency, Records Management Operations (RMO), PDC, the Public Accounts Committee, and the Legislature; e.g., 123456.

- **Administrative amendments**: ADAM plus a registration number issued by Records Management Operations (RMO); e.g., ADministrative AMendment number thirty-eight is ADAM 38.

For administrative amendments policy and guidelines, see Recorded Information Management (RIM) policy entitled "Administrative Amendment of Approved Records Schedules" (CORP006) and *Standard ORCS Kit* chapter 3, section 3.3.

For more information about the changes listed here, see the relevant section, primary, and/or secondary; the *ORCS* may also have an appendix that provides a more detailed summary of changes.

Unique identifier (ADAM # or Schedule #)	Date Approved	Section/ Primary/ Secondary	Changes
206189	2011/05/19	Primary 51580	Addition of primary 51580. See concordance table for details.
201133	2011/05/19	Primary 51030	Amendment to reflect the launch of the Patient Care Report, the Care Speciality Report, and introduction of the Patient Care Information System.

RECORDS RETENTION AND DISPOSITION AUTHORITY   Amendment No. 2 0 6 1 8 9

This is a recommendation to amend the above-noted records schedule.

Title: Emergency Health Services

Ministry of Health Services
Strategic Innovation
Emergency and Health Services Commission

Description and Purpose:

The purpose of this amendment is to add a new primary to allow for the classification and disposition of paramedic and dispatcher training records.

For further descriptive information about these records, please refer to the attached schedule.

Date range: 1974 ongoing	Physical format of records: see attached schedule
Annual accumulation: n/a cubic meters	

Recommended retention and disposition: scheduled in accord with attached records schedule.

THE UNDERSIGNED ENDORSE THE RECOMMENDATIONS:		THE SELECT STANDING COMMITTEE ON PUBLIC ACCOUNTS APPROVES THE RECOMMENDATION OF THE PUBLIC DOCUMENTS COMMITTEE:	
Records Officer	2010/11/15 Date		
Executive Director/ADM	2010/11/16 Date	J.T.	Feb. 10, 2011 Date
Deputy Minister/Corporate Executive Executive Officer	2010/11/25 Date	**APPROVED BY RESOLUTION OF THE LEGISLATIVE ASSEMBLY:**	
THE PUBLIC DOCUMENTS COMMITTEE CONCURS:		J.T.	May 19, 2011 Date
Chair, PDC	16 Dec 2010 Date		

OTHER STATUTORY APPROVALS:

Signature Title:	Date	Signature Title:	Date

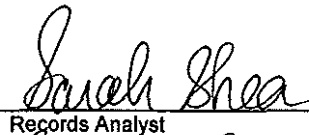CONTACT: Mary McIntosh, Ministry Records Officer, 250-387-9811

RECORDS MANAGEMENT APPRAISAL:

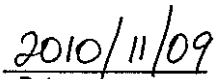This appraisal documents the recommendation for active and semi-active retention periods.

These records are created and received under the authority of the *Emergency and Health Services Act* (RSBC 1996, c. 182) and subsequent legislation governing the operational responsibilities and functions of the creating agency.

Functional duplicates and microfilmed records are indicated in the attached schedule.
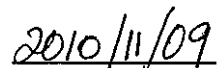
The retention and final disposition guidelines specified in the attached *Operational Records Classification System* amendment meet the creating agency's information requirements, ensure fiscal and audit control, protect government's legal rights and liabilities, and provide for effective management of the agency's operational functions. Upon expiry of the active and semi-active retention periods, the records covered by this recommendation will no longer be of any primary value to government.

_____   2010/11/09
Records Analyst   Date

_____   2010/11/09
Team Lead, ORCS Development   Date
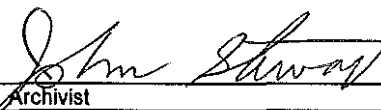
ARCHIVAL APPRAISAL:

This appraisal documents the recommendation for final disposition.

The final disposition recommendations protect records considered to have significant evidential and historical values. The specific reasons for retaining certain records are stated within the *ORCS*, as well as in the Executive Summary.
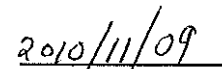
Record series or groups of records which will be retained in their entirety are indicated by "Full Retention."

Record series or groups of records which will be retained in part are indicated by "Selective Retention." Selective retention means that portions of the record series will be retained by means of recognized archival selection criteria. For the meaning of selective retention with respect to a specific record series, see the attached schedule.

The definitions of both selective and full retention provide that records will be preserved in the government archives, and that unnecessary duplicates, transitory materials, and ephemera may be discarded.

_____   2010/11/09
Archivist   Date

The undersigned endorses the appraisal recommendations:

_____   2010/11/09
Manager, Policy, Appraisal and Storage   Date

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

A   SA   FD

EMERGENCY HEALTH SERVICES

OPERATIONAL RECORDS CLASSIFICATION SYSTEM (ORCS)

EXECUTIVE SUMMARY FOR AMENDMENT 2

This *Operational Records Classification System (ORCS)* amendment updates the classification system and retention and disposition schedule for the operational records created by the Emergency and Health Services Commission, under the *Emergency and Health Services Act* (RSBC 1996, c. 182).

This amendment reflects the addition of a new primary to allow for the classification and disposition of paramedic and dispatcher training records.

The active and semi-active retention periods specified in the schedule meet all operational, administrative, legal, fiscal, and audit requirements. Records Management Operations has reviewed the final dispositions to ensure that records having enduring evidential and historical values are preserved.

The following summary describes the three secondaries added to the *ORCS* with a retention period greater than seven years. In this summary, record types are linked to the *ORCS* by primary and secondary numbers.   For a detailed description of all additions, please consult Appendix B: Summary of Changes to the *Emergency Health Services ORCS* (concordance table).

1)	Policy and procedures		SO	5y	FR
	(secondary -00 throughout *ORCS*)				

    Throughout this *ORCS*, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value.

2)	Paramedic and dispatcher training program course materials				
	(secondary 51580-30)		SO	10y	FR

    These records document final versions of course materials, including manuals, powerpoints, assessment tools, and exam books.

(continued on next page)

A = Active	CY = Calendar Year	SO = Superseded or Obsolete
SA = Semi-active	FY = Fiscal Year	DE = Destruction
FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
FOI = Freedom of Information/Privacy	w = week m = month	FR = Full Retention
PIB = Personal Information Bank	y = year	OD = Other Disposition
OPR = Office of Primary Responsibility		VR = Vital Records

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

		<u>A</u>	<u>SA</u>	<u>FD</u>

SO = when revised or replaced, and when no longer required for reference

10y = The retention period ensures the records are available in the event of a patient care related incident, investigation or litigation that may call into question the type of training obtained by BCAS paramedics and dispatchers.

FR = The government archives will fully retain the training program course materials because they document unique and specialized paramedic and dispatcher training programs developed and delivered within BC.

3) <u>Paramedic and dispatcher training program student case files</u>
       (secondary 51580-40)   SO   10y   DE

These records document student records pertaining to paramedic and dispatcher training programs developed and delivered by the BCAS.

SO = upon retirement, resignation, or employment termination from the BCAS

10y = The retention period ensures the records are available in the event of an incident, investigation or litigation pertaining to the delivery of patient care of an employee who has completed a paramedic or dispatcher training program. The retention period is also consistent with the associated employee personnel files classified in the *Emergency Health Services ARCS Supplement*, Schedule 206185, secondary 9200-30.

4) <u>All Other Records</u>   DE

All other records added by this amendment are destroyed at the end of their semi-active retention periods. The retention of these records varies depending on the nature of the records and the functions performed, but does not exceed seven years. The information these records contain is summarized elsewhere, or reflects policies and procedures adequately documented in records covered by the -00 Policy and procedures secondaries. Significant issues are documented in records which will be retained under the provisions of this *ORCS,* as well as in briefing notes to the ministry executive (*ARCS* secondary 280-20) and annual reports (*ARCS* secondary 400-02). These records have no enduring value to government at the end of their scheduled retention periods.

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FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
FOI = Freedom of Information/Privacy	w = week m = month	FR = Full Retention
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OPR = Office of Primary Responsibility		VR = Vital Records

2011/05/19   Schedule 123390   *EHSE ORCS*   EXEC SUMMARY - 4

RECORDS RETENTION AND DISPOSITION AUTHORITY

This is a recommendation to amend the above-noted records schedule.

Title: Emergency Health Services Operational Records Classification System

Ministry of Health Services
Strategic Innovation
Emergency and Health Services Commission

Description and Purpose:

The purpose of this amendment is to amend the *Emergency Health Services Operational Records Classification System* to reflect the launch of the Patient Care Report (HLTH 2592), the Patient Care Specialty Report, and introduction of the Patient Care Information System.

This amendment also includes wording changes in scope notes, secondary titles and secondary notes to drop mention of old forms and processes and to reflect the new forms and processes.

For further descriptive information about these records, please refer to the attached schedule.

Date range: 1974 ongoing	**Physical format of records: see attached schedule**
Annual accumulation: 3.3 cubic meters	

Recommended retention and disposition: scheduled in accord with attached records schedule.

THE UNDERSIGNED ENDORSE THE RECOMMENDATIONS:

Sarah Shea
Records Officer   March 6, 2009
                                         Date

Executive Director/ADM Andrew Parker   MAR 17 2009
                                         Date

Deputy Minister/Corporate Executive Lee Doney   MAR 18, 2009
                                         Date

THE PUBLIC DOCUMENTS COMMITTEE CONCURS:
Sa Mitchell
Chair, PDC   4 Jun 2009
                                         Date

THE SELECT STANDING COMMITTEE ON PUBLIC
ACCOUNTS APPROVES THE RECOMMENDATION OF
THE PUBLIC DOCUMENTS COMMITTEE:

J.T.   June 9, 2010
                    Date

APPROVED BY RESOLUTION OF THE LEGISLATIVE
ASSEMBLY: J.T.   May 19, 2011
                        Date

OTHER STATUTORY APPROVALS:

Signature   Date   Signature   Date
Title: Title:

CONTACT: Sonia Salkeld, Director, Client Services, Information Management, 250-953-3562
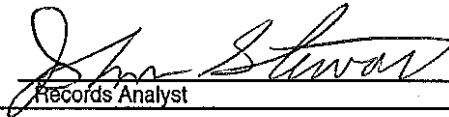
RECORDS MANAGEMENT APPRAISAL:

This appraisal documents the recommendation for active and semi-active retention periods.

These records are created and received under the authority of the *Health Emergency Act* (RSBC 1996, c. 182) and subsequent legislation governing the operational responsibilities and functions of the creating agency.

Functional duplicates and microfilmed records are indicated in the attached schedule.

The retention and final disposition guidelines specified in the attached *Operational Records Classification System* OR ongoing records schedule amendment meet the creating agency's information requirements, ensure fiscal and audit control, protect government's legal rights and liabilities, and provide for effective management of the agency's operational functions. Upon expiry of the active and semi-active retention periods, the records covered by this recommendation will no longer be of any primary value to government.

_____   200 9/01/20
Records Analyst   Date
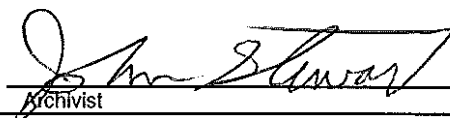
ARCHIVAL APPRAISAL:

This appraisal documents the recommendation for final disposition.

The final disposition recommendations protect records considered to have significant evidential and historical values. The specific reasons for retaining certain records are stated within the *ORCS*, as well as in the Executive Summary.

Record series or groups of records which will be retained in their entirety are indicated by "Full Retention."
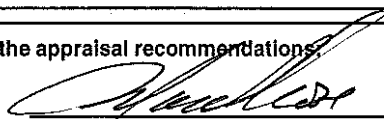
Record series or groups of records which will be retained in part are indicated by "Selective Retention." Selective retention means that portions of the record series will be retained by means of recognized archival selection criteria. For the meaning of selective retention with respect to a specific record series, see the attached schedule.

The definitions of both selective and full retention provide that records will be preserved in the government archives, and that unnecessary duplicates, transitory materials, and ephemera may be discarded.

_____   2009/01/20
Archivist   Date

The undersigned endorses the appraisal recommendations

_____   2009-01-20
Director, Corporate Information Management Branch   Date

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

<u>A</u>   <u>SA</u>   <u>FD</u>

EMERGENCY HEALTH SERVICES

OPERATIONAL RECORDS CLASSIFICATION SYSTEM (ORCS)

<u>EXECUTIVE SUMMARY FOR AMENDMENT 1</u>

The Emergency Health Services *Operational Records Classification System (ORCS)* is being amended to reflect the launch of the Patient Care Report [HLTH 2592], the Patient Care Specialty Report, and the introduction of the Patient Care Information System. Other amendments to primaries have been made throughout the *ORCS* to include wording changes in scope notes, secondary titles and secondary notes to drop mention of old forms and processes and reflect the new forms and processes. Similar amendments have been made to the Information System Overviews. All other primaries remain as originally approved.

The following summary describes the three new secondaries covered by this amendment and identifies their retention periods and final dispositions. In this summary, record types are linked to the *ORCS* by primary and secondary numbers. Please consult the *ORCS* manual for further information.

1)	<u>Patient care reports and electronic data</u>			
	(secondary 51030-40)	10y	nil	DE
	(secondaries 51030-06 and 51030-50)	SO	nil	DE

These records document patient personal, assessment, and treatment information for each call the ambulance attends. Paper records consist of the Patient Care Report [HLTH 2592], Patient Care Specialty Report [HLTH 2590], and associated supporting documentation. These forms were introduced in 2008 to replace the four-part Crew Report [HLTH 2402] and Airevac/CCT Crew Report [HLTH 2456]. Patient care forms and supporting documents are scanned and retained electronically in the Patient Care Information System. Once scanned and verified, the paper records may be confidentially destroyed (see Appendix A).

10y =   The ten year semi-active retention period ensures that the records are available in the event of a billing dispute, incident investigation and legal inquiry.   Records are also required for benchmarking, statistical and medical research purposes and to track hospital delays and record patient care received as a result of such a delay. The ten-year retention period provides a reasonable period of time for the legal value of these records to be extinguished.

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PIB = Personal Information Bank	y = year	OD = Other Disposition
OPR = Office of Primary Responsibility		VR = Vital Records

This is a recommendation to authorize an operational records classification and scheduling system.

Title: *Emergency Health Services Operational Records Classification System*

Ministry of Health
Clinical Innovation and Integration
Emergency Health Services Commission

Description and Purpose:

The *Emergency Health Services Operational Records Classification System* (*ORCS*) covers all operational records created, received, and maintained by all offices of the British Columbia Ambulance Service (BCAS).

These records document records relating to the delivery of emergency health services by the British Columbia Ambulance Service (BCAS) including the dispatch and coordination of ground and air ambulances; tracking of patient care on crew reports; billing and payment for ambulance service fees; complaint and investigation management; special operations and major event planning; contract management of other emergency service providers; station administration; aviation services; fleet operations; development of medical protocols; medical coordination and advice; transport advisory services and clinical performance management; program development, monitoring and implementation; and telecommunications site management.
For further descriptive information about these records, please refer to the attached executive summary.

Date range: 1974 ongoing	Physical format of records: see attached schedule
Annual accumulation: 3.3 cubic meters	

Recommended retention and disposition: scheduled in accord with attached *ORCS*.

THE UNDERSIGNED ENDORSE THE RECOMMENDATIONS:

Records Officer _____ Date 07/03/29

Executive Director/ADM *Chief Exec. Officer* Date 07/03/29

Deputy Minister/Corporate Executive _____ Date *March 29/07*

THE PUBLIC DOCUMENTS COMMITTEE CONCURS:

Chair, PDC _____ Date 13 Apr 2007

THE SELECT STANDING COMMITTEE ON PUBLIC ACCOUNTS APPROVES THE RECOMMENDATION OF THE PUBLIC DOCUMENTS COMMITTEE:

Date April 14 2007

APPROVED BY RESOLUTION OF THE LEGISLATIVE ASSEMBLY:

Date Nov 22 2007

OTHER STATUTORY APPROVALS:

_____   _____   _____   _____
Signature   Date   Signature   Date
Title: Title:

CONTACT: Maurice Girard, Director, Information Technology and Telecommunications, 250-953-3333
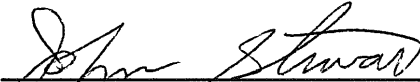

RECORDS MANAGEMENT APPRAISAL:

This appraisal documents the recommendation for active and semi-active retention periods.

These records are created and received under the authority of the *Heatlh Emergency Act* (RSBVC 1996, c. 182) and subsequent legislation governing the operational responsibilities and functions of the creating agency.

Functional duplicates and microfilmed records are indicated under appropriate classification headings.

The retention and final disposition guidelines specified in the attached *Operational Records Classification System* meet the creating agency's information requirements, ensure fiscal and audit control, protect government's legal rights and liabilities, and provide for effective management of the agency's operational functions. Upon expiry of the active and semi-active retention periods, the records covered by this recommendation will no longer be of any primary value to government.

The retention and final disposition guidelines have been established in consultation with the Records Officer and staff and managers of all branches conducting operational functions in the creating agency.

_____	2007/03/28
(Records Analyst	Date

ARCHIVAL APPRAISAL:

This appraisal documents the recommendation for final disposition.

The final disposition recommendations protect records considered to have significant evidential and historical values. The specific reasons for retaining certain records are stated within the *ORCS*, as well as in the Executive Summary.

Record series or groups of records which will be retained in their entirety are indicated by "Full Retention."
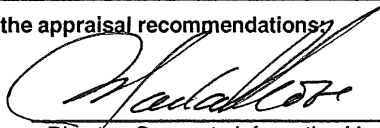
Record series or groups of records which will be retained in part are indicated by "Selective Retention." Selective retention means that portions of the record series will be retained by means of recognized archival selection criteria. For the meaning of selective retention with respect to a specific record series, see the attached schedule.

The definitions of both selective and full retention provide that records will be preserved in the government archives, and that unnecessary duplicates, transitory materials, and ephemera may be discarded.

_____	2007/03/28
Archivist	Date

The undersigned endorses the appraisal recommendations:

_____	2007-03-28
Director, Corporate Information Management Branch	Date

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to standards approved by Corporate Information Management Branch. For assistance in implementing *ORCS*, contact your Records Officer.

<u>A</u>   <u>SA</u>   <u>FD</u>

EMERGENCY HEALTH SERVICES

OPERATIONAL RECORDS CLASSIFICATION SYSTEM (ORCS)

<u>EXECUTIVE SUMMARY</u>

This *Operational Records Classification System (ORCS)* establishes a classification system and retention and disposition schedule for the operational records created by the British Columbia Ambulance Service (BCAS) pursuant to the *Health Emergency Act* (RSBC 1996, c.182).

These records document the delivery of emergency health services, including: the dispatch and coordination of ground and air ambulances; tracking of patient care on crew reports; billing and payment for ambulance service fees; complaint and investigation management; special operations and major event planning; contract management of other emergency service providers; station administration; aviation services; fleet operations; medical programs, including development of medical protocols, medical coordination and advice, transport advisory services, and clinical performance management; program development, monitoring and implementation; and telecommunications site management.

The active and semi-active retention periods specified in the schedule meet all operational, administrative, legal, fiscal, and audit requirements. The Corporate Information Management Branch has reviewed the final dispositions to ensure that records having enduring evidential and historical values are preserved.

This *ORCS* covers records created and received since 1974, when the Emergency Health Services Commission (EHSC) was established by proclamation of the *Health Emergency Act*. The BCAS was charged by the EHSC with responsibility for the day-to-day provision of pre-hospital emergency care services in British Columbia. Prior to this time, the functions covered by this *ORCS* were not carried out by the BC Government.

The licensing of emergency medical assistants was initially performed by the Staff Development and Safety Programs department in the Ministry of Health and then by the Inspections Branch of the BCAS. In 1989, the EMA Licensing Board and the EMA Licensing Branch were created in order to separate the functions of regulation, examination and licensing from the BCAS. Licensing records are scheduled under the *Emergency Medical Assistants Licensing ORCS* (schedule 181700).

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PUR = Public Use Records	y = year	FOI = Freedom of Information/Privacy
OPR = Office of Primary Responsibility		VR = Vital Records

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to standards approved by Corporate Information Management Branch. For assistance in implementing *ORCS*, contact your Records Officer.

<u>A</u>　　<u>SA</u>　　<u>FD</u>

The following summary describes the types of records covered by this *ORCS* and identifies their retention periods and final dispositions. In this summary, record types are linked to the *ORCS* by primary and secondary numbers. Please consult the *ORCS* manual for further information.

1) <u>Policy and Procedures</u>　　　　　　　　　　　　　SO　　5y　　FR
　　　(secondary -00 throughout *ORCS*)

Throughout this *ORCS*, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value.

2) <u>Air evacuation major accident and incident investigations</u>　SO　　7y　　FR
　　　(secondary 51220-30)

These records document major air evacuation accidents and incidents. Level one (major) events relate to any urgent or immediate safety concern and/or any accident or incident which requires immediate attention (e.g. emergency landing or crash); involves major equipment failure; and/or has the potential to cause and/or has caused injury to a crew member, patient or third party.

7y =　The seven-year semi-active retention period ensures that the records relating to major investigations are retained for the two-year limitation period for commencing an action with respect to an injury to person or property and the six-year period with respect to a contract (e.g. contracted air carrier) under the *Limitation Act* (RSBC 1996, c. 266, s. 3). An additional year is allowed for serving notice on all parties.

FR =　The government archives will fully retain air evacuation major accident and incident investigation files because they document the investigation and response to major equipment failures, threats to human life or limb, or violations of standard safe operating procedures. Final reports may also result in changes to protocols and training practices employed by the BCAS Air Ambulance Program.

A = Active
SA = Semi-active
FD = Final Disposition
PIB = Personal Information Bank
PUR = Public Use Records
OPR = Office of Primary Responsibility

CY = Calendar Year
FY = Fiscal Year
NA = Not Applicable
w = week   m = month
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SO = Superseded or Obsolete
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SR = Selective Retention
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FOI = Freedom of Information/Privacy
VR = Vital Records

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to standards approved by Corporate Information Management Branch. For assistance in implementing *ORCS*, contact your Records Officer.

		<u>A</u>	<u>SA</u>	<u>FD</u>
3)	BC Ambulance Service major accident and incident investigations (secondary 51020-20)	SO	7y	FR

These records document the investigations of non-air evacuation major accidents and incidents that cause death or serious injury to a patient, paramedic or third party.

7y = The seven-year semi-active retention period meets the reference requirements of the BCAS and ensures that the records relating to major investigations are retained for the two-year limitation period for commencing an action with respect to an injury to person or property under the *Limitation Act* (RSBC 1996, c. 266, s. 3). An additional year is allowed for serving notice on all parties.

FR = The government archives will fully retain all accident and incident investigation files because they document the investigation and response to major equipment failures, threats to human life or limb, or violations of standard safe operating procedures. Final reports may also result in changes to protocols and training practices employed by the BCAS.

		A	SA	FD
4)	BC Ambulance Service program development, monitoring and evaluation case files (secondary 51600-20)	SO	7y	FR

These records document the development, monitoring and evaluation of BCAS programs.

7y = The seven-year semi-active retention period ensures these records will not be of any further use.

FR = The government archives will fully retain the program development, monitoring and evaluation case files because they significantly document the development, monitoring and evaluation of emergency health services delivery in the province.

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PIB = Personal Information Bank	w = week m = month	FR = Full Retention
PUR = Public Use Records	y = year	FOI = Freedom of Information/Privacy
OPR = Office of Primary Responsibility		VR = Vital Records

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to standards approved by Corporate Information Management Branch. For assistance in implementing *ORCS*, contact your Records Officer.

		A	SA	FD
5)	Quality improvement project final reports (secondary 51300-50)	SO	7y	FR

These records consist of Quality improvement projects final reports. Projects monitor and evaluate BCAS service delivery against identified standards and protocols to ensure the intended quality is being achieved and to identify opportunities for improvement. Project examples include the BCNurseline/Omega Project, Unit Chief Survey Project and Response Time and Chute Time Project.

7y = The seven-year retention period ensures that these records will be of no further use.

FR = The government archives will fully retain quality improvement project final reports because they document the BCAS methods of systematically monitoring and evaluating patient care, the standards they established for patient care, and the actions taken to resolve identified problems.

		A	SA	FD
6)	*Field Operations Policy and Procedure Manual* (secondary 51000-04)	SO	5y	FR

These records document the operating guidelines of the BCAS.

FR = The government archives will fully retain the *Field Operations Policy and Procedure Manual* because it documents the official operating guidelines of the BCAS issued under the authority of the executive director of the BCAS.

		A	SA	FD
7)	Provincial Medical Leadership Council's meeting deliberations (secondary 51540-40)	SO	5y	FR

These records document the deliberations of the Council, which was established by the EHSC and consists of physicians, paramedics and medical programs staff. The Council's role is to discuss medical protocols and process issues, and to make recommendations to the Commission and to the BCAS. The Vice-President, Medical Programs, is the chair of the Council. In addition to providing suggestions for new protocols, the PMLC is also responsible for the review and approval of draft protocols.

A   = Active
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PIB = Personal Information Bank
PUR = Public Use Records
OPR = Office of Primary Responsibility

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FY = Fiscal Year
NA = Not Applicable
w = week   m = month
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	A	SA	FD

FR = The government archives will fully retain the Council's meeting deliberations because they document the initiation, review, rationale, and approval of medical protocols classified under secondary 51540–03.

		A	SA	FD
8)	BC Ambulance Service published reports and studies (secondary 51000-02)	CY	nil	FR

These records include annual reports.

FR = The government archives will fully retain one copy of each published report and study because they significantly document the functions and activities of the BCAS.

		A	SA	FD
9)	*Medical Protocol Directives and Manual* (secondaries 51540-02 and 51540-03)	SO	nil	FR

These records consist of memoranda covering clinical policy or procedure and the *Medical Protocols Manual*.

FR = The government archives will fully retain *Medical Protocol Directives* because they document the communication tools used by BCAS to communicate medical protocol policy to staff. While the majority of the information covered in the *Directives* is included in the *Medical Protocols Manual*, they also include information not found elsewhere. The *Medical Protocols Manual* will be fully retained because it documents how accepted medical practices for paramedics, reflected in assessment models, treatment principles, and protocols, have evolved due to organizational and public needs or contemporary medical practices.

The Medical Protocols staff will print one complete version of the manual, plus the history of amendments, for transfer to the archives when this ORCS is approved. Thereafter they will print one complete copy at the end of each calendar year, plus the history of amendments for that year.

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		A	SA	FD
10)	Ambulance vehicle history accident with minor case files – paper and electronic data			
	(secondary 51440-40)	SO	22y	DE
	(secondary 51440-45)	SO+22y	nil	DE

These records document accidents involving an ambulance and a minor.

22y = The 22-year semi-active retention period ensures that the records are retained for the two-year limitation period for commencing an action with respect to an injury to person or property under the *Limitation Act* (RSBC 1996, c. 266, s. 3). An additional 20 years is allowed to ensure the child has reached the age of majority and to allow for serving notice on all parties.

11)	BCAS release and indemnity forms [HLTH 1042] involving an accident/ incident with a minor	SO	22y	DE
	(secondary 51090-04)			

These records consist of release and indemnity forms required signed by individuals participating in an ambulance ride-a-long, where an accident or incident has taken place. Please note there have been no such cases to date.

22y = The 22-year semi-active retention period ensures that release and indemnity forms relating to minors are retained until the minor reaches the age of majority, plus two years to allow for commencing an action with respect to an injury to person or property under the *Limitation Act* (RSBC 1996, c.266, s.3). An additional year is allowed for serving notice on all parties.

12)	Ambulance bill files – electronic	SO+10y	nil	DE
	(secondary 51010-20)			

These records consist of billing data stored on the Ambulance Billing and Information System (ABIS).

(continued on next page)

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		A	SA	FD

10y = The ten-year retention period is in accordance with the seven year accounts receivable retention periods defined in *ARCS* primary 935. Because the ABIS data acts as a back-up in the event of a lost crew report, an additional three years is added to mirror the crew report's ten year retention period.

13)	Ambulance and airevac crew reports (secondaries 51030-02, 51030-04 and 51030-05)	SO	10y	DE

These records consist of the billing copy and cardiac arrest and major trauma registry copy of the four-part Crew Report [HLTH 2402] and Airevac/CCT Crew Report [HLTH 2456]. These forms are used to record patient personal, assessment, and treatment information for each call the ambulance attends. These records also include the subsequent crew report generated when a paramedic crew is required to remain with their patient at the hospital due to an emergency department delay (known as a hospital delay form).

10y = The ten year semi-active retention period ensures that the records are available in the event of a billing dispute, incident investigation and legal inquiry. Records are also required for benchmarking, statistical and medical research purposes and to track hospital delays and record patient care received as a result of such a delay. The ten-year retention period provides a reasonable period of time for the legal value of these records to be extinguished.

14)	Ambulance Service dispatch tickets and electronic data			
	(secondaries 51040-03 and 51040-05)	SO	10y	DE
	(secondary 51040-20)	10y	nil	DE

These records document the dispatch of ambulances and air ambulances and the coordination of emergency, non-emergency, and transfer service calls throughout the province. The dispatch function is automated and managed using two Computer Aided Dispatch (CAD) systems: RightCAD and PRC Altaris CAD. Paper forms were previously used to track the details of a dispatch: Provincial Air Co-ordination Centre Patient Treatment Information Forms [HLTH 2454] used by the PAACC and Ambulance Service Dispatch Forms [HLTH 2401] used by the ambulance dispatch centres. In the event of a system outage, these forms are still used.

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	A	SA	FD

10y = The ten-year semi-active retention period ensures that dispatch forms and electronic data are available in the event of an incident investigation, to respond to complaints, and for statistical and benchmarking purposes. The ten-year retention period provides a reasonable period of time for the legal value of these records to be extinguished.

		A	SA	FD
15)	Transport advisor forms and data (secondaries 51560-02, 51560-20 and 51560-40)	SO	10y	DE

These records document medical advice, provided by transport advisors to paramedics, regarding patient care during an inter-facility transport. There are three types of transport advisors: critical care, non-critical care and infant transport.

10y = The ten-year semi-active retention ensures that transport advisor forms are available for complaint investigation, to respond to legal inquiries, and for clinical performance management. The retention is also consistent with that of the related crew reports [HLTH 2402/2456].

		A	SA	FD
16)	Air evacuation minor accident and incident investigations (secondary 51220-20)	SO	7y	DE

These records document the investigation of level two (minor) events, which are any accident or incident which are not of an immediate or urgent safety nature, and can be dealt with at the unit/charge dispatcher level (e.g. minor equipment failure, pager malfunctions, and employee absenteeism).

7y = The seven-year semi-active retention period ensures that the records relating to minor investigations are retained for the two-year limitation period for commencing an action with respect to an injury to person or property and the six-year period with respect to a contract (e.g. contracted air carrier) under the *Limitation Act* (RSBC 1996, c. 266, s. 3). An additional year is allowed for serving notice on all parties.

(continued on next page)

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		A	SA	FD

17) **BCAS event planning files**   SO   7y   DE
        (secondaries 51080-20 and 51080-30)

These record document special event planning for parades, dignitary visits, movie productions, and high-profile events, such as the APEC Conference and the 2010 Winter Olympics.

7y =   The seven-year semi-active retention period ensures records will be available for a sufficient period for future event planning and to assist subsequent host countries with their event planning.

18) **Charter and contracted carrier case files**   SO   7y   DE
        (secondaries 51240-30 and 51240-40)

These records document the delivery and quality assurance monitoring of ambulance services by contracted air carriers and approved chartered air carriers. Aviation services are provided under long-term contracts or charter hiring of air operator services for air evacuation missions. Contracted air carriers maintain and operate aircraft dedicated to providing transportation for the BCAS and are subject to regularly scheduled audits. Charter air carriers are only used in particular circumstances, when such services are deemed to be the most effective and/or efficient air transportation option.

7y =   The seven-year semi-active retention period for contracted carrier case files is based on the six-year limitation period for commencing an action with respect to a contract under the *Limitation Act* (RSBC 1996, c. 266). An additional year is allowed for serving notice on all parties.   The charter carrier case files are retained for the same period for consistency and to ensure record availability in the event of potential legal action due to an incident or accident involving the charter air carrier.

19) **Quality improvement project case files**   SO   7y   DE
        (secondary 51300-40)

These records consist of quality improvement project records, such as project charters, plans, meeting minutes, raw data, statistical analysis and correspondence. The final reports are classified under 51300-50 and retained permanently.

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		<u>A</u>	<u>SA</u>	<u>FD</u>

7y =   The seven-year semi-active retention period ensures that these
records will be of no further use.

20)	Quality improvement critical incident reviews	SO	7y	DE
	(secondary 51300-30)			

These records document the audits undertaken by the Clinical
Performance Management Department as part of critical incident reviews.
A critical incident review may be initiated as a result of a problem
identified during a random quality improvement audit or as part of a
complaint investigation.

7y =   The seven-year semi-active retention period provides a
reasonable period of time for the legal value of these records
to be extinguished and is consistent with retention periods for
other investigation files classified under this *ORCS*.

21)	Regional Medical Directors and District Medical Consultants' advice,	SO	7y	DE
	issue and liaison files			
	(secondary 51520-20)			

These records cover the provision of medical advice to the BCAS, liaison
with hospitals and other organizations, and issues management. These
files may be destroyed upon permission of the records officer because policy
advice is reflected in approved protocols, which are fully retained under
secondary 51540-03.

7y =   The seven-year semi-active retention period ensures these
records will be of no further use.

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		A	SA	FD
22)	Government built and developed ambulance design files (secondaries 51420-20 and 51420-30)	SO+1y	6y	DE

These records document the procurement and issue of ambulance vehicles for use by the BCAS. A Vehicle Modification Depot (VMD) was operated by the BCAS between 1974 and 1996. The VMD produced standard customized ambulances, whereby the chassis was purchased through tender to automobile dealers in the Lower Mainland and then converted by the VMD into the various ambulance models required. The VMD was closed in 1996. The BCAS now supplies design specifications and ambulance standards to contracted third parties who convert commercial van or truck chassis to ambulances.

7y = The seven-year combined active and semi-active retention period ensures that the records are available for as long as the model is in service to the BCAS and satisfies the six-year limitation period for commencing an action with respect to a contract (e.g. sale of an ambulance) under the *Limitation Act* (RSBC 1996, c. 66, s. 3). An additional year is allowed for serving notice on all parties.

		A	SA	FD
23)	Complaint and investigation case files (secondary 51020-30)	SO+3y	4y	DE

These records document complaints relating to the following areas: billing for emergency and non-emergency health services; equipment as provided and used by the provincial ambulance service; ambulance routing and noise levels; and service delivery, including coverage and response times, service delays, and transfers.

7y = The combined seven-year semi-active retention period provides a reasonable period of time for the legal value of these records to be extinguished and is consistent with retention periods for other investigation files classified under this *ORCS*.

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<u>A</u>　　<u>SA</u>　<u>FD</u>

24)　<u>Electronic Records</u>　　　　　　　　　　　　　　　　　　　　　　DE

　　　The following electronic databases are covered by this *ORCS*:

　　　Ambulance Billing and Information System
　　　BCAS Data Mart
　　　BCAS Management Information System
　　　CODE STAT Suite System
　　　DRIVE Fleet Management System
　　　PRC Altaris CAD System and RightCAD System
　　　Safe Force System and Silent Witness System

　　　The Information System Overview section provides information about the electronic system, inputs and outputs and routine back-ups. Notes under the relevant *ORCS* secondaries provide information about the classification and scheduling of the records. These records have no enduring value to government at the end of their scheduled retention periods.

　　　The BCAS's Intranet and Internet web pages are also covered by this ORCS (51000-20 and -30)

25)　<u>All Other Records</u>　　　　　　　　　　　　　　　　　　　　　　DE

　　　All other records are destroyed at the end of their semi-active retention periods. The retention of these records varies depending on the nature of the records and the function performed, but does not exceed seven years. The information these records contain is summarized elsewhere, or reflects policies and procedures adequately documented in records covered by the -00 Policy and procedures secondaries. Significant issues are documented in records which will be retained under the provisions of this *ORCS,* as well as in briefing notes to the ministry executive (*ARCS* secondary 280-03) and Ministry of Health annual reports (*ARCS* secondary 442-20). These records have no enduring value to government at the end of their scheduled retention periods.

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A   SA   FD

EMERGENCY HEALTH SERVICES

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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HOW TO USE *ORCS*

For further information, contact your Records Officer.

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HOW TO USE *ORCS*

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PART 1

THE *OPERATIONAL RECORDS CLASSIFICATION SYSTEM* (*ORCS*)

1.1 General Introduction

The purpose of this chapter of the *ORCS* Manual is to explain the nature, purpose, and usage of the *ORCS*. This chapter is a training tool which should be read by anybody attempting to classify, file, retrieve, or dispose of records covered by the *ORCS*. It is also a reference tool which can help users understand how to implement the *ORCS* and interpret specific parts of it.

This chapter is organized into three parts. Part One gives an overview of *ORCS* in general and an introduction to this *ORCS* in particular. Part Two explains how to read a primary, the basic building block of the *ORCS*. Part Three gives detailed background information on the records management system used by the BC Government, and procedures for using the *ORCS* as part of this system.

1.2 What is an *ORCS*?

ORCS is a combined records classification and scheduling system that facilitates the efficient and systematic organization, retrieval, storage, and destruction or permanent retention of the government's operational records.

A standard classification system such as *ORCS* is the cornerstone of an effective records management program. Each *ORCS* is tailored to fit the specific operational records relating to a function or program of government.

ORCS is also a records scheduling system. A records schedule is a timetable that governs the life span of a record from creation, through active use within an office and retention in off-site storage, to destruction or transfer to the government archives.

The records schedules incorporated into *ORCS* ensure that all operational records are retained for sufficient periods of time to meet the legal, operational, audit, fiscal or other requirements of government. A records schedule identifies those records that have enduring values and provides for their transfer to the government archives. Records schedules also provide for the timely destruction of routine operational records when they are no longer required to support the government's operational functions.

An integral part of the *ORCS* is the Information System Overview (ISO) Section, which ensures that electronic records are properly identified and scheduled. For further explanation of the ISO, see 3.11.

What are Operational Records?

Operational records relate to the operations and services provided by a ministry or agency in carrying out the functions for which it is responsible according to statute, mandate, or policy.   Operational records are distinct from administrative records and are unique to each government organization.

Operational records are created in a variety of media, including: textual records, photographs, sound recordings, motion picture films, video recordings, audio-visual materials, paintings, prints, maps, plans, blueprints, architectural drawings, and other sound, film, video, photographic, and cartographic materials. Records exist in a number of different physical formats, such as paper, microfilm, and electronic records.

Records documenting administrative functions that are common to all government offices are classified in the government-wide *Administrative Records Classification System* (*ARCS*). Administrative records document and support functions such as the management of finances, personnel, facilities, property, or information systems. They also document common management processes, including committees, agreements, contract management, public information services, information and privacy, records management, postal services, legal opinions and other similar functions. Although these records are considered administrative, they may have considerable operational importance. For example, a committee may make decisions which affect ministry or agency policy. The *ARCS* manual is available in hardcopy from your Records Officer, or online at http://www.bcarchives.gov.bc.ca/ARCS/index.htm

Some categories of records or data have special retention and disposition requirements and are handled by special records schedules. These schedules are standardized for all ministries and agencies, and cover both administrative and operational records. They can be used effectively to dispose of records not covered by *ARCS* and *ORCS*.

The following categories of special records schedules are provided in the *ARCS* manual:

Schedule No.	Schedule Title
112907	Commission of Inquiry Records
112910	Computer System Electronic Backup Records
102903	Electronic Mail
102906	Executive Records
102908	Record Copies of Published Maps
102905	Special Media Records (photographs, motion pictures etc.)
102902	Transitory Electronic Records
102901	Transitory Records
112913	Unsolicited Records
112914	Voice Mail Records
102904	Word Processing Records
112916	Year 2000 (Y2K) Project Documentation and Test Data Records

See the special schedules section of the *ARCS* manual for a description of these records and the records retention and disposition schedules covering them. For further guidance on applying these schedules, contact your Records Officer.

The Purpose of *ORCS*

ORCS facilitates the efficient management of operational information by:

- providing a tool for executive control of recorded information;
- ensuring that needed information can be accessed quickly and accurately;
- ensuring that records are available to protect the fiscal, legal, operational, audit and other liabilities of government for required periods of time;
- providing for the timely destruction of routine operational records that are no longer required and ensuring that records of enduring value are retained by the government archives;
- providing a framework for the audit and review of operational functions;
- providing a legal basis on which the integrity, authenticity, and completeness of operational records may be established; and
- ensuring that electronic records are appropriately documented and scheduled, in relevant primaries and/or in the Information System Overview (ISO).

Responsibility for *ORCS*

The Corporate Information Management Branch is responsible for establishing standards for the development of *ORCS* for the operational records of public bodies covered by the *Document Disposal Act* (RSBC 1996, c.99).

Each ministry, government agency, and Crown corporation has a designated person responsible for implementing and coordinating records management procedures. This records officer, usually known as the Ministry Records Officer or Corporate Records Officer, should be contacted for further information whenever necessary. If you cannot determine who your records officer is, call CIMB at 387-1321.

CIMB is responsible for preserving and providing access to records of enduring value to the province. The BC Archives takes care of records that are no longer needed by their creating agencies and have been appraised by an archivist for full or selective retention. In scheduling terms, these records have become inactive and have final disposition designations of full or selective retention. Records in BC Archives custody can be accessed through the BC Archives Reference Room, located at 655 Belleville Street, Victoria, or through the BC Archives website at http://www.bcarchives.gov.bc.ca. Access is subject to provisions of the *Freedom of Information and Protection of Privacy Act* (RSBC 1996, c. 165).

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1.3   Introduction to the *Emergency Health Services ORCS*

The operational records in this *ORCS* relate to the operations and services provided by your agency in carrying out the functions for which it is responsible according to statute, mandate, or policy. These records document the delivery of emergency health services, including: the dispatch and coordination of ground and air ambulances; tracking of patient care on crew reports; billing and payment for ambulance service fees; complaint and investigation management; special operations and major event planning; contract management of other emergency service providers; station administration; aviation services; fleet operations; medical programs, including development of medical protocols, medical coordination and advice, transport advisory services, and clinical performance management; program development, monitoring and implementation; and telecommunications site management.

This *ORCS* covers all operational record series created or received by your agency since 1974. It does not cover files closed before that date. To obtain approval for disposition of such records, contact your Records Officer.

ORCS are divided into two types of sections: one or more numbered sections covering broad groupings of primary subjects corresponding to major operational functions and program activities; and an Information System Overview Section, which identifies and describes electronic records. This *ORCS* includes the following sections:

Section Number	Primary Numbers	Section Title
Section 1	51000-54999	EMERGENCY HEALTH SERVICES

|| Covers records records relating to the delivery of emergency health services by the British Columbia Ambulance Service (BCAS), pursuant to the *Health Emergency Act* (RSBC 1996, c. 182). This includes records relating to the dispatch and coordination of ground and air ambulances; tracking of patient care on patient care reports; billing and payment for ambulance service fees; complaint and investigation management; special operations and major event planning; contract management of other emergency service providers; station administration; aviation services; fleet operations; medical programs, including development of medical protocols, medical coordination and advice, transport advisory services, and clinical performance management; program development, monitoring and implementation; and telecommunications site management.

ISO	ABIS	AMBULANCE BILLING AND INFORMATION SYSTEM

Generates ambulance service invoices based on entered billable crew report data.

ISO	BCAS DATA MART	BCAS DATA MART

Consists of a management-level reporting tool containing extracted data from the service delivery systems, finance systems and human resource systems. The reports are designed specficially to support the analysis of information regarding the Key Performance indicators (KPI) adopted by the BCAS as their Best Practice methodology. KPIs are used to monitor performance in key areas, such as response times. The Data Mart is also used to support operationsal review and resource management.

ISO	BCAS/MIS	BCAS MANAGEMENT INFORMATION SYSTEM

Consists of a data store of crew report and dispatch data used to produce summary reports and statistics for use by BCAS management. The BCAS/MIS links the two sets of data to create a complete record of the ambulance service response.

ISO	CODE-STAT	CODE-STAT SUITE SYSTEM

Captures and stores device data generated from the use of automatic external defibrillators (AEDs) and manual defibrillators, together with any additional case information related to cardiac and major interventions. The BCAS uses this information to maintain the Cardiac Arrest and Major Trauma (CAMT) Registry and for quality improvement, system performance, critical incident reviews, benchmarking, statistical purposes and medical research.

ISO	DRIVE	DRIVE FLEET MANAGEMENT SYSTEM

Administers all aspects of the BCAS's fleet operations across the province including the tracking and scheduling of ongoing vehicle maintenance, recording of accident details and vehicle repair, and control of the vehicle part inventory and supply process.

ISO	PCIS	PATIENT CARE INFORMATION SYSTEM

The PCIS was introduced in 2008 to capture and store patient care information collected by ambulance paramedics during patient care encounters and to make it more readily available for reporting, service management and medical research purposes.

ISO	PRC ALTARIS CAD SYSTEM RIGHTCAD SYSTEM	PRC ALTARIS CAD SYSTEM AND RIGHTCAD SYSTEM

Consists of a Computer Aided Dispatch (CAD) system, known as PRC Altaris CAD, used by the Vancouver Pre-Hospital Dispatch Centre, which covers pre-hospital calls, including 911 calls, and some transfers on the lower mainland. PRC Altaris CAD is operated by E-Comm. However, the data is owned by the BCAS. PRC Altaris CAD was implemented in June 2003.

Also covers RightCAD, which is used by the Provincial Air Ambulance Coordination Centre (PAACC), the Vancouver Transfer Management Office, and the Victoria and Kamloops Dispatch

Centres to automate their dispatch function. This includes receiving requests for service, dispatching ambulances and air ambulances, monitoring and progressing service delivery, and managing ambulance units.

ISO	SAFE FORCE SYSTEM SILENT WITNESS SYSTEM	SAFE FORCE SYSTEM AND SILENT WITNESS SYSTEM

Consists of two on-board computer systems, attached to the electrical compartment, which monitor and report various vehicle measurements for use in accident investigation and reconstruction, complaint resolution, and driving behaviour analysis and review. The Silent Witness™ System is gradually being phased out and replaced with the Safe Force™ System.

Within each section, primaries are presented in numerical order and grouped as follows:

- First, there is a section default primary, which provides general information relating to the whole section and to records repeated in other primaries throughout the section ("reserved secondaries" - see 2.6.1).

- The section default primary is followed by all the other primaries, arranged in alphabetical order.

- Groups of related primaries, called "primary blocks", appear together, indicated by two-part titles and an initial "general" primary (for example, ""Client Group Issues - General" and "Client Group Issues - Families").

As well as the sections consisting of primaries and the ISO section, the *ORCS* has several other parts:

- Executive Summary (provides a high-level overview of the *ORCS*)
- Table of Contents
- How to Use *ORCS* (this section)
- Glossary of Terms (provides useful definitions of records management terminology used throughout the *ORCS*)
- Index (aids in classifying and finding records - see 3.6 for further discussion)

This *ORCS* was reviewed by CIMB staff, your executive, the Public Documents Committee, and the Select Standing Committee on Public Accounts (commonly called the Public Accounts Committee). It was then approved by resolution of the Legislative Assembly. That resolution established this *ORCS* as the retention and disposition schedule for the operational records of the BCAS. This means that this *ORCS* is a legally binding document, i.e.it has statutory authority.

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

PART 2

HOW TO READ A PRIMARY

Although the structure of this *Operational Records Classification System* has been described earlier in this section, you will need to know more about its basic building block, the primary, in order to apply the *ORCS* schedule effectively.

The following is a sample primary in which each element is annotated with a number. The pages following the sample primary explain the elements, as listed below.

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

2.1

			A	SA	FD

23120   EXTRATERRESTRIAL REGISTRATION AND TRACKING

2.2

Records relating to the registration of extraterrestrial visitors to the province. An extraterrestrial is any sentient being originating from another planet, regardless of appearance or ancestry. Extraterrestrials are registered and tracked to ensure they do not contravene federal and provincial legislation by attempting world domination, body-snatching, or other anti-democratic activities. Registrants must provide identifying information and report regularly to the ministry liaison assigned.

Record types include registration forms, reference materials, photographs, videotapes, correspondence, memoranda, and reports.

2.3

2.4

For a description of the Extraterrestrial Registration System (ERS), see Information System Overview (ISO) section.
For records relating to diplomatic etiquette and protocol used in communication with representatives of foreign governments, see *ARCS* primary 415.

2.5

	A	SA	FD
Unless otherwise specified below, the ministry OPR (Unidentified Flying Objects Branch) will retain these records for:	CY+1y	3y	DE
Except where <u>non-OPR retention periods</u> are identified below, all other ministry offices will retain these records for:	SO	nil	DE

2.6

			A	SA	FD
-00	Policy and procedures	- OPR	SO	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01	General				
-02	Complaints and inquiries				
-03	Extraterrestrial reports and statistics		CY+1y	3y	FR

FR = The government archives will fully retain these records because they document and analyse extraterrestrial visitors to the province.

2.7

A = Active	CY = Calendar Year	SO = Superseded or Obsolete
SA = Semi-active	FY = Fiscal Year	DE = Destruction
FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
PIB = Personal Information Bank	w = week m = month	FR = Full Retention
PUR = Public Use Records	y = year	FOI - Freedom of Information/Privacy
OPR = Office of Primary Responsibility		VR = Vital Records

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

			<u>A</u>	<u>SA</u>	<u>FD</u>

23120   <u>EXTRATERRESTRIAL REGISTRATION AND TRACKING</u> (continued)

		A	SA	FD
-04	Visits by unidentified extraterrestrials (includes reference materials relating to visits and visitors as yet unconfirmed and unidentified)	SO	NA	NA

NA =   Reclassify records to appropriate case file under
secondary 23120-20 when visitor is identified.

[2.8] FOI: As extraterrestrials may present a threat to pro-
vincial security, access to these records is restricted
under the *Freedom of Information and Protection of
Privacy Act* (RSBC 1996, c. 165, s. 15(1)(b)).

PIB	-20	Extraterrestrial registrant case files (arrange by registration number) (includes textual records and photographs)	SO+3y	300y	SR

[2.9] SO =   when extraterrestrial visitor leaves the province

NOTE: The OPR will store extraterrestrial registrant case files
under ongoing RCS accession number 99-9111.

303y = This ensures that the file can be reopened if the
extraterrestrial returns later in its lifetime.

SR =   The government archives will selectively retain these
records because they document the effect of
extraterrestrial visitors on the province. All files
relating to green extraterrestrials will be retained. All
other files will be boxed separately and destroyed.

VR	-30	Extraterrestrial Registration System (ERS) (electronic database)	SO	nil	DE

[2.10]
[2.11]

SO =   when the function supported by the database is no
longer performed by government

A = Active	CY = Calendar Year	SO = Superseded or Obsolete
SA = Semi-active	FY = Fiscal Year	DE = Destruction
FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
PIB = Personal Information Bank	w = week m = month	FR = Full Retention
PUR = Public Use Records	y = year	FOI - Freedom of Information/Privacy
OPR = Office of Primary Responsibility		VR = Vital Records

2.1   Primary Number and Title

Each heading covering a functional or subject grouping of records is allocated a unique five-digit primary number and title within *ORCS.* This primary is used to classify all information related to the relevant subject or function, regardless of its physical format.

2.2   Scope Note

The scope note describes the functions, uses and content of the records that are to be classified within a primary records classification. A scope note indicates the operational function to which the records relate and outlines the activities and/or work processes leading to records creation. It will also give a general statement about the record types (memos, forms, reports, etc.) and media (photographs, video recordings, etc.) covered, in a paragraph beginning "Includes" or "Record types include". If this paragraph does not appear to be comprehensive, the information should appear in "includes" qualifiers under the relevant secondaries.

2.3   Cross References

Cross references link the primary to related primaries, both within the *ORCS* and in *ARCS.* This information can be used to help determine whether records should be classified in a different place, and to ensure that related records can be viewed together. If electronic records are included or referred to in the primary, a reference for the Information System Overview (ISO) section will be included.

2.4   Records Retention and Disposition Schedule

Every *ORCS* includes a record retention and disposition schedule that indicates how long records should be retained in active storage space, when they should be transferred to semi-active storage, when they should be disposed of, and what their final disposition will be.

Scheduling information for each record series is indicated in the three columns to the right of the classification system information. These columns are headed A (Active), SA (Semi-active), and FD (Final Disposition). They correspond with the active, semi-active, and inactive phases of the life cycle of the record. The abbreviations used in each column are explained in 2.7, " Key of Terms."

For further information regarding the scheduling system used in *ORCS*, see 3.7.

2.4.1   Active Retention Period Column

The active (A) column indicates the length of time a record should be retained in the active phase of its life cycle.

Active records are used frequently and therefore are retained and maintained in the office space and equipment of the user.

Entries in the active column often use the designations of "CY" or "FY', with an additional time period indicated. The following are examples of how to apply and interpret the active retention period using "CY" and "FY".

> CY+1y
> Maintain all records created or received within the calendar year (1 January to 31 December) together until the end of the calendar year. Then retain them for an additional calendar year.

> FY+1y
> Maintain all records created or received within the fiscal year (1 April to 31 March) together until the end of the fiscal year. Then retain them for an additional fiscal year. When required by financial administration policy and procedures, place financial records relating to the prior fiscal year, but created or received after March 31, on the file for the prior fiscal year.

For information about Superseded or Obsolete (SO) and other terms and abbreviations used in the active retention period column, see 2.7.1. For file maintenance guidelines see 3.8.1.

In the sample primary, extraterrestrial reports and statistics (secondary -03) are active for the calendar year (CY) of their receipt or creation, plus one more year.

2.4.2   Semi-active Retention Period Column

The semi-active (SA) column indicates the length of time a record will be retained in the semi-active phase of its life cycle.

Semi-active records are those that are used only occasionally and therefore need not be maintained in the expensive office space and equipment of the ministry or agency responsible for them. Semi-active records still retain administrative, operational, fiscal, audit, or legal value for the ministry or agency which created the records. Storage of semi-active records in economical, off-site facilities until all values have lapsed results in significant savings.

In the sample primary, extraterrestrial reports and statistics (secondary -03) are semi-active for three years. This means they will be transferred to off-site storage until no longer needed, or in other words until the semi-active period is over. If required, these records may be retrieved from off-site storage during their semi-active phase.

For boxing and transfer instructions for semi-active records, see 3.9.

2.4.3 Final Disposition Column

The final disposition (FD) column ensures that records with enduring value to the Province are preserved and those that have no enduring value are destroyed.

Records are eligible for final disposition when they become inactive, that is, when their active and semi-active retention periods have lapsed.

In the sample primary, extraterrestrial reports and statistics (secondary -03) are fully retained when they become inactive. This means they will enter the custody of the government archives and can only be accessed through the BC Archives Access Services (655 Belleville Street, phone 387-1952, website http://www.bcarchives. gov.bc.ca). Complaints and inquiries (secondary -02) will be destroyed under the primary default schedule.

2.5 <u>Office of Primary Responsibility (OPR)</u>

The retention and disposition requirements for records that are duplicated in central service or headquarters branches and field offices normally differ. In recognition of these differing requirements, every *ORCS* primary contains two statements regarding the levels of responsibility for records within an ministry or agency (known as the "unless and except statements").

For each primary, *ORCS* distinguishes between the office having primary responsibility for a category of records (OPR) and all other offices which hold copies of the same records (<u>non-OPR</u>s). The OPR is the office that has been designated the holder of the official record for the ministry. The OPR maintains the official or master record in order to satisfy long-term operational, financial, legal, audit, and other requirements. All other offices holding duplicate copies are <u>non-OPR</u> offices and maintain their copies for a shorter retention period. All <u>non-OPR</u> retention periods and final dispositions are <u>underscored</u>.

In the sample primary, the Unidentified Flying Objects Branch is the OPR. All offices holding records covered by this primary are <u>non-OPR</u>.

For secondaries that have retention or disposition requirements different from the default retention and disposition values established for the primary, the OPR and/or <u>non-OPR</u> retention periods are listed in the columns to the right of the records classification.

Offices that have primary responsibility for the retention and disposition of records classified in each primary are responsible for retaining those records as the OPR. The Records Officer is responsible for tracking changes to OPRs as reorganizations occur, and for ensuring that OPRs and the CIMB are aware of these changes.

2.6   Secondary Number and Title

Secondary numbers and titles designate specific series or groupings of records relating to the function covered by the primary. Secondary titles describe specific types of records and secondary numbers link them to the records retention and disposition schedule. The two-digit secondary number is added to the five-digit primary number to form a complete file number, for example, 23120-04.

All offices must use the same secondary number to refer to the same series or grouping of records. Standardization ensures continuity and consistency in retention and disposition of operational records.

Three types of secondaries exist within *ORCS*: reserved secondaries, subject secondaries, and case file secondaries.

2.6.1   Reserved Secondaries

Reserved secondaries are secondary numbers used to cover records series which are repeated in several primaries.

Secondaries -00 and -01 are reserved throughout all *ORCS* and in *ARCS*.

Secondary number -00 is always reserved for "Policy and procedures" records. These files are used for records concerning operational functions, policies, procedures, regulations, and records which set precedents, reflect management decisions and usage, or document general goals and acceptable procedures of the creating ministry or agency. They include correspondence and other records relating to draft and approved policies on a specific subject including actual policy statements, interpretations of policy, development and discussion of policy, and policy decisions.

Secondary number -01 is always reserved for "general" records that cannot be classified in the specified subject or case file secondaries. Within each primary, the standardized secondary -01 is reserved as a general file. Records which meet one or more of the following criteria may be filed in the general file:

- The document does not relate to any of the existing secondaries, but does fall within the primary.
- There is no existing classification number for the document. The general number is used TEMPORARILY, until the subject is significant enough to warrant creating a new primary or secondary number and title. If you need to use the general secondary in this way, contact your Records Officer and see 3.14, regarding amendment and update of *ORCS*.
- The document contains information of a general nature and does not reflect actions or decisions of the creating office.

Note when filing anything under secondary -01 that its retention period may be shorter than that of the related subject or case file secondary, and/or the related secondaries

may be scheduled for selective or full retention for the government archives. If this is the case, it is imperative that the file be reclassified before disposition.

If a document relates to two or more secondaries, you should be more precise and file the original or a photocopy of the record in each specific file. It is not appropriate to file such documents under "General" because this will cause access and scheduling problems.

2.6.2 Secondaries -02 to -19 (subject secondaries)

Within a primary, secondaries -02 to -19 represent files for specific subjects and other non-case file series, that is, records filed chronologically in one file folder (e.g., inquiries or reports). These are commonly referred to as subject files. In the sample primary, secondaries -03 (extraterrestrial reports and statistics) and -04 (visits by unidentified extraterrestrials) are subject secondaries.

While the files covered by most subject secondaries can be organized chronologically, some need to be broken down into files covering different aspects of the same subject, different types of report, or some other organization. In these cases, subject secondaries may be coded. For an explanation of coded series, see 2.6.4.

2.6.3 Case File Secondaries (-20 and higher)

Case file series consist of many different files relating to a common function or activity. Each case file contains records pertaining to a specific time-limited entity, such as a person, event, project, transaction, product, organization, etc. The component records within each file in a case file series are generally consistent; that is, a file may contain a variety of documents (such as forms, correspondence, reports, and photographs), but this variety will be consistent with other files in the same series (for example, the same form may appear in every file). Case file series are assigned secondary numbers -20 and higher (-30, -40, -50, etc.). In the sample primary, secondaries -20 (extraterrestrial registrant case files) and -30 (the Extraterrestrial Registration System) are case file secondaries.

2.6.4 Coded Series

Case file secondaries are usually subdivided through the use of codes. A code identifies the specific person, event, project, or other entity covered by the file. Codes can take the following forms: proper names; acronyms, or alphanumeric codes developed within government. Consult your Records Officer if you wish to develop an appendix for your own set of codes.

In special cases, subject files may also be coded to facilitate retrieval (e.g., studies on different aspects of one interprovincial agreement). Coded subject files usually consist of many different files, each dealing with a different aspect of the same subject.

In references to coded files, an oblique (/) separates the identifying code from the secondary number.

In the sample primary, secondary -20 is indicated to be a coded case file series with a qualifier "(arrange by registration number)". A reference to one of these files might read "23120-20/000326".

2.7   Key of Terms (Abbreviations in Footer)

The key at the bottom of each *ORCS* page indicates the abbreviations used. An explanation of how to read and interpret the records schedule and the possible abbreviations for each of the three columns follows below.

2.7.1   Terms Used in the Active and Semi-Active Retention Period Columns

The purposes of the Active (A) column and the Semi-Active (SA) column are explained in 2.4.1 and 2.4.2 respectively.

The following abbreviations are used, in combination with numbers, to indicate how long records will be kept in the office or offsite:

w = week

m = month

y = year

CY = Calendar Year (1 January to 31 December)

FY = Fiscal Year (1 April to 31 March)

SO = Superseded or Obsolete

"SO" identifies records that must be retained as long as they are useful and for which an active retention period cannot be predetermined because retention is dependent upon the occurrence of some event. This retention category is used in *ORCS* in the following different ways:

i) Routine Records

"SO" is commonly used to indicate the active retention period for routine records which are useful only for reference or informational purposes and which usually have no legal, fiscal, or audit values. In those cases, "SO" is not defined by a specific event or action. Rather, it is used to delegate to the creating offices the authority to decide when the records have no further value and are ready for storage or disposition.

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

The most common form of delegated disposition authority is:

Active	Semi-Active	Final Disposition
SO	nil	DE

This retention category is used throughout *ORCS* to streamline the disposition of records with short-term retention value, especially for non-OPR records. It delegates the entire responsibility for retention and disposition of the records to the ministry or agency responsible for them. Records with the above retention and disposition schedule may be destroyed when no longer required for operational purposes. In the sample primary, non-OPR policy and procedures files (secondary -00) are routine records which are designated SO.

For information on destruction services, contact your Records Officer.

ii) Specific Definition of SO

"SO" is also used to identify the active retention period for records that must be retained until a case is closed or some other specified event occurs. In those cases, it is not possible to predetermine the length of time a file may be open and required for active use, and "SO" is defined in terms of some specific action, event, or the completion of a procedure.

In the sample primary, extraterrestrial registrant case files (secondary -20) are active for SO+3y, with SO defined as "when extraterrestrial visitor leaves the province". This means that the OPR will retain each file in active storage space for three years after the relevant visitor has left, after which the records will be transferred to off-site storage.

NA = Not Applicable

"NA" is used for records that, for some reason, are not covered by the secondary at the specified stage of their life. This is usually because the records are reclassified at the semi-active or inactive period, with some files moving to a different secondary from others, so they can be scheduled appropriately. The reasons for the "NA" designation may be stated in a "NA =" note, or in an "SO =" note or some other note under the secondary, as appropriate. In the sample primary, visits by unidentified extraterrestrials files (secondary -04) have a semi-active and final disposition of "NA" because files are reclassified to secondary -20 when the visitor is identified.

nil = no semi-active retention period

"Nil" is used in the semi-active column to identify records with no semi-active retention period.

Many types of government records remain active as long as they serve an operational function. When their usefulness for that function ceases, they have no semi-active retention period. If they have any residual operational, legal, fiscal, or other values, *ORCS* may specify in the final disposition column that they are to be transferred to the government archives. Otherwise, the final disposition of such records is usually physical destruction.

In the sample primary, the semi-active period for records in <u>non-OPR</u> offices is designated as nil. This means that as there is no semi-active period, the records are ready for destruction (as designated in the final disposition column) upon expiry of the active period.

2.7.2   Terms Used in the Final Disposition Column

The purpose of the final disposition column (FD) is explained in 2.4.3.

Some government records contain information or data that has long-term value to the agency responsible for them, the government generally, and/or to the public. These records are part of the documentary heritage of the Province of British Columbia and are transferred to the custody of BC Archives for archival preservation. The final disposition of operational records with enduring value can be full retention, selective retention, or destruction, as explained below.

FR = Full Retention

"FR" means that a government archivist has determined that all of the records covered by a secondary have enduring value. BC Archives, also known as the government archives, preserves records designated FR in their entirety. Under the terms of full retention, the archivist responsible may destroy unnecessary duplicates, publications, waste and scrap materials, ephemera (often published material of short-term value), and other items which are not an integral part of the record series. The reasons for full retention are explained in an "FR =" statement. In the sample primary, extraterrestrial reports and statistics (secondary -03) are FR "because they document and analyse extraterrestrial visitors to the province."

SR = Selective Retention

"SR" means that a government archivist has determined that a portion of these records have enduring value and should be retained. BC Archives, also known as the government archives, preserves a selection of the records designated SR, following explicit criteria. The reasons and criteria for selective retention are explained in an "SR =" statement. In the sample primary, extraterrestrial registrant case files (secondary -20) are SR "because they document extraterrestrial visitors to the province" and the selection criteria is to retain "all files relating to green extraterrestrials."

SR statements often include instructions requiring staff to box selected records separately from those to be destroyed. They may also require staff to help identify records to be retained under the selection criteria specified; this may involve consultation with the Records Officer and with an archivist from the CIMB. The instructions for extraterrestrial registrant case files require that after records to be retained are identified, they are to be boxed separately from records to be destroyed.

Do not destroy records scheduled for selective or full retention. For instructions on how to box and transfer archival records to off-site storage, see 3.9.

Most government records serve no further purpose to government or to the public once they become inactive. The final disposition of such records is:

DE = Destruction

The final disposition of inactive records that have no residual value or insufficient public value to justify their preservation is physical destruction. In some cases, especially in section default primaries, the destruction is justified with a "DE =" note.

Some government records are reclassified in a new primary and/or secondary at the end of their active or semi-active retention period or are alienated from government, either through sale, gift, or loan at the time of their final disposition. The final disposition of such records is:

NA = Not Applicable

See explanation of NA in 2.7.1.

2.7.3   Other Terms

The purpose of the other terms which appear in the key of terms is explained in other sections; see references below:

FOI =	**Freedom of Information/Privacy**	see 2.8
OPR =	**Office of Primary Responsibility**	see 2.5
PIB =	**Personal Information Bank**	see 2.8
PUR =	**Public Use Record**	see 2.8
VR =	**Vital Record**	see 2.11

2.8 <u>Freedom of Information and Protection of Privacy Flags</u>

All Personal Information Banks (PIB) and Public Use Records (PUR) must be flagged within BC Government records classification systems (see glossary for definitions). The flags are placed in the left-hand column, next to the relevant secondary. In the sample primary, the extraterrestrial registrant case files secondary (-20) is flagged as a PIB.

In certain instances, a more specific justification as to why the information contained in a record series is restricted, in whole or in part, from public disclosure is required for inclusion in the records classification system. In those cases, a special form of explanatory note ("FOI =") is used to explain the access restrictions for the secondary and to point to the section of the *Freedom of Information and Protection of Privacy Act* (RSBC 1996, c. 165) that allows for the exemption. In the sample primary, the visits by unidentified extraterrestrials secondary (-04) has an FOI note which quotes section 15 (1)(b) of the Act to justify restricting access.

For further information about FOI issues, see 3.10.

2.9 <u>Explanatory Notes</u>

Explanatory notes are used in the *ORCS* to provide information critical to understanding the records, to explain office procedures and practice, and to summarize provisions governing the creation, processing, accessing, and disposition of documents. They essentially function as scope and content notes for specific secondaries. The two types of explanatory notes are qualifiers and other notes.

2.9.1 Qualifiers

Qualifiers provide information that will help users know what to expect when they actually view the files covered by a secondary. They are provided directly under the relevant secondary title, indented and placed in curved brackets. They are presented below in the order in which they appear below a secondary:

- "Includes" qualifier: this lists types or forms of records covered by the secondary. If there is no includes qualifier, see the "Includes …" sentence in the scope note for this information. In the sample primary, the visits by unidentified extraterrestrials secondary (-04) "includes reference materials relating to visits and visitors as yet unconfirmed and unidentified."
- "Arrange" qualifier: this gives the method of arrangement. In the sample primary, the extraterrestrial registrant case files secondary (-20) instructs records creators to "arrange by registration number."
- Physical format qualifiers: see 2.10 for an explanation of this qualifier.

2.9.2   Other Notes

Other notes provide information to assist with applying schedules to the records; they also assist with comprehending the nature of the records and providing access to them. They are presented below in the order in which they may appear below a secondary.

OPR =   This note provides the name of the office of primary responsibility if it is different from the primary default OPR. See discussion of OPR in section 2.5.

SO =   This note explains when a file designated SO should be closed. See discussion of SO in section 2.7.1.

##y =   This note gives reasons for active and/or semi-active retention periods which are longer than seven years. In the sample primary, there is a "303y =" note under secondary -20.

NA =   This note explains why the usual active, semi-active, or final disposition designation does not apply, usually because records have been reclassified or transferred to another agency. See discussion of NA in section 2.7.1.

SR/FR/DE =   These notes explain why records are being selectively or fully retained, or (if not self-evident) why they are being destroyed. See discussion of these notes in section 2.7.2.

FOI: This note explains issues of confidentiality relating to the records. See discussion of the FOI note in section 2.8.

NOTE: This note provides any other useful information related to the scope of the secondary, such as history of the records, volume of the records, filing procedures, whether there is an ongoing accession number, or location of copies. In the sample primary, secondary   -20 has a note specifying that when the files go offsite, they will be stored "under ongoing RCS accession number 99-9111." For discussion of ongoing accession numbers, see section 3.9.1(b).

2.10   Physical Format Designations

All government records, regardless of physical format, must be classified under either an *ARCS* or an *ORCS* secondary number. Different physical format versions are all part of a single record series if the information content remains the same, with only the physical format varying. For example, there may be a paper (or "hardcopy") version and a microfilm version of the same series.

When records are held in several different physical formats each version is identified and scheduled under the same *ORCS* secondary, unless the versions do not contain

identical information or retention schedules vary. In those cases, the physical formats have separate secondaries, with the format identified in the secondary title rather than in a qualifier. The physical format designation is expressed as a qualifier under the secondary title. Retention periods are specified for each physical format designation, unless the primary's default retention periods apply. In the sample primary, the Extraterrestrial Registration System (secondary -30) is identified in a qualifier as an electronic database.

Some physical format designations used in *ARCS* and *ORCS* are: paper, microfiche, microfilm, computer output microfiche (COMfiche), computer output microfilm (COM), electronic database, electronic records, and optical disk.

A physical format designation is not used for the purpose of designating records in "special media" (sound recordings, audio-visual materials, maps, photographs, etc.). Information about special media is conveyed, instead, in an "(includes)" qualifier or in the paragraph of the scope note beginning "Includes" or "Record types include". All the records in a file are covered by the same retention schedule, regardless of media. Related information in an electronic database is subject to the same schedule; for example, in the sample primary, registration information in the ERS (secondary -30) concerning a specific extraterrestrial can be purged when the relevant extraterrestrial registrant case file (under secondary -20) becomes inactive.

NOTE: ORCS approved prior to 2000 may contain secondaries with physical format qualifiers with different retention schedules.

2.11   **Vital Records Flags**

Vital records are those containing information essential to the functioning of government during and after a disaster, and essential for preserving the rights of citizens (see glossary for more detailed definition).

BC Archives recommends that the vital records (VR) of a ministry or agency be flagged within a records classification system. The flag is placed in the left-hand column, directly in front of the secondary that it qualifies. In the sample primary, the Extraterrestrial Registration System (secondary -30) is flagged as a vital record.

PART 3

ORCS AND AN EFFECTIVE RECORDS MANAGEMENT SYSTEM

3.1   The Purpose of *ORCS*

ORCS is a standard classification system for operational records. It is a system for the identification and management of operational records regardless of physical format (paper files, microfilm, optical disk, etc.) or media (maps, photographs, videotapes, etc.). It helps you find the information you need, when you need it, at the least possible cost. *ORCS* also provides a framework to manage the retention and disposition of records. With *ORCS* you can identify and preserve the essential and dispose of the valueless in a timely fashion.

ORCS integrates three vital records management concepts into one comprehensive management plan for your operational records. *ORCS* is organized to serve as a retrieval aid, a records classification system, and a records retention and disposition schedule.

A records schedule is a timetable describing and governing the lifespan of a record from the date of its creation through the period of its active and semi-active use, to the date of its disposition, either by destruction, transfer to the custodianship of the government archives, or removal from the control of the Government of British Columbia.

The records schedules incorporated into *ORCS* identify records of permanent value; protect the operational, audit, legal, and fiscal values of all records; and permit the routine, cost-effective disposition of inactive records.

3.2   Records and Recorded Information

The *Document Disposal Act* (RSBC 1996, c.99) establishes approval requirements for the retention and disposition of records and recorded information. An *ORCS* is approved under the provisions of the *Document Disposal Act* and describes types of operational records and specifies their retention periods.

The *Document Disposal Act* uses the term "record" as defined in the *Interpretation Act* (RSBC 1996, c. 238, s. 29). Record is defined broadly to include all recorded information regardless of physical format or media:

> "Record" includes books, documents, maps, drawings, photographs, letters, vouchers, papers and any other thing on which information is recorded or stored by any means whether graphic, electronic, mechanical or otherwise.

This definition applies to all recorded information created, kept, used, or filed by the ministries, commissions, boards, and other institutions of the Executive Government of British Columbia to which the *Document Disposal Act* applies.

The *Document Disposal Act* establishes procedures for the approval of the records schedules and classification systems developed by BC Archives, government ministries, and other government agencies. This *ORCS* was reviewed by BC Archives staff, your executive, the Public Documents Committee, and the Select Standing Committee on Public Accounts (commonly called the Public Accounts Committee). It was then approved by resolution of the Legislative Assembly. That resolution established this *ORCS* as the retention and disposition schedule for the operational records of the BCAS. This means that this *ORCS* is a legally binding document.

3.3   An Effective Records Management System

An effective records management system has five essential elements to aid retrieval and maintenance:
- the classification and scheduling system
- the file list
- finding aids (indexes and cross-reference guides)
- filing and maintenance procedures
- boxing and transfer instructions

3.4   The Classification System

A standard classification system such as *ORCS* is the cornerstone of an effective records management system. The classification gives an indication of what records are created and used by the ministry or agency and how the records are placed within a records system. The sections, primaries, scope notes, and secondaries of *ORCS* not only indicate standard classification and filing categories, but also aid access and guide retrieval.

ORCS is organized to facilitate records classification, retrieval, retention, and disposition. It is a block numeric records classification system based upon the federal government's model for the development of classification systems.

ORCS is a classification system based upon function and subject. Each functional or subject grouping of records is assigned a unique five-digit number which is called a primary number and is the system's main building block. This number is used to classify all information related to a subject or function, regardless of physical format.

Primaries which form a logical group of related subjects or functions are assigned sequential numbers in what is called a primary block. Each block contains primary subjects subordinate to the major function of the block.

Primaries are arranged in alphabetical order by title, except for the first primary within a section or primary block. The first primary is the general or "section default" primary and contains records of a general nature relevant to the entire section or primary block. The numerical arrangement of the section or primary block is sufficient to permit expansion and amendment.

A primary may cover a variety of types of records or files, such as policy and procedures, general and routine files, subject files, and case files. Each type is designated by a secondary number. Secondary numbers describe and delineate specific types or series of records. When a greater detail of files is required for any subject, the subordinate files may be coded.

A secondary may cover records created in various physical formats (such as paper, microfilm, microfiche, and optical disk) and media (such as maps, photographs, videotapes). Records in different physical formats may contain the same information but be scheduled differently (for example, the paper and microfilm versions of the same file). Records in different media often contain different information but are filed and scheduled together (for example, textual records and photographs concerning the same building).

A secondary may be flagged for special access and preservation considerations, as a Personal Information Bank (PIB), Public Use Record (PUR), or a Vital Record (VR); see explanations of these terms in 2.8 and 2.11.

For a detailed analysis of primaries and secondaries, see Part 2, "How to Read a Primary."

The classification system is the basis for other finding aids, such as file lists and indexes. *ORCS* describes all of the operational records which might exist in an office responsible for the functions covered by the *ORCS*. The file list documents those files that have actually been opened. See 3.5 and 3.6 for discussions of file lists and other finding aids.

3.4.1   Staff Responsibilities and Procedures

BC Archives recommends that each staff member be responsible for classifying documents which he or she creates. This includes recording the complete primary and secondary number on the top right hand corner of the document before it is printed, photocopied, filed, or distributed. Over time, your correspondents will begin to quote your file number on return mail and less incoming mail will require classification.

BC Archives also recommends that the staff member responsible for opening, logging, and distributing incoming mail classify all incoming mail before it is distributed to the addressee. If that individual is unable to classify an individual item, he or she should refer it to the recipient for a primary and secondary number.

Each staff member is encouraged to organize working papers according to *ORCS*.

One individual within each filing area should have overall responsibility for the central filing system, ensuring that filing procedures, file lists, and finding aids are accurately maintained. He or she will liaise with the staff member responsible for procuring records equipment and supplies. This individual will also check classifications assigned by others and, in the event of amendments, will update the mail logs, file lists, etc.

3.4.2 Classifying Records

It is important to be consistent in assigning primary and secondary numbers, as filing and retrieval is dependent upon the classification number assigned to a document.

BC Archives recommends that a memo deal with only one subject. Occasionally, it may be necessary to photocopy a document which deals with more than one subject, place it on two or more files and cross-reference it appropriately. If the document has more than one page, only photocopy the first page and cross-reference it to the location of the complete document.

Records are classified based upon how they will be referenced and retrieved. In order to select a classification number, first read and understand the document. The subject is not always obvious. When the document deals with more than one subject and you are having difficulty classifying it, think about where someone other than yourself would look first for the information.

When classifying the document, use the alphabetic subject index and/or the broad subject approach to find the appropriate secondary. Remember that the secondary relates to the subject and purpose of the document and not necessarily the sender or recipient.

a)   Alphabetic Subject Index

To use the index, think of various subject terms which describe the record. Look under that term or synonyms in the index. Locate a number, and then refer to that primary block in the classification system to ensure that the number is the best possible one. Reading the primary scope notes will clarify whether or not a document should be classified in a given primary. Often the cross-references listed below the scope note will lead to a more appropriate primary. If the appropriate classification proves difficult to locate, you may want to contact your Records Officer and suggest an update to the index. For a discussion of the index, see 2.4.

b)   Broad Subject Approach

When it is difficult to describe a document in subject terms, decide under which of the main primary headings the record is most likely to fall. Turn to the list of primaries for the most relevant *ORCS* section, pick one or more primaries which might be applicable and then browse through those primaries, reading scope notes and reviewing secondary numbers and titles. Choose the most appropriate primary and secondary and classify the document accordingly.

3.5   The File List

The file list is a listing of every file created by or currently in use within an office. An accurate file list is an essential tool, as it documents the creation and existence of government records. It assures the integrity and authenticity of records and may serve as legal evidence.

The file list is vital to *ORCS* and is a primary tool for the retrieval, control, and maintenance of records. The *Administrative Records Classification System* (*ARCS*) specifies that file lists will be maintained and classified under *ARCS* 423 "Records Management - File Control". *ARCS* 423-03 classifies current lists covering both operational and administrative files.

The file list is also a ready retrieval guide. For the frequent user, it indicates which files have been opened and quickly directs the user to the proper primary and secondary. If a file does not appear on the current file list, a file may be opened under the appropriate primary and secondary. File lists should be regularly updated.

3.6   Other Finding Aids

A wide variety of finding aids may be created and used to facilitate retrieval and classification of operational records. These include subject and keyword indexes, automated retrieval systems, file tracking systems, and lists of case file codes and corresponding titles.

Offices may also develop indexes to meet special needs, including subject cross-reference indexes, automated keyword indexes, proper name indexes, geographic location indexes, etc. The indexes themselves are classified in *ARCS* 423-05. Please note that they are selectively retained by the government archives.

The index included with this *ORCS* contains an alphabetical listing of primary and secondary subjects, frequently used terms, organizations, form titles or numbers, etc. This index is the main access point by which the user may quickly locate a subject and the appropriate primary. For commonly used subjects or forms, the index allows rapid access into the classification system in order to determine a primary number.

As a further aid in the retreival and classficiation of administrative and operational records, BC Archives provides *ARCS Online* web site links to lists of standard codes compiled by various ministries and agencies of the British Columbia Government. For information about using coded series, see 2.6.4. For guidance in developing codes, see *ARCS* Appendix A.

3.7   The Scheduling System

An essential element of *ORCS* is the retention and disposition schedule. This schedule is based on the concept that records have a three-stage life cycle.

During the "active" stage, records are needed for frequent reference and updates. At this stage, therefore, records are maintained and stored in the offices of the ministry or agency responsible for the records.

During the "semi-active" stage, records are needed for occasional reference and/or for legal, fiscal, or audit purposes. At this stage records are transferred to the off-site storage facilities provided by Records Centre Services, BC Archives (see 3.9 for boxing and transfer instructions).

When records retrieval ceases, and records no longer have any operational, administrative, legal, fiscal, audit, or other primary values, the records become "inactive," and are ready for final disposition. Based on archival appraisal decisions, the final disposition may be to destroy the records, or to fully or selectively retain them for the government archives.

By retaining records for the retention periods specified in the records schedule, creating offices comply with statutory, regulatory, and policy requirements to maintain certain types of information and data. By disposing of records as specified in the records schedule, creating offices ensure that records of enduring value are preserved for the province, in accordance with Legislature-approved *ORCS*.

The three stages of the records schedule are expressed in three columns on the right-hand side of the primary page, beside the relevant classification information (primary numbers, titles, and notes). These columns are labelled "A" for active, "SA" for semi-active, and "FD" for final disposition. Appropriate numbers and abbreviations appear in these columns beside the relevant secondaries, indicating what should be done with the records during each stage of the schedule. Notes below the secondaries give any needed explanation and instructions about implementing the schedule.

For further information on the records retention and disposition schedule as it appears in a primary, refer to section 2.4.

3.8   Filing and Maintenance Procedures

Filing and maintenance procedures are essential to the use and maintenance of any record-keeping system. They are vital to records control. They establish rules for consistency of classification and control of location and access. They provide a set of regular operations for identifying records, incorporating them into the classification system, controlling their use, and disposing of them when no longer required.

The basic activities involved in filing and maintenance are:
- mail management
- sorting
- registration
- classification
- indexing and cross-reference
- location control
- filing

- charge-out
- distribution
- recall and search
- re-filing
- physical maintenance
- purging
- retention and disposition

Requirements for records retrieval, control, and maintenance vary from office to office, and filing and maintenance procedures should reflect these needs. There are a variety of methods and systems which can provide effective operations for these basic functions. Contact your Records Officer for advice.

Use of *ORCS* does not dictate a specific set of procedures for registration, indexing, location, charge-out, etc. Rather, *ORCS* is flexible so that it can fit into a wide variety of record-keeping environments.

To effectively implement and maintain *ORCS*, offices should develop and document records management procedures. Filing and maintenance procedures are classified in *ARCS* 423-00. Your Records Officer can help to develop appropriate procedures for your office.

3.8.1   File Maintenance

An *ORCS* covers many types of operational records stored in various physical formats. The ministry or agency responsible for the records has special needs and requirements for its filing system. Each ministry or agency must establish standards for maintaining their files. The following system of file maintenance works well.

When incoming mail and other records have been classified, they are filed in folders labelled with the complete primary and secondary number and corresponding title.

Government has standardized the use of letter size file folders, paper and filing equipment wherever possible. The purpose of ending the use of legal size files is to reduce government costs by eliminating the necessity of having both legal and letter size papers for records and correspondence. Contact your Records Officer for further information about this important choice.

File folder labels are increasingly generated by records management databases, however it will sometimes be necessary to generate a label manually. Prepare the file folder label with the primary and secondary number on the left and the title on the right. It is not necessary to type the full title in all cases. Type the portions of the title which make the label meaningful. Common sense is used to prepare labels which are concise, yet distinguish files adequately.

The actual file sequence and physical location within the office will be dictated by access requirements and indicated on the file list.

Prepare documents for filing by checking that the primary and secondary number is indicated, paper clips are removed, and duplicate copies of no further value are discarded. Documents should be filed in chronological order with the oldest on the bottom.

In the case of flimsy paper, such as teletype documents and facsimile documents not produced on bond paper FAX machines, photocopy the information onto bond paper prior to filing and discard the flimsy copy. Flimsy paper facsimile documents rapidly deteriorate and the information they contain is lost when this procedure is not followed.

Monitor the files for bulk and when the paper thickness exceeds the scoring on the bottom of the folder, close the full folder and start a new one labelled volume 2, 3, 4, etc. Place a coloured paper as the top document in order to indicate that a file is closed. Indicate on that coloured sheet the date range and where future information will be filed. Related volumes are stored together while they are active, and older ones are placed in semi-active storage when their active retention period expires. If multi-volume sets are frequently opened under a single classification, this may indicate the need to create new, more specific classifications.

Where possible, sheets should be fastened in the file folder. When this is not possible or for ease in culling files at the end of the year, BC Archives recommends attaching documents to a file back sheet. The file back should be labelled with the fiscal or calendar year and classification number. Use a closed file notice for each file back when the file is closed and mark on it the method and date of final disposition (e.g., "for DE on 1 April 1999"; "for SR on 1 January 2010"; "for FR on 1 April 2001").

Minimize misfiling in the following ways:
- keep file labels legible and simple
- maintain 3-4 inches of free space on each file shelf or drawer
- place papers in folders so they do not go beyond the scoring on the folder or cover the file label
- write the correct file number or heading on each document or underline it if it appears in the text

3.8.2 File Circulation

To avoid loss of files, especially when numerous staff refer to the same records, use circulation or "out" cards when removing a folder from the cabinet. Write the borrower's initials on the out card. Only remove papers for photocopying and return the papers to their original location in the file. Return files promptly after use.

When photocopies are made for use as working papers, mark them clearly as a "copy" with a stamp which uses a colour of ink other than black.

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

3.9   Boxing and Transfer Instructions

The records schedules contained in *ORCS* specify the active, semi-active, and inactive phases of the life cycle of the record and provide for the efficient and systematic transfer of semi-active and inactive records to the off-site storage facilities provided by Records Centre Services, BC Archives. Each office should document instructions and procedures for the regular boxing and transfer of records to off-site storage. (For further discussion of records scheduling, refer to 2.4 and 2.7.)

In some cases the records schedule will provide for the immediate destruction of records when they are no longer active. In this case, contact your Records Officer. The Records Officer can provide you with information about the availability of recycling and/or destruction services. Use appropriate forms and procedures as instructed by your Records Officer and **notify your Records Officer before any destruction of records occurs**.

To identify records suitable for boxing, review the files against the *ORCS* schedules annually and determine what operational records have become semi-active or inactive during the past year. If your office uses an automated database to track files, it may be possible to generate this list automatically. When the list is ready and records are boxed, contact your Records Officer to report that you have semi-active or inactive scheduled operational records which are ready for transfer. Your Records Officer will then request off-site storage and retrieval services from Records Centre Services.

If accumulations of active records produce space problems in office areas before the annual review, contact your Records Officer.

3.9.1   Accession Numbers

Records Centre Services issues and tracks all accession numbers. An accession number is a number identifying a group of records to be transferred, and is used to label, transfer and store records. Each box within an accession is given a unique box number by adding sequential numbers, beginning with number one, to the accession number. The full number must appear on the label of each box.

For the purposes of illustration, we will use 91-0123 as an example of an accession number. No office should use it to prepare records for transfer!

>   Box Number: 91-0123-01

>   91-0123 = the accession number issued by Records Centre Services
>   -01 = the first consecutive box number in accession 91-0123

There are two types of accession numbers: one-time and ongoing.

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a)   One-time Accession Numbers

A one-time accession number is used by a single office for a one-time transfer of records to Records Centre Services. For further information about one-time accession numbers, contact your Records Officer.

b)   Ongoing Accession Numbers (OANs)

BC Archives may establish ongoing accession numbers for categories of administrative or operational records which can be transferred to off-site storage or archival custody year after year. The purpose of an OAN is to group together the same type of records from the same office, and facilitate transfer of those records. The OAN for a category of records must only be used for future transfers of the same type of records.

The "NOTE" format indicated below is used in *ORCS* to annotate secondary numbers and titles to which an OAN applies.

NOTE: The OPR will store [SECONDARY TITLE] under
ongoing RCS accession number 91-0123.

If 91-0123 were a real OAN, the office to which it was issued would use it for a specific record series or category of records. Accession number 91-0123 is reserved for use by the same office for the same record series until box number 9999 is reached. Then, please ask your Records Officer to obtain a new OAN from Records Centre Services.

An ongoing accession number differs from a one-time number in that box numbers within an accession are always consecutive. For example, if box numbers 91-0123-1 to 91-0123-10 were transferred in July 1991 and ten more boxes were ready for transfer in October 1992, the box numbers used in October 1992 would begin with the next unused number (i.e., in October 1992 numbers 91-0123-11 to 91-0123-20 would be used).

The OAN uniquely identifies the transferring office and the category of records which may be transferred as part of the accession.

If several offices are responsible for transferring records of the same type to semi-active storage or archival custody, each office will be assigned its own OAN.

Other special arrangements may be made in consultation with your Records Officer and Records Centre Services.

c) Ongoing Accession Numbers for the BCAS

In this *ORCS*, ongoing accession numbers have been established for the following categories of OPR records. The accession numbers are based upon semi-active retention periods, final disposition recommendations, and the OPR assigned. The Records Officer is responsible for maintaining and updating the list of ongoing accession numbers relating to this *ORCS*.

OAN	Primary and Secondary No.	Primary and/or Secondary Title	SA	FD
|| 90-7776	51020-40	Requests for patient information	2y	DE
91-0038	51010-02	Ambulance service invoice stubs	3y	DE
91-0039	51030-02	Ambulance and airevac crew reports – ambulance billing copy [Ambulancde Service Billing (invoiced)]	10y	DE
91-4037	51030-02	Ambulance and airevac crew reports – ambulance billing copy [Data Processing Unit (not invoiced)]	10y	DE

For further information about ongoing accession numbers and lists of the numbers, contact your Records Officer.

3.9.2 Transfer of Records to Off-Site Storage

Records Centre Services manages off-site storage for all records having a scheduled semi-active retention period, and for all inactive records scheduled for selective or full retention. Contact your Records Officer if you have concerns about the following:

- if a records schedule does not provide for semi-active storage for a record series which, in your opinion, requires it
- if a records schedule does not provide for the archival retention of a record series which does, in your opinion, have evidential or historical value, or
- if you require off-site storage for active records.

a)   Arranging Boxes

Organize records for transfer as follows: (These guidelines are based on the *ARS 517 "Authority to Apply Approved Schedule" Standards and Orientation Guide).*

1. Do not put files covered by different retention and disposition schedules (*ARCS* - 100001 or *ORCS*) in the same box.

2. Box records scheduled for destruction (DE) separately from records scheduled for selective retention (SR) or full retention (FR).

3. Box SR records separately from FR records. Contact your Records Officer if your office does not generate a sufficient volume of records to allow for full separate boxes.

4. If records have no scheduled semi-active retention period and a scheduled final disposition of SR or FR (e.g., SO, nil, SR), box them separately from all other records. Arrange the files within the box by primary and secondary number. Contact your Records Officer if your office does not generate a sufficient volume of records to allow for full separate boxes.

5. Place records of the same or similar retention periods and date ranges in the same box.

6. Whenever possible, box records of the same type together (e.g., case file series or large subject file series should be boxed together).

7. If records have different semi-active retention periods, box first by retention period and then within retention period by primary and secondary numbers.

b)   Box Numbering

Arrange and number boxes that have similar classifications, date ranges, retention periods and final dispositions consecutively according to the date range of the records (e.g., accounts payable, fiscal year 1994/95 in boxes 1 & 2; accounts payable, fiscal year 1995/96 in boxes 3 & 4; accounts payable, fiscal year 1996/97 in boxes 5 & 6).

c)   Boxes With Varied Classifications, Retention Periods And Date Ranges

Please consult with your Records Officer when records within a box have varying classifications, retention periods and date ranges.

Records Centre Services provides off-site storage for all inactive records scheduled for selective or full retention. If a records schedule does not provide for the archival retention of a record series which does, in your opinion, have

historical, archival, or other residual values, contact your Records Officer to propose that the schedule be amended.

3.10   Freedom of Information and Protection of Privacy

The purpose of the *Freedom of Information and Protection of Privacy Ac*t (RSBC 1996, c. 165) is to ensure that the public has the right to access government records and to protect personal information about an individual from unauthorized collection, use or disclosure by public bodies. That legislation affects the design, development, retention scheduling, and implementation stages of all operational and administrative records classification systems.

To determine whether your records are outside the scope of the legislation, whether your records contain personal or confidential material, and what procedures for information disclosure exist within your ministry or agency, contact your Director/Manager of Information and Privacy. If you have questions specific to file operations or procedures, contact your Records Officer. For information about FOI notes in the *ORCS*, see 2.8.

3.11   Electronic Records and the Information System Overview

Information that has been created, collected, maintained and/or retained by a government ministry or agency is classified and scheduled within *ORCS*, regardless of media or physical format. The additional technical information required for the scheduling of electronic records is documented using the standard format for the Information System Overview (ISO) and Information System Overview for an Subsystem (ISOS). See the ISO section of this *ORCS*.

The Information System Overview (ISO) serves three main purposes:

- to provide a high-level description of the function and information content of the system, in other words a map of the data managed by the system and the major stages through which it flows while being processed;
- to document the records-keeping context of the system by identifying how the system and related records are classified in the *ORCS;*
- it may be used to schedule the electronic system by indicating when its active life ends and what the final disposition will be.

Electronic records (that is, the records created and maintained on an electronic system) are scheduled as secondaries like all other forms of records, as well as being documented in the ISO. An electronic system may be scheduled in the Information System Overview Section, and also may be included under the primary covering the function or activity to which it relates; for example, the Extraterrestrial Registration System (ERS) appears as secondary -30 in the sample primary. A system related to functions covered by an entire section of the *ORCS* will appear in the section default

primary, or if it relates to the entire *ORCS*, in the *ORCS* default primary. Information in the database relating to specific entities is covered by the schedules relating to the relevant case files; for example, the registration information in the ERS concerning a specific extraterrestrial can be purged when the relevant extraterrestrial registrant case file (under secondary -20) becomes inactive.

Electronic mail (or "e-mail") should be classified and filed under the secondaries covering the relevant functions and activities. For further information on e-mail, see special schedule 102903 in the *ARCS* manual.

3.12   Implementation of *ORCS*

Each ministry, government agency and Crown corporation has a designated officer responsible for implementing and coordinating records management procedures. This records officer, often called the Ministry Records Officer (or MRO) or Corporate Records Officer (CRO), should be contacted for further information whenever necessary. If you cannot determine who your Records Officer is, call BC Archives at 387-1321.

The Records Officer plans and coordinates the implementation of *ORCS*.

The eight requirements for implementation and maintenance of *ORCS* are:

1. Executive support.
2. A records management policy.
3. An implementation and training plan.
4. Designated responsibilities for implementation and maintenance of *ORCS*.
5. Designated offices of primary responsibility for types of operational records requiring multiple levels of retention.
6. Training in *ORCS* and general records management for support staff in a training program established by your Records Officer.
7. Established procedures for the storage and retrieval of semi-active records and disposition of inactive records.
8. Established maintenance, review, and update procedures under the administration of the Records Officer.

3.13   Advisory Services

BC Archives provides limited advisory services to assist records officers with the implementation and maintenance of *ORCS*. Your Records Officer is available to help you establish efficient filing procedures and effective records administration. Other services which may be provided by your Records Officer are as follows:

- project planning and coordination assistance

- file conversions
- a records management training program
- selection of filing equipment and supplies
- assistance with retrieval systems, indexes, file tracking, and active records control
- off-site storage and retrieval of semi-active records
- disposition of inactive records
- transfer of permanently valuable records to archival custody
- automation of records management functions

3.14   Amendment and Update of *ORCS*

Maintenance of *ORCS*, including the use of primaries and secondaries, is a joint responsibility of the records holder and the Records Officer.

Effective maintenance depends upon:
- trained records staff
- documented policies and procedures
- coordination and review by the Records Officer
- designated responsibilities for:
  - records classification
  - maintenance of indexes and file lists
  - other record and file operations

BC Archives maintains the master edition of this *ORCS* and is responsible for administering the amendment and review process. The Records Officer is responsible for advising BC Archives of proposed amendments. Amendments take effect upon the approval of the Legislative Assembly. Distribution of amendment pages and implementation of amendments is a responsibility of the ministry or agency.

Filing instructions and explanations of changes accompany the distributed amendments. After updating the *ORCS*, insert the instructions behind the Register of Amendments, located at the front of the *ORCS* manual. Date and sign the Register of Amendments.

Offices should refer proposals for new primaries and secondaries or other suggested changes to their Records Officer, who will in turn refer them to BC Archives. Proposals will be jointly reviewed by BC Archives staff and the Records Officer. While awaiting formal approval, "interim secondaries" may be established. These must be different from any existing secondary numbers and titles. Include records covered by interim secondaries in file lists, and highlight them on the Records Officer's copy of each file list. Once interim secondaries are approved, they will be included in future editions of the *ORCS*.

Changes in the status of primaries, secondaries, and scope notes will be highlighted on the far left of each relevant primary page, in two ways:

|| Double vertical bars indicate a proposed change at the primary or secondary level or to a scope or explanatory note. Proposed changes may be used for classification purposes, but require the approval of the Legislative Assembly before they may be used for records disposition actions.

- A bullet indicates a change at the primary or secondary level which has been approved by the Legislative Assembly.

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A   SA   FD

S E C T I O N 1

E M E R G E N C Y   H E A L T H   S E R V I C E S

P R I M A R Y   N U M B E R S

51000 - 54999

Section 1 covers records relating to the delivery of emergency health services by the British Columbia Ambulance Service (BCAS), pursuant to the *Emergency and Health Services Act* (RSBC 1996, c. 182). This includes records relating to the dispatch and coordination of ground and air ambulances; tracking of patient care on patient care reports and payment for ambulance service fees; complaint and investigation management; special operations and major event planning; contract management of other emergency service providers; station administration; aviation services; fleet operations; medical programs, including development of medical protocols, medical coordination and advice, transport advisory services, and clinical performance management; program development, monitoring and implementation; telecommunications site management; and paramedic and dispatcher training programs.

A = Active	CY = Calendar Year	SO = Superseded or Obsolete
SA = Semi-active	FY = Fiscal Year	DE = Destruction
FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
FOI = Freedom of Information/Privacy	w = week m = month	FR = Full Retention
PIB = Personal Information Bank	y = year	OD = Other Disposition
OPR = Office of Primary Responsibility		VR = Vital Records

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A   SA   FD

SECTION 1

51000 – EMERGENCY HEALTH SERVICES– 54999

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A = Active	CY = Calendar Year	SO = Superseded or Obsolete
SA = Semi-active	FY = Fiscal Year	DE = Destruction
FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
FOI = Freedom of Information/Privacy	w = week m = month	FR = Full Retention
PIB = Personal Information Bank	y = year	OD = Other Disposition
OPR = Office of Primary Responsibility		VR = Vital Records

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

		A	SA	FD

51000   EMERGENCY HEALTH SERVICES – GENERAL

Records that relate generally to provincial ambulance services not shown elsewhere in the emergency health services section. This primary includes annual reports of the Emergency Health Services Commission as required by the *Health Emergency Act* (s. 13(1)).

Record types include: intranet and public web sites, surveys, correspondence, memoranda and reports.

NOTE: Only records that cannot be classified in a more specific primary or secondary may be classified under this primary.

For disaster and emergency measures planning, see *ARCS* primary 275.

		A	SA	FD
Unless otherwise specified below, the ministry OPR (BCAS) will retain these records for:		CY+2y	nil	DE
Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for:		SO	nil	DE
-00 Policy and procedures	- OPR	SO	5y	FR
	- non-OPR	SO	nil	DE

FR =   Throughout this section, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value.

NOTE: Policy and procedure documents that are published on the BCAS intranet web site or public web site, and which are no longer produced in hard copy, should be printed for transfer to the government archives.

A = Active	CY = Calendar Year	SO = Superseded or Obsolete
SA = Semi-active	FY = Fiscal Year	DE = Destruction
FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
FOI = Freedom of Information/Privacy	w = week m = month	FR = Full Retention
PIB = Personal Information Bank	y = year	OD = Other Disposition
OPR = Office of Primary Responsibility		VR = Vital Records

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

			A	SA	FD

51000   <u>EMERGENCY HEALTH SERVICES – GENERAL</u> (continued)

			A	SA	FD
-01	General				
-02	BC Ambulance Service published reports and studies (includes annual reports)		CY	nil	FR

> FR = The government archives will fully retain one copy of each published report and study because they significantly document the functions and activities of the BCAS.
>
> One copy of each report and study will be boxed for transfer to the government archives at the end of each calendar year. At the same time, any reports published on the BCAS intranet or public web sites, which are no longer produced in paper, will be printed for transfer with the other reports and studies.
>
> NOTE: The Health and Human Services Library receives two copies of each published report and study.

			A	SA	FD
-03	BCAS surveys (includes raw data and survey questionnaires)		SO	nil	DE

> SO = when data is compiled, final report is completed and when no longer required for reference purposes
>
> NOTE: For survey analysis and outcomes, see secondary 51000-02, 51300-50 or 51600-20.

			A	SA	FD
-04	*Field Operations Policy and Procedure Manual*		SO	5y	FR

> SO = when no longer required for reference purposes
>
> FR = The government archives will fully retain the *Field Operations Policy and Procedure Manual* because it documents the official operating guidelines of the BCAS issued under the authority of the executive director of the BCAS.

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PIB = Personal Information Bank
OPR = Office of Primary Responsibility

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NA = Not Applicable
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		A	SA	FD

51000   EMERGENCY HEALTH SERVICES – GENERAL (continued)

NOTE: On December 3, 2004, Volume 3 of the *Field Operations Policy and Procedure Manual* was renamed the *Medical Protocols Manual*.

NOTE: The *Medical Protocols Manual* is classified under secondary 51540-03.

		A	SA	FD
-20	BCAS intranet web site (web site)	SO	nil	DE

SO =   when the web site is altered, updated, redesigned or closed

DE =   As the web site is updated, superseded/obsolete versions of the documents on it may be destroyed in accordance with approved retention schedules. When the web site is closed, it can be destroyed after relevant schedules have elapsed and/or the documents have been classified elsewhere.

NOTE: This intranet web site is comprised mainly of static documents and links to other websites. It is used as an information and reference tool to assist BCAS staff perform their daily operations and includes policy and procedure manuals, forms, informational updates and directories. All documents presented on the web site are classified under appropriate secondaries within this *ORCS* or in the *Administrative Records Classification System (ARCS)*. Because this is a simple system, an information system overview has not been developed.

		A	SA	FD
-30	BCAS public web site (web site)	SO	nil	DE

A   = Active
SA = Semi-active
FD = Final Disposition
FOI = Freedom of Information/Privacy
PIB = Personal Information Bank
OPR = Office of Primary Responsibility

CY = Calendar Year
FY = Fiscal Year
NA = Not Applicable
w = week   m = month
y = year

SO = Superseded or Obsolete
DE = Destruction
SR = Selective Retention
FR = Full Retention
OD = Other Disposition
VR = Vital Records

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A   SA   FD

51000   EMERGENCY HEALTH SERVICES – GENERAL (continued)

SO =   when the web site is altered, updated, redesigned or closed

DE =   As the web site is updated, superseded/obsolete versions of the documents on it may be destroyed in accordance with approved retention schedules. When the web site is closed, it can be destroyed after relevant schedules have elapsed and/or the documents have been classified elsewhere.

NOTE: This public web site provides general information about the BCAS, access to forms, as well as publicly released reports and statistical information. All documents presented on the web site are classified under appropriate secondaries within this *ORCS* or in the *Administrative Records Classification System (ARCS).* Because this is a simple system, an information system overview has not been developed.

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A   SA   FD

51010   EMERGENCY HEALTH SERVICES – BILLING AND PAYMENT

Records relating to billing and payment for ambulance service fees levied by the BCAS to British Columbia residents and non-residents. Information required to create accounts receivable is extracted from the crew report of each ambulance transport. Records include computer printouts of financial statements used to invoice for services rendered and create receipts of payment. Invoices are issued weekly for individuals and monthly for agencies.

Payments for outstanding accounts may be received directly from the patient or certain third parties such as the Insurance Corporation of British Columbia, Worker's Compensation Board, other ministries, the federal government, First Nations' organizations and the Royal Canadian Mounted Police. Payments are received by mail, through financial institutions and Government Agent locations. Accounts that remain outstanding after two invoices have been issued are turned over to the collections department.

This primary also includes the Ambulance Billing Information System (ABIS) as well as the two data entry systems from which it receives nightly updates: the Data Entry System (DES) and the Ambulance Billing Other Transactions System (ABOT).

Record types include: invoices, receipts, correspondence, memoranda and reports.

For accounts receivable, see *ARCS* primary 935.
For annual accrual accounts receivable reports in paper or microfiche,
      see *ARCS* primary 910.
For billing related complaints, see primary 51020.
For cheque deposits, see *ARCS* primary 1050.
For committees, see *ARCS* primary 202.
For crew reports [HLTH 2402 and 2456], see primary 51030.
For fees for ambulance service, see *ARCS* primary 1120.
For the ABIS Information System Overview (ISO), see the ISO
      Section.
For the ABOT and DES Systems, see the ABIS ISO.

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                                                                    A   SA   FD

51010   EMERGENCY HEALTH SERVICES – BILLING AND PAYMENT

    Records relating to billing and payment for ambulance service fees levied by the BCAS to British Columbia residents and non-residents. Information required to create accounts receivable is extracted from the patient care reports of each ambulance transport. Records include computer printouts of financial statements used to invoice for services rendered and create receipts of payment. Invoices are issued weekly for individuals and monthly for agencies.

Payments for outstanding accounts may be received directly from the patient or certain third parties such as the Insurance Corporation of British Columbia, Workers' Compensation Board, other ministries, the federal government, First Nations' organizations and the Royal Canadian Mounted Police. Payments are received by mail, through financial institutions and Government Agent locations. Accounts that remain outstanding after two invoices have been issued are turned over to the collections department.

This primary also includes the Ambulance Billing Information System (ABIS) as well as the two data entry systems from which it receives nightly updates: the Data Entry System (DES) and the Ambulance Billing Other Transactions System (ABOT).

Record types include: invoices, receipts, correspondence, memoranda and reports.

For accounts receivable, see *ARCS* primary 935.
For annual accrual accounts receivable reports in paper or microfiche,
       see *ARCS* primary 910.
For billing related complaints, see primary 51020.
For cheque deposits, see *ARCS* primary 1050.
For committees, see *ARCS* primary 202.
For crew reports [HLTH 2402 and HLTH 2456], see primary 51030.
For fees for ambulance service, see *ARCS* primary 1120.
For patient care reports [HLTH 2592/2590], see primary 51030.
For the ABIS Information System Overview (ISO), see the ISO
       Section.
For the ABOT and DES Systems, see the ABIS ISO.

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				A	SA	FD
51010	EMERGENCY HEALTH SERVICES – BILLING AND PAYMENT (continued)					
	Unless otherwise specified below, the ministry OPR (Accounting Operations Branch, Ambulance Billing) will retain these records for:			CY+2y	nil	DE
	Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for:			SO	nil	DE
	-00	Policy and procedures	- OPR	SO	5y	FR
			- non-OPR	SO	nil	DE
	-01	General				
	-02	Ambulance service invoice stubs		SO	3y	DE

-02   Ambulance service invoice stubs
(includes invoice stub [HLTH 1680] for 1st and 2nd notices or [HLTH 1680A] for 3rd notices, Dummy Bill Stub [HLTH 1686], Receipt Request [HLTH 1648], Agency Bulk Payment [HLTH 1648], Change form for Response Date [HLTH 1684], Bill Cancellation [HLTH 1687], Cash Transfers, Write Off Adj/Reversal, Cash Adjustments Response, Cash Adjustments Suspense [HLTH 1688], or equivalents)
(paper and microfilm)

SO =   when no longer required for billing purposes

NOTE: The OPR will store hardcopy invoice stubs under ongoing accession number 91-0038.

This secondary supersedes approved schedule 105044.

Ambulance Billing ceased to microfilm invoice stubs and cheques in 2002.

(continued on next page)

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This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

			A	SA	FD

51010   <u>EMERGENCY HEALTH SERVICES – BILLING AND PAYMENT</u>
        (continued)

			A	SA	FD
PIB	-20	Ambulance bill files - electronic (includes basic billable patient information and accounts receivable details) (covers records on the ABIS system)	SO+10y	nil	DE

        SO =   when receipt of payment is verified

        10y =   The ten-year retention period is in accordance with the seven-year accounts receivable retention periods defined in *ARCS* primary 935. Because the ABIS data acts as a back-up in the event of a lost patient care report, an additional three years is added to mirror the patient care report's ten year retention period.

			A	SA	FD
PIB	-25	Ambulance bill files - microfilm (includes basic billable patient information and accounts receivable details extracted from the ABIS system)	7y	nil	DE

        7y =   The seven-year retention period ensures these records will not be of any further use and is in accordance with the accounts receivable retention periods defined in *ARCS* primary 935.

        NOTE: Ambulance bill files were microfilmed from 1974 to March 1983 and transferred to off-site storage under accessions 84-0042 and 90-2743.

                This secondary is now obsolete.

			A	SA	FD
PIB	-30	Ambulance bill files - microfiche (includes basic billable patient information and accounts receivable details extracted from the ABIS system) (arrange by account number, patient surname, and patient identification number in different microfiche sets)	7y	nil	DE

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y = year

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	A	SA	FD

51010   EMERGENCY HEALTH SERVICES – BILLING AND PAYMENT
(continued)

7y =   The seven-year retention period ensures these records will not be of any further use and is in accordance with the accounts receivable retention periods defined in *ARCS* primary 935.

NOTE: Paid account information is purged from ABIS on a routine cycle. At the time of purge, three computer output microfiche reports are generated of the purged data. The unpaid account billing information remains on the ABIS system until the account is paid or written off.

Ambulance bill files have been microfiched since 1983. From 1983 to 1996, the microfiche documents the fiscal year of both paid and non-paid account billing information. Since 1997, only the paid account billing information is included in the microfiche.

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2007/11/22   last revised: 2011/05/19   Schedule 123390   *EHSE ORCS*   SECT 1 - 11

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

		A	SA	FD

51020   EMERGENCY HEALTH SERVICES – COMPLAINTS AND
                         INVESTIGATIONS

Records relating to the investigation of complaints pertaining to the provision of emergency health services by the BCAS: investigations of non-airevac major accidents and/or incidents that cause death or serious injury to a patient, paramedic or third party; responses to requests for patient information; handling of patient lost item reports; and responses to coroner's recommendations to BCAS.

Complaints relate to the following areas: billing for emergency and non-emergency health services; equipment as provided and used by the provincial ambulance service; ambulance routing and noise levels; and service delivery, including coverage and response times, service delays, and transfers.

Responses to requests for patient information involve the receipt of freedom of information requests for copies of patient care reports and dispatch records and requests for interviews with paramedics. Requests are received from a variety of sources, including the Royal Canadian Mounted Police, Insurance Corporation of British Columbia, Workers' Compensation Board, BC Coroners Service, legal counsel and the patient.

Record types include: correspondence, memoranda and other types of records as indicated under relevant secondaries.

For airevac accident and incident investigations, see 51220.
For legal challenges, see *ARCS* secondary 350-40.
For legal requests for records, see *ARCS* secondary 352-20.
For letters of appreciation, see *ARCS* secondary 155-04.
For Ombudsman's investigations, see *ARCS* secondary 155-20.

	A	SA	FD
Unless otherwise specified below, the ministry OPR (BCAS) will retain these records for:	CY+2y	nil	DE
Except where <u>non-OPR retention periods</u> are identified below, all other ministry offices will retain these records for:	<u>SO</u>	<u>nil</u>	<u>DE</u>

(continued on next page)

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				A	SA	FD
	51020	EMERGENCY HEALTH SERVICES - COMPLAINTS AND INVESTIGATIONS (continued)				
	-00	Policy and procedures	- OPR	SO	5y	FR
			- non-OPR	SO	nil	DE
	-01	General				
PIB	-02	Administrative log books (covers log books used to track complaints, inquiries, patient property loss reports, and requests for patient records)		SO	nil	DE

SO = when logged files have been destroyed, and when no longer required for reference purposes

PIB	-03	Patient lost items reports	SO+1y	nil	DE

OPR = Office responding to the lost item report

SO = when search concluded, response provided, and when no longer required for reference purposes

NOTE: For administrative convenience, these reports may be classified on the relevant station file under secondary 51080-20, rather than under this secondary.

NOTE: If the lost item results in a formal complaint to the police, the file should be re-classified under 51020-30 Complaint and investigation case files.

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		A	SA	FD

51020   EMERGENCY HEALTH SERVICES - COMPLAINTS AND
                        INVESTIGATIONS (continued)

PIB	-20	BC Ambulance Service major accident and incident investigations	SO	7y	FR

(includes Occupational Safety & Health Reporting form [HLTH 1130A], Occurrence Reports [HLTH-EHSC 2403], briefing notes, investigation reports, incident reports, dispatch audio recordings, supporting documentation and correspondence)
(covers non-airevac accidents or incidents causing unnatural death or major injury to patients, paramedics or third parties)
(paper and electronic files)

SO =   upon resolution of incident and/or conclusion of the investigation, and when no longer required for reference purposes

7y =   The seven-year semi-active retention period meets the reference requirements of the BCAS and ensures that the records relating to major investigations are retained for the two-year limitation period for commencing an action with respect to an injury to person or property under the *Limitation Act* (RSBC 1996, c. 266, s. 3). An additional year is allowed for serving notice on all parties.

FR =   The government archives will fully retain all accident and incident investigation files because they document the investigation and response to major equipment failures, threats to human life or limb, or violations of standard safe operating procedures. Final reports may also result in changes to protocols and training practices employed by the BCAS.

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

			A	SA	FD

51020   EMERGENCY HEALTH SERVICES - COMPLAINTS AND INVESTIGATIONS (continued)

NOTE: If the investigation involves the Emergency Medical Assistants Licensing Board and the *Complaint, Investigation and Hearing Procedure Rules*, records may also be located in the relevant complaint and investigation case file found in the *Emergency Medical Assistants Licensing ORCS* (Schedule 181700).

NOTE: Airevac accident and/or incident investigations case files are classified under secondary 51220-20 and -30.

PIB	-30	Complaint and investigation case files (includes copies of service delivery records, occurrence reports, interview notes, request for information, service inquiries, correspondence, investigation reports, transcripts of dispatch records, dispatch audio recordings and copies of billing records) (arrange by complaint number or complainant name)	SO+3y	4y	DE

OPR =   Office conducting the complaint investigation

SO =   when complaint is resolved and investigation is closed

7y =   The combined seven-year active and semi-active retention period provides a reasonable period of time for the legal value of these records to be extinguished and is consistent with retention periods for other investigation files classified under this *ORCS*.

NOTE: If a complaint results in an internal investigation of the employee's conduct (under article 11:04 of the collective agreement), then copies of all letters and responses to the employee will become part of the employee's personnel file.

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		A	SA	FD

51020   EMERGENCY HEALTH SERVICES - COMPLAINTS AND INVESTIGATIONS (continued)

FOI =   Complaint and investigation case files may include patient identification, medical condition and treatment. Access to this information is restricted in accordance with the provisions of the *Freedom of Information and Protection of Privacy Act* (RSBC 1996, c. 165).

			A	SA	FD
PIB	-40	Requests for patient information (includes Authorization for Release of Patient Information [HLTH 2415], interview questions, interview transcripts and correspondence, and copies of crew reports, patient care reports, dispatch tickets and occurrence reports) (arrange alphabetically by patient name or batch date)	SO+1y	2y	DE

OPR =   Office responding to the request for patient information

SO =   when request is closed, and when no longer required for reference purposes

3y =   The combined three-year active and semi-active retention period provides a reasonable period of time for the legal value of these records to be extinguished and is consistent with the retention period for FOI requests for personal information, covered under *ARCS* secondary 292-40.

NOTE: The OPR will store requests for patient information under ongoing RCS accession number 90-7776.

NOTE: For administrative convenience, legal requests for records, covered under *ARCS* secondary 352-20, may be classified under this secondary.

(continued on next page)

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		A	SA	FD

51020   <u>EMERGENCY HEALTH SERVICES - COMPLAINTS AND
            INVESTIGATIONS</u> (continued)

		A	SA	FD
-50	Responses to Coroner's recommendations to BCAS (includes copies of coroner's reports and response letters)	SO+2y	nil	DE

SO =   when response letter is sent, and when no longer required for reference purposes

DE =   Responses to Coroner's recommendations to BCAS may be destroyed upon authorization of the records officer because responses to Coroner's recommendations are fully retained in microfilmed case files from the *British Columbia Coroners Service ORCS* (schedule number 116356, secondary 81200-60).

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                                                                    A   SA   FD

51030   EMERGENCY HEALTH SERVICES – PATIENT CARE REPORTS

Records relating to the recording of patient personal, assessment and treatment information for each call the ambulance attends. This is documented into two different types of reports: the three-part Patient Care Report (PCR) [HLTH 2592] and the two-part Patient Care Specialty Report (PCSR) [HLTH 2590].

BCAS Paramedics document patient care delivery on the PCR.   For high-dependency patient transfers (Infant Transport Team & Critical Care Transport), a PCSR is also completed. The pink copy of the PCR and the yellow copies of the PCR and the PCSR are retained by the admitting hospital in accordance with that hospital's records management procedures.

Upon return to the station at the end of the response, the remaining white copies of the PCRs and the PCSRs, and any supporting records, are scanned into the Patient Care Information System (PCIS) or they are mailed to the regional offices for scanning by regional staff. Data from the scanned images are keyed by a data entry service provider within a few days of scanning.

Information required to create accounts receivable is extracted from PCIS to the Data Entry System (PC/DES), which uploads nightly into the Ambulance Billing Information System (ABIS) and the BCAS/Management Information System (MIS). Information on patient care reports associated with a cardiac event or major trauma is also extracted from PCIS to the CODE-STAT™ Suite System.

Patient care reports may have attached to them any combination of the following records depending on the circumstances of the event and the response provided:

- ECG wave form printed off the automatic external defibrillators (AEDs) or manual defibrillators records,
- Occurrence Report [HLTH 2403], documenting any incidents that arose during the call,
- First Responder Report [HLTH 2424], completed if a first responder attended the scene

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	A	SA	FD

51030   EMERGENCY HEALTH SERVICES – PATIENT CARE REPORTS
            (continued)

Record types include: patient care reports, crew reports, supporting documentation, and correspondence.

The PCR and the PCSR replace the four-part forms known as the Crew Report [HLTH 2402] and the Airevac/CCT Crew Report [HLTH 2456].

FOI: Patient care reports and associated supporting documents include patient identification, medical condition and treatment information. Access to this information is restricted in accordance with the provisions of the *Freedom of Information and Protection of Privacy Act* (RSBC 1996, c. 165).

For the ABIS System Information System Overview (ISO), see the ISO section.

For the BCAS/MIS System Information System Overview (ISO), see the ISO section.

For the CODE-STAT™ Suite Information System Overview (ISO), see the ISO section.

For the PCIS System Information System Overview (ISO), see the ISO section.

		A	SA	FD
Unless otherwise specified below, the ministry OPR (BCAS) will retain these records for:		CY+2y	nil	DE
Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for:		SO	nil	DE
-00 Policy and procedures	- OPR	SO	5y	FR
	- non-OPR	SO	nil	DE
-01 General				

(continued on next page)

A = Active	CY = Calendar Year	SO = Superseded or Obsolete
SA = Semi-active	FY = Fiscal Year	DE = Destruction
FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
FOI = Freedom of Information/Privacy	w = week m = month	FR = Full Retention
PIB = Personal Information Bank	y = year	OD = Other Disposition
OPR = Office of Primary Responsibility		VR = Vital Records

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

		A	SA	FD

51030   EMERGENCY HEALTH SERVICES – PATIENT CARE REPORTS
                (continued)

		A	SA	FD
-02	Ambulance and airevac crew reports – ambulance billing copy (includes commission (yellow) copy of the Crew Report [HLTH 2402], Airevac/CCT Crew Report [HLTH 2456], and any associated supporting documentation) (arrange by date of transmission) (paper and microfilm)	SO	10y	DE

SO =   when data entered and adjudicated

10y =   The ten-year semi-active retention period ensures that the records are available in the event of a billing dispute, incident investigation, legal inquiry, and for quality improvement programs. The ten-year retention provides a reasonable period of time for the legal value of these records to be extinguished.

NOTE: The OPR will store commission copies of crew reports in ongoing accession numbers:

Number   OPR
91-0039   Ambulance Service Billing (invoiced)
91-4037   Data Processing Unit (not invoiced)

NOTE: Crew reports were microfilmed from 1974 to 1983.

NOTE: This secondary covers records created prior to the replacement of the ambulance and airevac crew reports - ambulance billing copy with the patient care report and patient care specialty report. All records previously retained under this secondary are now scanned and retained in the PCIS and classified under secondary 51030-40.

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

		A	SA	FD

51030   EMERGENCY HEALTH SERVICES – PATIENT CARE REPORTS
                    (continued)

		A	SA	FD
-03	Ambulance and airevac crew reports – station copy (includes triplicate (green) copy of the Crew Report [HLTH 2402], Airevac/CCT Crew Report [HLTH 2456], Pre-Hospital Cardiac Arrest & Major Trauma Form [HLTH 2429] if applicable, and any supporting documentation)	2y	nil	DE

OPR =   Attending Ambulance station

NOTE: This secondary covers records created prior to the replacement of the ambulance and airevac crew reports – station copy with the patient care report and patient care specialty report. All records previously retained under this secondary are now scanned and retained in the PCIS and classified under secondary 51030-40.

		A	SA	FD
-04	Ambulance and airevac crew reports – cardiac arrest and major trauma registry copy (includes medical coordinators (pink) copy of Crew Report [HLTH 2402], Airevac/CCT Crew Report [HLTH 2456], First Responder Report [HLTH 2424], Occurrence Report [HLTH 2403], ECG wave form printed off of the AED or the manual defibrillator, Trip List report, printed off of the BCAS Data Mart, and patient outcome results, received from the attending hospital or extracted from the Ministry of Health Client Registry System) (covers records relating to the Cardiac Arrest and Major Trauma Registry which are entered into the CODE-STAT™ Suite System)	SO	10y	DE

OPR =   BC Ambulance Service Administrative Headquarters, Vice-President Medical Programs

SO =   when data entered and verified

(continued on next page)

A = Active	CY = Calendar Year	SO = Superseded or Obsolete
SA = Semi-active	FY = Fiscal Year	DE = Destruction
FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
FOI = Freedom of Information/Privacy	w = week m = month	FR = Full Retention
PIB = Personal Information Bank	y = year	OD = Other Disposition
OPR = Office of Primary Responsibility		VR = Vital Records

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

A   SA   FD

51030   EMERGENCY HEALTH SERVICES – PATIENT CARE REPORTS
                    (continued)

          10y =   The ten-year semi-active retention period ensures
                        that the records are available for quality
                        improvement, system performance, critical incident
                        reviews, legal inquiries, benchmarking, statistical
                        purposes and medical research. The ten-year
                        retention provides a reasonable period of time for
                        the legal value of these records to be extinguished.

          NOTE: Major trauma registry cases are sent in an envelope to
                        the Quality Improvement Coordinator who reviews them
                        for completeness prior to data entry.

          NOTE: All other pink copies of the crew reports retained at the
                        stations should be treated as transitory duplicates of
                        preceding copies and destroyed according to the
                        Transitory Records Schedule 102901.

          NOTE: This secondary covers records created prior to the
                        replacement of the ambulance and airevac crew
                        reports – cardiac arrest and major trauma registry copy
                        with the patient care report and patient care specialty
                        report. All records previously retained under this
                        secondary are now scanned and retained in the PCIS
                        and classified under secondary 51030-40.

     -05   Hospital delay forms   SO   10y   DE
                    (consists of subsequent crew report generated when
                    a paramedic crew is required to remain with their
                    patient at the hospital due to an emergency
                    department delay)

          OPR =   BC Ambulance Regional Office

          SO =   when statistical report has been generated

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SA = Semi-active	FY = Fiscal Year	DE = Destruction
FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
FOI = Freedom of Information/Privacy	w = week m = month	FR = Full Retention
PIB = Personal Information Bank	y = year	OD = Other Disposition
OPR = Office of Primary Responsibility		VR = Vital Records

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

		A	SA	FD

51030   EMERGENCY HEALTH SERVICES – PATIENT CARE REPORTS

10y = The ten-year semi-active retention period is required to track hospital delays and record patient care received as a result of such a delay. The ten-year retention provides a reasonable period of time for the legal value of these records to be extinguished.

NOTE: In the event that a crew is required to continue patient care at the hospital due to an emergency department delay, a subsequent crew report is generated and is referred to as the hospital delay form. These forms are used for statistical purposes and to provide a continuing record of patient care. They are not used for patient billing purposes.

NOTE: This secondary covers records created prior to the replacement of the hospital copy with the patient care report and patient care specialty report. All records previously retained under this secondary are now scanned and retained in the PCIS and classified under secondary 51030-40.

-06   Patient care reports - paper   SO   nil   DE
(includes white copy of the Patient Care Report [HLTH 2592], Patient Care Specialty Report Report [HLTH 2590], and any associated supporting documentation)
(arrange by date of transmission)

SO = when scanned and verified

NOTE: A special ongoing destruction authorization has been granted for the disposition of these files (see Appendix A). Completion of a Destruction Authorization Request Form is not necessary for the destruction of these records.

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SA = Semi-active   FY = Fiscal Year   DE = Destruction
FD = Final Disposition   NA = Not Applicable   SR = Selective Retention
FOI = Freedom of Information/Privacy   w = week   m = month   FR = Full Retention
PIB = Personal Information Bank   y = year   OD = Other Disposition
OPR = Office of Primary Responsibility   VR = Vital Records

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This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

			A	SA	FD
51030		EMERGENCY HEALTH SERVICES – PATIENT CARE REPORTS (continued)			
PIB	-20	CODE-STAT Suite System data (electronic records)	SO	nil	DE

SO = when no longer required for quality improvement, system performance, critical incident reviews, benchmarking, statistical purposes and medical research.

			A	SA	FD
PIB	-30	Crew Search System (electronic database)	SO	nil	DE

SO = when no longer required to support the crew search function

DE = This electronic system can only be destroyed when the approved retention schedules covering the information on it have elapsed, or when the information on it has been made accessible elsewhere.

NOTE: This search tool is used to locate batch numbers for retrieving paper crew reports. Because this is a simple system, an information system overview has not been developed.

			A	SA	FD
PIB	-40	Patient Care Information System data - personalized (covers the electronic Patient Care Record and the scanned images of the Patient Care Report [HLTH 2592], Patient Care Specialty Report [HLTH 2590], and any associated supporting documentation stored in the PCIS)	10y	nil	DE

10y = The ten-year retention period ensures that the records are available in the event of a billing dispute, incident investigation, legal inquiry, and for quality improvement programs. The ten-year retention provides a reasonable period of time for the legal value of these records to be extinguished.

A   = Active
SA = Semi-active
FD = Final Disposition
FOI = Freedom of Information/Privacy
PIB = Personal Information Bank
OPR = Office of Primary Responsibility

CY = Calendar Year
FY = Fiscal Year
NA = Not Applicable
w = week   m = month
y = year

SO = Superseded or Obsolete
DE = Destruction
SR = Selective Retention
FR = Full Retention
OD = Other Disposition
VR = Vital Records

	A	SA	FD

51030 EMERGENCY HEALTH SERVICES – PATIENT CARE REPORTS
(continued)

> NOTE: Personal identifiers relating to individual patient encounters will be deleted after 10 years. The remaining summary data is classified under secondary 51030-50.

		A	SA	FD
-50	Patient Care Information System data – de-personalized (covers summary data relating to individual patient encounters) (electronic records)	SO	nil	DE

> SO = when no longer required for quality improvement, system performance, benchmarking, statistical purposes and medical research.

A   SA   FD

51040   EMERGENCY HEALTH SERVICES – DISPATCH AND
                       COORDINATION

Records relating to the dispatch of ambulances and air ambulances and the coordination of emergency, non-emergency, and transfer service calls throughout the province. There are five dispatch centres throughout the province: Provincial Air Ambulance Coordination Centre (PAACC), Vancouver Transfer Management Office, Vancouver Pre-Hospital, Victoria and Kamloops Dispatch Centres.

The dispatch function is automated and managed using two Computer Aided Dispatch (CAD) systems: RightCAD and PRC Altaris CAD. This includes receiving requests for service, dispatching ambulances and air ambulances, monitoring and progressing service delivery, and managing units.

Telephone calls and radio transmissions relating to a dispatch call are recorded for reference using the Dictaphone's Freedom Recording System and retained on Voice Recorder Servers.

Paper forms were previously used to track the details of a dispatch: Provincial Air Co-ordination Centre Patient Treatment Information Forms [HLTH 2454] used by the PAACC and Ambulance Service Dispatch Forms [HLTH 2401] used by the ambulance dispatch centres. In the event of a system outage, these forms are still used.

Record types include audio recordings, electronic dispatch data, dispatch forms, logbooks, correspondence, memoranda and reports.

FOI: Dispatch records in all media types may include patient identification, medical condition and treatment information. Access to this information is restricted in accordance with the provisions of the *Freedom of Information and Protection of Privacy Act* (RSBC 1996, c. 165).

A = Active
SA = Semi-active
FD = Final Disposition
FOI = Freedom of Information/Privacy
PIB = Personal Information Bank
OPR = Office of Primary Responsibility

CY = Calendar Year
FY = Fiscal Year
NA = Not Applicable
w = week m = month
y = year

SO = Superseded or Obsolete
DE = Destruction
SR = Selective Retention
FR = Full Retention
OD = Other Disposition
VR = Vital Records

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

			A	SA	FD
51040	**EMERGENCY HEALTH SERVICES – DISPATCH AND COORDINATION** (continued)				

For audio recordings relating to a complaint or investigation, see secondary 51020.

For information on the AIRLOG System, see the RightCAD and PRC Altaris CAD Information System Overview.

For information on the PCIS, see the Information System Overview.

For information on the PRC Altaris CAD System, see the Information System Overview.

For information on the RightCAD System, see the Information System Overview.

			A	SA	FD
	Unless otherwise specified below, the ministry OPR (BCAS Regional Dispatch Centre) will retain these records for:		CY+2y	nil	DE
	Except where <u>non-OPR retention periods</u> are identified below, all other ministry offices will retain these records for:		<u>SO</u>	<u>nil</u>	<u>DE</u>
-00	Policy and procedures	- OPR	SO	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01	General				
-02	Ambulance and air ambulance coordination logbooks and reports (covers logbooks and charge dispatcher reports which detail shifts worked, incidents reported, and any additional information to be relayed to dispatch staff. Also includes PAACC Daily Operations RECAP and other types of reports summarizing dispatch activities and statistics.)		3y	nil	DE

3y = The three-year retention period ensures these records are available for a sufficient period for purposes of incident investigation.

A = Active	CY = Calendar Year	SO = Superseded or Obsolete
SA = Semi-active	FY = Fiscal Year	DE = Destruction
FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
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PIB = Personal Information Bank	y = year	OD = Other Disposition
OPR = Office of Primary Responsibility		VR = Vital Records

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		A	SA	FD

51040   <u>EMERGENCY HEALTH SERVICES – DISPATCH AND COORDINATION</u> (continued)

			A	SA	FD
-03	Ambulance service dispatch forms [HLTH 2401] (arrange by event date) (covers dispatch tickets completed by regional dispatch centres) (paper and microfiche)		SO	10y	DE

     SO =   when no longer needed for active reference and reconciliation

     10y =   The 10-year semi-active retention period ensures that dispatch tickets are available in the event of an incident investigation, to respond to complaints, and for statistical and benchmarking purposes. The 10-year retention period provides a reasonable period of time for the legal value of these records to be extinguished and is consistent with the retention of the patient care electronic images [HLTH 2592/2590].

     NOTE: This secondary covers records created prior to July 2003. These forms are no longer used on a regular basis as all dispatch for ground ambulance is recorded on the RightCAD or PRC Altaris CAD dispatch systems. Blank tickets continue to be printed for use as back-up when the system is down. Once the system is restored, data are transcribed from the forms into the system and then destroyed as transitory input document according to the Transitory Electronic Data Processing (EDP) Records Schedule 102902.

			A	SA	FD
-04	BCAS dispatch reports (covers reports generated by the AIRLOG, CAAD, RightCAD, ProQA™, and the PRC Altaris CAD Systems)		SO	nil	DE

A = Active	CY = Calendar Year	SO = Superseded or Obsolete
SA = Semi-active	FY = Fiscal Year	DE = Destruction
FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
FOI = Freedom of Information/Privacy	w = week m = month	FR = Full Retention
PIB = Personal Information Bank	y = year	OD = Other Disposition
OPR = Office of Primary Responsibility		VR = Vital Records

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		A	SA	FD

51040   EMERGENCY HEALTH SERVICES – DISPATCH AND
              COORDINATION (continued)

		A	SA	FD
-05	PAACC patient treatment information forms [HLTH 2454] (covers dispatch tickets completed by the PAACC)	SO	10y	DE

OPR =   Ambulance Billing (white copy)
Non-OPR = PAACC (yellow copy)

SO =   when no longer needed for active reference and reconciliation

10y =   The 10-year semi-active retention period ensures that dispatch tickets are available in the event of an incident investigation, to respond to complaints, and for statistical and benchmarking purposes. The 10-year retention period provides a reasonable period of time for the legal value of these records to be extinguished and is consistent with the retention of the patient care electronic images [HLTH 2592/2590].

NOTE: This secondary covers records created prior to July 2003. These forms are no longer used on a regular basis as all dispatch for air ambulance is now recorded on the RightCAD System. Blank tickets continue to be printed for use as back-up when the system is down. Once the system is restored, data are transcribed from the forms into the system and then destroyed as transitory input documents according to the Transitory Electronic Data Processing (EDP) Records Schedule 102902.

A   = Active
SA = Semi-active
FD = Final Disposition
FOI = Freedom of Information/Privacy
PIB = Personal Information Bank
OPR = Office of Primary Responsibility

CY = Calendar Year
FY = Fiscal Year
NA = Not Applicable
w = week   m = month
y = year

SO = Superseded or Obsolete
DE = Destruction
SR = Selective Retention
FR = Full Retention
OD = Other Disposition
VR = Vital Records

			A	SA	FD

51040   <u>EMERGENCY HEALTH SERVICES – DISPATCH AND
COORDINATION</u> (continued)

			A	SA	FD
	-06	Ambulance audio recordings (covers all voice communication captured on audio cassette tapes, Compact Disks, DVDs, as well as those stored on the Voice Recorder Server)	5y	nil	DE

5y =   The five-year semi-active retention period ensures that dispatch audio recordings are available in the event of an incident investigation and to respond to complaints. The five-year retention period provides a reasonable period of time for the legal value of these records to be extinguished.

NOTE: Dispatch recordings, required for an internal investigation or a legal matter, are copied from the Voice Server and retained, as a wave file or on Compact Disk or DVD, on the appropriate internal investigation or legal matter case file.

PIB	-20	Ambulance dispatch electronic data (electronic records) (covers dispatch data stored on the AIRLOG System, the CAAD System, the RightCAD System, the ProQA System, and the PRC Altaris CAD System)	10y	nil	DE

10y =   The 10-year semi-active retention period ensures that dispatch data are available in the event of an incident investigation, to respond to complaints, and for statistical and benchmarking purposes. The 10-year retention period provides a reasonable period of time for the legal value of these records to be extinguished and is consistent with the retention of the patient care data stored on PCIS.

NOTE: The AIRLOG and CAAD Systems became obsolete with the implementation of the RightCAD System.

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FOI = Freedom of Information/Privacy
PIB = Personal Information Bank
OPR = Office of Primary Responsibility

CY = Calendar Year
FY = Fiscal Year
NA = Not Applicable
w = week   m = month
y = year

SO = Superseded or Obsolete
DE = Destruction
SR = Selective Retention
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			A	SA	FD

51050   <u>EMERGENCY HEALTH SERVICES – OTHER EMERGENCY SERVICE PROVIDERS</u>

Records relating to the provision of emergency health services by approved agencies and service providers other than the BCAS. Agreements between the BCAS and approved agencies and service providers may be entered into, consenting to the provision of first response emergency health service, first aid and non-emergency patient transfer services.

Record types include correspondence and other types of records indicated under relevant secondaries.

For charter carrier case files and contracted air carrier case files, see primary 51240.
For first responder committee minutes, see *ARCS* secondary 200-20.
For licensing of first responders, see the *Emergency Medical Assistants Licensing ORCS* (Schedule 181700).

			A	SA	FD
Unless otherwise specified below, the ministry OPR (BCAS Regional Office) will retain these records for:			CY+2y	nil	DE
Except where <u>non-OPR retention periods</u> are identified below, all other ministry offices will retain these records for:			<u>SO</u>	<u>nil</u>	<u>DE</u>
-00	Policy and procedures	- OPR	SO	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01	General				
-20	Contract first aid service provider consent files (includes signed consent form, supporting documentation, and correspondence) (arrange alphabetically by service provider) (covers written consent given to private companies to operate contract first aid services for special events)		SO	7y	DE
	SO =	when consent is cancelled or revoked, and when no longer required for reference purposes			

(continued on next page)

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FOI = Freedom of Information/Privacy	w = week m = month	FR = Full Retention
PIB = Personal Information Bank	y = year	OD = Other Disposition
OPR = Office of Primary Responsibility		VR = Vital Records

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		A	SA	FD

51050 **EMERGENCY HEALTH SERVICES – OTHER EMERGENCY SERVICE PROVIDERS** (continued)

-30 First responder indemnity agreements   SO   7y   DE
(arrange alphabetically by first responder agency)
(covers first responder agencies indemnified by the EHSC to provide first aid assistance response to an emergency call in accordance with the *Emergency Medical Assistants Regulation* (B.C. Reg. 562/2004)

SO =   upon expiry of the agreement, and when no longer required for reference purposes

-40 Patient transfer service provider consent files   SO   7y   DE
(includes signed consent form, supporting documentation, and correspondence)
(arrange alphabetically by service provider)
(covers written consent given to private companies to provide transport of patients who do not require, or are not reasonably expected to require, immediate or ongoing acute medical care)

SO =   when consent is cancelled or revoked, and when no longer required for reference purposes

7y =   The seven-year semi-active retention period for secondaries -20 to -40 satisfies the operational requirements of the creating agency and ensures the expiration of the right to initiate legal action specified under the *Limitation Act* (RSBC 1996, c. 266). An additional year is allowed for serving notice on all parties.

		A	SA	FD

51060   <u>EMERGENCY HEALTH SERVICES – PERFORMANCE MANAGEMENT</u>

Records relating to the maintenance of BCAS crew report, dispatch, payroll, and human resources data warehouses for the purpose of performance management.

The BCAS Data Mart is primarily a repository of dispatch data, acquired from the various dispatch systems, designed specifically to support the analysis of information regarding the Key Performance Indicators (KPIs) adopted by the BCAS as its best practice methodology. KPIs are used to monitor performance in key areas such as response times. The Data Mart is also used to support operational review and resource management using data acquired from the BCAS payroll and human resource systems.

The BCAS Management Information System (BCAS/MIS) is a data store of dispatch and patient care report data used to produce summary reports and statistics for use by BCAS management. The BCAS/MIS links the two sets of data to create a complete record of the incident and the ambulance service response.

Record types include electronic data and reports.

For the BCAS Data Mart System Information System Overview (ISO), see the ISO section.
For the BCAS\MIS ISO, see the ISO section.
For the PCIS, see the ISO section.
For RightCAD and PRC Altaris CAD Systems ISO, see the ISO section.

	A	SA	FD
Unless otherwise specified below, the ministry OPR (Corporate Information & Performance Management) will retain these records for:	CY+2y	nil	DE
Except where <u>non-OPR retention periods</u> are identified below, all other ministry offices will retain these records for:	<u>SO</u>	<u>nil</u>	<u>DE</u>

A = Active	CY = Calendar Year	SO = Superseded or Obsolete
SA = Semi-active	FY = Fiscal Year	DE = Destruction
FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
FOI = Freedom of Information/Privacy	w = week m = month	FR = Full Retention
PIB = Personal Information Bank	y = year	OD = Other Disposition
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				A	SA	FD
51060		EMERGENCY HEALTH SERVICES – PERFORMANCE MANAGEMENT (continued)				
	-00	Policy and procedures	- OPR	SO	5y	FR
			- non-OPR	SO	nil	DE
	-01	General				
	-02	BCAS Data Mart reports (includes key performance indicators)		SO	nil	DE
	-03	BCAS/MIS reports		SO	nil	DE
PIB	-20	BCAS Data Mart data (covers dispatch, payroll and human resources data extracted from source systems)		SO	nil	DE

SO =   when data is no longer required to support management reporting

NOTE: BCAS Data Mart input source records are considered transitory records and can be destroyed according to the Transitory Electronic Data Processing (EDP) Records schedule 102902.

PIB	-30	BCAS/MIS data (covers dispatch and patient care report data extracted from source systems)	SO	nil	DE

SO =   when data is no longer required to support management reporting

NOTE: BCAS\MIS input source records are considered transitory records and can be destroyed according to the Transitory Electronic Data Processing (EDP) Records schedule 102902.

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

		A	SA	FD

51070   EMERGENCY HEALTH SERVICES – REGIONAL SITE MANAGEMENT

Records relating to the administration of station operations by the four BCAS regional offices. Each regional office retains a series of files for each ambulance station and dispatch centre under its jurisdiction. These files tend to be general in nature and contain records relating to daily operations, including monthly reports, occurrence reports and station inspections.

Record types include correspondence, and other types of records as indicated under relevant secondaries.

For buildings and properties, see *ARCS* primaries 500 to 699.
For purchase orders and invoices, see *ARCS* primaries 835 and 925.
For records retained by the stations, see primary 51090.

		A	SA	FD
Unless otherwise specified below, the ministry OPR (BCAS Regional Office) will retain these records for:		CY+2y	nil	DE
Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for:		SO	nil	DE
-00 Policy and procedures - OPR		SO	5y	FR
- non-OPR		SO	nil	DE
-01 General				
-20 Regional operations site case files (also known as Station Files) (includes Occurrence Reports [HLTH 2403], Property Loss Reports [HLTH 2574], Station Safety Inspections [HLTH 2584], General Incident or Loss Report [FIN 597], station visit reports, monthly reports, duty unit chief reports, Operation Profiles (Reg.2), convenience copies of employee and payroll records, and correspondence) (arrange by site name or station number)		CY+2y	4y	DE

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FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
FOI = Freedom of Information/Privacy	w = week m = month	FR = Full Retention
PIB = Personal Information Bank	y = year	OD = Other Disposition
OPR = Office of Primary Responsibility		VR = Vital Records

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

	A	SA	FD

51070   EMERGENCY HEALTH SERVICES – REGIONAL SITE
              MANAGEMENT (continued)

7y =   The seven-year combined active and semi-active retention period satisfies the operational requirements of the BCAS.

NOTE: Official copies of employee records are not to be stored in station files under any circumstances. These should be stored in the appropriate employee file maintained by the BCAS Human Resources Office.

NOTE: For administrative convenience, regional offices may choose to file records together in one case file or to create separate case files for each record type (e.g. unit chief reports, occurrence reports, etc.).

A   = Active   CY = Calendar Year   SO = Superseded or Obsolete
SA = Semi-active   FY = Fiscal Year   DE = Destruction
FD = Final Disposition   NA = Not Applicable   SR = Selective Retention
FOI = Freedom of Information/Privacy   w = week   m = month   FR = Full Retention
PIB = Personal Information Bank   y = year   OD = Other Disposition
OPR = Office of Primary Responsibility   VR = Vital Records

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This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

	A	SA	FD

51080   EMERGENCY HEALTH SERVICES – SPECIAL EVENT PLANNING

Records relating to special event planning for parades, dignitary visits, movie productions, and high-profile events, such as the APEC Conference and the 2010 Winter Olympics. The provincial ambulance service provides stand-by crews at special events for a specified fee or in some cases, services may be provided on a volunteer basis.

Most special events occur in the Vancouver area and are managed by the Special Operations branch. Events occurring outside of Vancouver are coordinated by the appropriate regional office.

Record types include: correspondence, memoranda and other records as indicated under relevant secondaries.

Unless otherwise specified below, the ministry OPR (Special Operations) will retain these records for: CY+2y   nil   DE

Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for: SO   nil   DE

			A	SA	FD
-00	Policy and procedures	- OPR	SO	5y	FR
		- non-OPR	SO	nil	DE
-01	General				
-20	BCAS minor event planning files		SO	7y	DE

(includes cost estimates for standby and backup service, schedules and coverage plans, a signed ambulance standby service agreement [HLTH 2578], operational plans and correspondence) (covers event planning for movie productions, dignitary visits and parades) (arrange by name of event or organization)

OPR =   Special Operations or regional office coordinating the event

SO =   when event is concluded, and when no longer required for reference purposes

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FY = Fiscal Year
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	A	SA	FD

51080   EMERGENCY HEALTH SERVICES – SPECIAL EVENT PLANNING
        (continued)

7y =	The seven-year semi-active retention period ensures records will be available for a sufficient period for post-event review and future event planning.			
-30	BCAS major event planning files (includes project plans, security applications, meeting minutes, operational plans, budget estimates, committee meetings, briefing notes, final reports, and correspondence) (arrange by name of event) (covers planning for major public events such as the Commonwealth Games, APEC Conference and the 2010 Winter Olympics)	SO	7y	DE

OPR =   Operational headquarters for the event

SO =   when event is concluded, post-event de-briefing reports have been prepared, and when no longer required for reference

7y =   The seven-year semi-active retention period ensures records will be available for a sufficient period for future event planning and to assist subsequent host countries with their event planning.

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		A	SA	FD

51090   EMERGENCY HEALTH SERVICES – STATION ADMINISTRATION

Records relating to ambulance station administration. This primary includes records retained at the station level which are required for day-to-day operations, such as station logs and Release and Indemnity forms [HLTH 1042].

For buildings and properties, see *ARCS* primaries 500 to 699.
For equipment technical and operating manuals, see *ARCS* secondary 703-04.
For event planning files, see 51080.
For purchase orders and invoices, see *ARCS* primaries 835 and 925.
For protocol directives, see secondary 51540-02.
For other regional directives, circulars and bulletins, see *ARCS* secondary 195-20.
For station copies of the crew report, see secondary 51030-03.
For station copies of station visits and inspections, see secondary 51070-20.
For vehicle records maintained at the station, see secondary 51440 and *ARCS* primaries 825 to 850.

			A	SA	FD
Unless otherwise specified below, the ministry OPR (BCAS Station) will retain these records for:			CY+2y	nil	DE
Except where <u>non-OPR retention periods</u> are identified below, all other ministry offices will retain these records for:			<u>SO</u>	<u>nil</u>	<u>DE</u>
-00	Policy and procedures	- OPR	SO	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01	General				
-02	BCAS release and indemnity forms [HLTH 1042] (covers form signed by observers participating in an ambulance ride-a-long)		SO+1y	nil	DE

SO =   when "ride-along" completed

NOTE: In the event of an incident/accident during the "ride-along", forms involving adults should be re-classified to 51090-03 and those involving minors should be re-classified to 51090-04.

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FY = Fiscal Year
NA = Not Applicable
w = week   m = month
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SO = Superseded or Obsolete
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			A	SA	FD

51090   EMERGENCY HEALTH SERVICES – STATION ADMINISTRATION
(continued)

NOTE: Any forms involving an accident/incident should be sent to the appropriate regional office.

-03   BCAS release and indemnity forms [HLTH 1042] involving an accident/incident with an adult   SO+3y   nil   DE

OPR =   BCAS Regional Office

SO =   when "ride-along" completed

3y =   The three-year active retention period ensures that release and indemnity forms relating to adults are retained for the two-year limitation period for commencing an action with respect to an injury to person or property under the *Limitation Act* (RSBC 1996, c. 266, s. 3). An additional year is allowed for serving notice on all parties.

-04   BCAS release and indemnity forms [HLTH 1042] involving an accident/incident with a minor   SO   22y   DE

OPR =   BCAS Regional Office

SO =   when "ride-along" completed

22y =   The 22-year semi-active retention period ensures that release and indemnity forms relating to minors are retained until the minor reaches the age of majority, plus two years to allow for commencing an action with respect to an injury to person or property under the *Limitation Act* (RSBC 1996, c. 266, s. 3). An additional year is allowed for serving notice on all parties.

-05   Station log books   3y   nil   DE
(covers log books kept at the station to facilitate communication between different crew shifts)

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w = week   m = month
y = year

SO = Superseded or Obsolete
DE = Destruction
SR = Selective Retention
FR = Full Retention
OD = Other Disposition
VR = Vital Records

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

	A	SA	FD

51200   AVIATION SERVICES – GENERAL

Records relating to the delivery of aviation services not shown elsewhere in this primary block.

Record types include correspondence.

	A	SA	FD
Unless otherwise specified below, the ministry OPR (Aviation Services) will retain these records for:	CY+2y	nil	DE
Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for:	SO	nil	DE
-00 Policy and procedures - OPR	SO	5y	FR
- non-OPR	SO	nil	DE
-01 General			

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CY = Calendar Year
FY = Fiscal Year
NA = Not Applicable
w = week   m = month
y = year

SO = Superseded or Obsolete
DE = Destruction
SR = Selective Retention
FR = Full Retention
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VR = Vital Records

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		A	SA	FD

51220   AVIATION SERVICES – ACCIDENT AND INCIDENT
                    INVESTIGATIONS

Records relating to airevac accident and incident investigations and reporting. Accidents and incidents are divided into two categories for reporting and communication purposes. Level one (major) events relate to any urgent or immediate safety concern and/or any accident or incident that requires immediate attention (e.g. emergency landing or crash); involves major equipment failure; and/or has the potential to cause and/or has caused injury to a crew member, patient or third party. Level two (minor) events relate to any accident or incident that is not an immediate or urgent safety nature, and can be dealt with at the unit/charge dispatcher level (e.g. minor equipment failure, pager malfunctions, and employee absenteeism).

Record types include: correspondence, manuals, incident logs and other types of records as indicated under relevant secondaries.

For airevac service delivery inquiries and complaints, see primary 51020.

Unless otherwise specified below, the ministry OPR
(Aviation Services) will retain these records for: CY+2y   nil   DE

Except where non-OPR retention periods are identified below,
all other ministry offices will retain these records for: SO   nil   DE

			A	SA	FD
-00	Policy and procedures	- OPR	SO	5y	FR
		- non-OPR	SO	nil	DE
-01	General				
-02	Airevac incident logs		SO	nil	DE

SO =   when no longer required for incident monitoring
              and investigation

DE =   This secondary contains a high-level summary of
              incidents. Details of specific incidents are retained
              in secondaries 51220-20 Air evacuation minor
              accident and incident investigations or 51220-30
              Air evacuation major accident and incident
              investigations.

(continued on next page)

A   = Active
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y = year

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		A	SA	FD

51220   AVIATION SERVICES – ACCIDENT AND INCIDENT
                    INVESTIGATIONS (continued)

-20	Air evacuation minor accident and incident investigations (Includes Occupational Safety & Health Reporting form [HLTH 1130A], Occurrence Reports [HLTH – EHSC 2403], briefing notes, investigation reports, incident reports, dispatch audio recordings, supporting documentation, and correspondence) (arrange alphabetically by air carrier)	SO	7y	DE

SO =   upon resolution of incident and/or conclusion of the investigation, and when no longer required for reference purposes

7y =   The seven-year semi-active retention period ensures that the records relating to minor investigations are retained for the two-year limitation period for commencing an action with respect to an injury to person or property and the six-year period with respect to a contract (e.g. contracted air carrier) under the *Limitation Act* (RSBC 1996, c. 266, s. 3). An additional year is allowed for serving notice on all parties.

-30	Air evacuation major accident and incident investigations (includes Occupational Safety & Health Reporting form [HLTH 1130A], Occurrence Reports [HLTH – EHSC 2403], briefing notes, investigation reports, incident reports, dispatch audio recordings, supporting documentation, and correspondence) (arrange alphabetically by air carrier)	SO	7y	FR

SO =   upon resolution of incident and/or conclusion of the investigation, and when no longer required for reference purposes

(continued on next page)

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A   SA   FD

51220   AVIATION SERVICES – ACCIDENT AND INCIDENT
                INVESTIGATIONS (continued)

7y =	The seven-year semi-active retention period ensures that the records relating to major investigations are retained for the two-year limitation period for commencing an action with respect to an injury to person or property and the six-year period with respect to a contract (e.g. contracted air carrier) under the *Limitation Act* (RSBC 1996, c. 266, s. 3). An additional year is allowed for serving notice on all parties.
FR =	The government archives will fully retain air evacuation major accident and incident investigation files because they document the investigation and response to major equipment failures, threats to human life or limb, or violations of standard safe operating procedures. Final reports may also result in changes to protocols and training practices employed by the BCAS Air Ambulance Program.
NOTE:	If the investigation involves the Emergency Medical Assistants Licensing Board and the *Complaint, Investigation and Hearing Procedure Rules*, records may also be located in the relevant complaint and investigation case file found in the *Emergency Medical Assistants Licensing ORCS* (Schedule 181700).

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A   SA   FD

51240   AVIATION SERVICES – AIR CARRIER MANAGEMENT

Records relating to the delivery and quality assurance monitoring of ambulance services by contracted air carriers and approved chartered air carriers. Aviation services are provided under long-term contracts or charter hiring of air operator services for airevac missions. Contracted air carriers maintain and operate aircraft dedicated to providing transportation for the BCAS and are subject to regularly scheduled audits. Audits include review of aircraft, medical equipment, pilot and maintenance records and flight operations. Transport Canada standards and regulations are applied as the minimum standard for this process. Charter air carriers are only used in particular circumstances, when such services are deemed to be the most effective and/or efficient air transportation option.

Responsibility for the aviation quality assurance function was transferred to the BCAS in 1996. It was formerly the responsibility of the Aviation Quality Assurance Program under the Ministry of Finance and Corporate Relations. Within this context, the Program was responsible for setting government-wide standards for air transportation, maintaining a list of approved aviation suppliers, conducting audits, and investigating aviation-related incidents and occurrences. The Aviation Quality Assurance Program is responsible for the same functions, but only as they relate to the airevac delivery.

Record types include: audit manuals, plans and schedules, and other types of records as indicated under relevant secondaries.

For air travel insurance coverage and claims, see *ARCS* primary 450.
For air vehicle administration, see *ARCS* primaries 865 to 869.
For committee agendas and minutes, see *ARCS* primary 202.
For event planning, see primary 51080.
For liaison with Transport Canada or NAV Canada, see *ARCS* primary 235.
For recovery plans, see *ARCS* primary 275.
For requests for proposal, service contracts, and associated invoices
      see *ARCS* primary 1080.
For Treasury Board submissions, see *ARCS* primary 1250.

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		A	SA	FD

51240　　AVIATION SERVICES – AIR CARRIER MANAGEMENT
　　　　　　　(continued)

Unless otherwise specified below, the ministry OPR
(Aviation Services) will retain these records for: CY+2y　nil　DE

Except where <u>non-OPR retention periods</u> are identified below,
all other ministry offices will retain these records for: <u>SO</u>　<u>nil</u>　<u>DE</u>

-00	Policy and procedures	- OPR	SO	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01	General				
-02	Airevac audit manuals		SO	nil	DE

　　　　SO =　when manual is revised or replaced, and when no
　　　　　　　longer required for reference purposes

-03	Airevac audit plans and schedules	SO	nil	DE

　　　　SO =　when replaced by a new plan and schedule, and
　　　　　　　when no longer required for reference purposes

-04	Airevac reports and statistics	SO	nil	DE

　　　　　　　(includes status reports, patient volume targets,
　　　　　　　performance reports, weather reports, and
　　　　　　　equivalents)

　　　　SO =　when no longer required for reference purposes

　　　　NOTE:　Does not include audit reports, which are classified
　　　　　　　　under either the Charter carrier case files
　　　　　　　　secondary 51240-30 or the Contracted carrier case
　　　　　　　　files secondary 51240-40, or incident reports,
　　　　　　　　which are classified under Airevac minor accident
　　　　　　　　and/or incident investigations secondary 51220-20
　　　　　　　　or Airevac major accident and/or incident
　　　　　　　　investigations secondary 51220-30.

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FD	= Final Disposition	NA = Not Applicable	SR = Selective Retention
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OPR	= Office of Primary Responsibility		VR = Vital Records

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			A	SA	FD
51240	**AVIATION SERVICES – AIR CARRIER MANAGEMENT** (continued)				
	-30	Charter carrier case files (includes certificate of insurance and endorsement, commercial air operator information sheet, audit reports, aircraft photographs and images, and records pertaining to approval to provide service) (arrange by name of service provider)	SO	7y	DE
		SO = when air carrier is no longer approved or used to provide air ambulance service, and when no longer required for reference purposes			
		7y = The seven-year semi-active retention period ensures record availability in the event of potential legal action due to an incident or accident involving the charter air carrier and is consistent with the retention period for contracted carrier case files.			
	-40	Contracted carrier case files (includes aircraft inventory, pilot information sheets, maintenance down time reports, audit reports and follow-ups, occurrence reports, certificates of insurance, time and duty logs, aircraft photographs and images, and correspondence) (arrange by name of service provider)	SO	7y	DE
		SO = when air carrier is no longer contracted to provide air ambulance service, and when no longer required for reference purposes			
		7y = The seven-year semi-active retention period is based on the six-year limitation period for commencing an action with respect to a contract under the *Limitation Act* (RSBC 1996, c. 266). An additional year is allowed for serving notice on all parties.			

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		A	SA	FD

51240   AVIATION SERVICES – AIR CARRIER MANAGEMENT
          (continued)

> NOTE: These case files do not include requests for proposal, service contracts, or associated invoices, which should be classified as part of *ARCS* primary 1070.

		A	SA	FD
-50	Aeorotran Quote System (electronic database)	SO	nil	DE

SO =   when no longer required to support billing oversight

DE =   This electronic system can only be destroyed when the approved retention schedules covering the information on it have elapsed, or when the information on it has been made accessible elsewhere.

> NOTE: This system is used to calculate statute miles between two airports, the indicator used by fixed wing carrier to determine invoice amounts. BCAS verifies invoices against Aerotran to ensure they are only being billed for straight-line point-to-point distance as calculated with the software. Because this is a simple system, an information system overview has not been developed.

		A	SA	FD
-60	Cardfile System (electronic database)	SO	nil	DE

SO =   when the contracted or charter carrier is no longer providing service to BCAS

DE =   This electronic system can only be destroyed when the approved retention schedules covering the information on it have elapsed, or when the information on it has been made accessible elsewhere.

(continued on next page)

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A   SA   FD

51240   <u>AVIATION SERVICES – AIR CARRIER MANAGEMENT</u>
             (continued)

          NOTE: This system consists of a listing of all contracted and charter carriers providing service to BCAS. Because this is a simple system, an information system overview has not been developed.

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			A	SA	FD

51260   AVIATION SERVICES – LANDING SITE MANAGEMENT

Records relating to the management of the relationship between BCAS and the various airports and landing sites used for airevac operations. Also includes files retained for various communities pertaining to service levels, inquiries, and issues.

Record types include correspondence, reports and other types of records as indicated under relevant secondaries.

			A	SA	FD
Unless otherwise specified below, the ministry OPR (Aviation Services) will retain these records for:			CY+2y	nil	DE
Except where <u>non-OPR retention periods</u> are identified below, all other ministry offices will retain these records for:			<u>SO</u>	<u>nil</u>	<u>DE</u>
-00	Policy and procedures	- OPR	SO	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01	General				
-20	Community, airport and landing site files (includes landing specifications, issues, inquiries, reports, proposals, recommendations, contingency plans, and correspondence)		SO	5y	DE

SO =   when records are no longer relevant to air ambulance service delivery

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This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

		A	SA	FD

51280   AVIATION SERVICES – SAFETY MANAGEMENT

Records relating to the investigation and resolution of safety issues.

Record types include correspondence, reports and issue files.

For Air-OSH committee agendas and minutes, see *ARCS* primary 202.
For medical protocols, see primary 51540.
For program development, monitoring, and implementation files, see primary 51600.

		A	SA	FD
Unless otherwise specified below, the ministry OPR (Aviation Services) will retain these records for:		CY+2y	nil	DE
Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for:		SO	nil	DE
-00 Policy and procedures - OPR		SO	5y	FR
- non-OPR		SO	nil	DE
-01 General				
-20 Airevac safety issue files (includes correspondence and reports) (arrange by type of issue)		SO	2y	DE

SO =   when issue is resolved, and when no longer required for reference purposes

2y =   The two-year semi-active retention period ensures the records will not be of further use.

NOTE: This secondary does not include incident and investigation case files, which should be classified under secondaries 51220-20 Airevac minor accident and/or incident investigations or 51220-30 Airevac major accident and/or incident investigations.

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FR = Full Retention
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This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

                                                                                    A   SA   FD

51300   CLINICAL PERFORMANCE MANAGEMENT

Records relating to monitoring and evaluating BCAS service delivery against identified standards and protocols to ensure the intended quality is being achieved and to identify opportunities for improvement.

This involves performing random and focused audit/reviews of various BCAS activities to monitor and evaluate compliance with operational standards. Random or routine audits are performed on a regular basis to obtain statistical information and to track performance. Examples include reviews of dispatch tapes to evaluate a dispatcher's compliance with the Advanced Medical Programs Dispatch System (AMPDS) and reviews of patient care reports to ensure they are accurately and fully completed. If a random audit identifies a pattern or a systematic problem, a focused audit may be performed in relation to a specific individual or activity. The Clinical Performance Management department may also be requested to perform an audit as part of a critical incident review. Regular feedback is provided to staff as part of the quality improvement function.

This also includes the initiation of quality improvement projects, such as the BCNurseline/Omega Project, Unit Chief Survey Project, and Response Time and Chute Time Project.

Record types include correspondence and other types of records as indicated under relevant secondaries.

For a description of the AQUA Software used for quality assurance monitoring and review, see the RightCAD Information System Overview.

Unless otherwise specified below, the ministry OPR
(Clinical Performance Management) will retain these records for: CY+2y   nil   DE

Except where non-OPR retention periods are identified below,
all other ministry offices will retain these records for: SO   nil   DE

-00   Policy and procedures   - OPR   SO   5y   FR
                                       - non-OPR   SO   nil   DE
-01   General

(continued on next page)

A   = Active   CY = Calendar Year   SO = Superseded or Obsolete
SA = Semi-active   FY = Fiscal Year   DE = Destruction
FD = Final Disposition   NA = Not Applicable   SR = Selective Retention
FOI = Freedom of Information/Privacy w = week   m = month   FR = Full Retention
PIB = Personal Information Bank   y = year   OD = Other Disposition
OPR = Office of Primary Responsibility   VR = Vital Records

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

				A	SA	FD

51300   CLINICAL PERFORMANCE MANAGEMENT (continued)

-02   Performance measures reports   SO   nil   DE
        (includes ad hoc, monthly, quarterly reports and
        AQUA reports)

SO =   when reference use ended

-20   Quality improvement audits/reviews   SO+1y   nil   DE
        (includes raw data, statistical analysis, AQUA
        reviews, patient care reports, supporting
        documentation, staff feedback, and audit reports)
        (covers random and focused audits)

SO =   when audit complete, and when no longer required
        for reference purposes

NOTE: This secondary includes Medical Director's copies
        of the Crew Report [HLTH 2402] and the
        Airevac/CCT Crew Report [HLTH 2456] that are
        sent to some Regional Quality Improvement
        Coordinators and Medical Coordinators for
        audit/review purposes. A sampling of the reports is
        reviewed; the remainder is destroyed as per the
        Transitory Records Schedule 102901. Medical
        Director's copies of the Crew Report relating to the
        Cardiac Arrest Registry are classified under
        51030-04 Ambulance and airevac crew reports –
        cardiac arrest and major trauma registry copy.

NOTE: An audit that identifies an incident of negligence
        and/or abuse where patient care and safety and/or
        public and employee safety may have been put at
        risk are re-classified under 51300-30.

(continued on next page)

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OPR = Office of Primary Responsibility   VR = Vital Records

			A	SA	FD

51300   CLINICAL PERFORMANCE MANAGEMENT (continued)

			A	SA	FD
-30	Quality improvement critical incident reviews (includes patient care reports, dispatch reports, audio recordings, supporting documentation, staff feedback, AQUA reviews, and final reports) (covers records relating to the review and investigation of individual incidents)		SO	7y	DE

SO =   when review is complete, final report is produced and when no longer required for reference purposes

7y =   The seven-year semi-active retention period provides a reasonable period of time for the legal value of these records to be extinguished and is consistent with the retention periods for other investigation files classified under this *ORCS*.

NOTE: A critical incident review may be initiated as a result of a problem identified during a random quality improvement audit or as part of a complaint investigation.

			A	SA	FD
-40	Quality improvement project case files (includes project charters, plans, meeting minutes, raw data, statistical analysis, and correspondence)		SO	7y	DE

SO =   when the project is completed, abandoned, or cancelled, and when no longer required for reference purposes

7y =   The seven-year semi-active retention period ensures that these records will be of no further use.

A = Active	CY = Calendar Year	SO = Superseded or Obsolete
SA = Semi-active	FY = Fiscal Year	DE = Destruction
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			A	SA	FD

51300　　CLINICAL PERFORMANCE MANAGEMENT (continued)

	DE =	Quality improvement project case files may be destroyed upon permission of the records officer because they consist primarily of raw statistical data, such as surveys and extracts from the various operating systems, and do not have long-term archival value. Final reports will be fully retained under secondary 51300-50.			
-50		Quality improvement project final reports	SO	7y	FR
	SO =	when the project is completed, abandoned, or cancelled, and when no longer required for reference purposes			
	7y =	The seven-year semi-active retention period ensures that these records will be of no further use.			
	FR =	The government archives will fully retain quality improvement project final reports because they document the BCAS methods of systematically monitoring and evaluating patient care, the standards they established for patient care, and the actions taken to resolve identified problems.			

A	= Active	CY = Calendar Year	SO = Superseded or Obsolete
SA = Semi-active		FY = Fiscal Year	DE = Destruction
FD = Final Disposition		NA = Not Applicable	SR = Selective Retention
FOI = Freedom of Information/Privacy		w = week m = month	FR = Full Retention
PIB = Personal Information Bank		y = year	OD = Other Disposition
OPR = Office of Primary Responsibility			VR = Vital Records

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This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

		A	SA	FD

51400 FLEET OPERATIONS - GENERAL

Records relating generally to the management of the BCAS vehicle fleet not shown elsewhere in the fleet operations primary block.

Record types include correspondence.

			A	SA	FD
Unless otherwise specified below, the ministry OPR (BCAS Fleet Operations) will retain these records for:			CY+2y	nil	DE
Except where <u>non-OPR retention periods</u> are identified below, all other ministry offices will retain these records for:			<u>SO</u>	<u>nil</u>	<u>DE</u>
-00	Policy and procedures	- OPR	SO	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01	General				

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SA = Semi-active	FY = Fiscal Year	DE = Destruction
FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
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PIB = Personal Information Bank	y = year	OD = Other Disposition
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	A	SA	FD

51420   FLEET OPERATIONS – AMBULANCE DESIGN

Records relating to the procurement and issue of ambulance vehicles for use by the BCAS.

A Vehicle Modification Depot (VMD) was operated by the BCAS between 1974 and 1996. The VMD produced standard customized ambulances, whereby the chassis was purchased through tender to automobile dealers in the Lower Mainland and then converted by the VMD into the various ambulance models required.

The VMD was closed in 1996. The BCAS now supplies design specifications and ambulance standards to contracted third parties who convert commercial vans or truck chassis to ambulances.

Record types include: correspondence, schematics, specifications, budget documents, issue papers, suggestion documents, invoices and reports.

For asset control and disposal of medical equipment and supplies,
     see *ARCS* primaries 705 and 740.
For closure of the VMD, see primary 51600.
For contracts, see *ARCS* primary 1075.
For information on DRIVE, the fleet management system, see the
     Information System Overview (ISO) section.
For information on the tachographic data contained in the Safe
     Force™ System and Silent Witness™ System, see the ISO
     section.
For invoices, see *ARCS* secondary 925-20.
For procurement of medical equipment and supplies, see *ARCS*
     primary 795.
For purchase orders relating to medical equipment and supplies, see
     ARCS primaries 825-850.
For vehicle administration, see *ARCS* primaries 877 to 880.
For vehicle history and accidents, see primary 51440.

	A	SA	FD
Unless otherwise specified below, the ministry OPR (BCAS Fleet Operations) will retain these records for:	CY+2y	nil	DE
Except where <u>non-OPR retention periods</u> are identified below, all other ministry offices will retain these records for:	<u>SO</u>	<u>nil</u>	<u>DE</u>

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CY = Calendar Year
FY = Fiscal Year
NA = Not Applicable
w = week   m = month
y = year

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				A	SA	FD
51420	FLEET OPERATIONS – AMBULANCE DESIGN (continued)					
	-00	Policy and procedures	- OPR	SO	5y	FR
			- non-OPR	SO	nil	DE
	-01	General				
	-20	Government built ambulance design files (covers ambulances built by the VMD)		SO+1y	6y	DE

NOTE: This secondary is now obsolete as the VMD was closed in 1996.

				A	SA	FD
	-30	Government developed ambulance design files (covers ambulances custom built for the BCAS by third parties)		SO+1y	6y	DE

SO =   when ambulance model is permanently withdrawn from service with the BCAS, and when no longer required for reference purposes

7y =   The seven-year combined active and semi-active retention period ensures that the records are available for as long as the model is in service to the BCAS and satisfies the six-year limitation period for commencing an action with respect to a contract (e.g. sale of an ambulance) under the *Limitation Act* (RSBC 1996, c. 66, s. 3). An additional year is allowed for serving notice on all parties.

NOTE: Records relating to individual ambulances should be filed on the individual ambulance vehicle history file under primary 51440.

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PIB = Personal Information Bank
OPR = Office of Primary Responsibility

CY = Calendar Year
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y = year

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			A	SA	FD

51440   <u>FLEET OPERATIONS – AMBULANCE VEHICLE HISTORY AND ACCIDENTS</u>

Records relating to the maintenance, servicing and inspection of the BCAS ambulance fleet. This includes records relating to accidents involving the ambulance.

Record types include: correspondence, reports and other types of records as indicated under relevant secondaries.

NOTE: If a vehicle is involved in an accident, the tachographic data are downloaded and retained as part of the associated vehicle accident history file. Data relating to minors are retained in paper format while data relating to adults are retained in electronic format.

For asset control and disposal of medical equipment and supplies, see *ARCS* primaries 705 and 740.

For contracts, see *ARCS* primary 1075.

For information on DRIVE, the fleet management system, see the Information System Overview (ISO) section.

For information on the tachographic data contained in the Safe Force™ System and Silent Witness™ System, see the ISO.

For invoices, see *ARCS* secondary 925-20.

For procurement of ambulances, see primary 51420.

For procurement of medical equipment and supplies, see *ARCS* primary 795.

For purchase ord*ers* relating to medical equipment and supplies, see *ARCS* primaries 825-850.

For vehicle administration, see *ARCS* primaries 877 to 880.

			A	SA	FD
Unless otherwise specified below, the ministry OPR (BCAS Fleet Operations) will retain these records for:			CY+2y	nil	DE
Except where <u>non-OPR retention periods</u> are identified below, all other ministry offices will retain these records for:			<u>SO</u>	<u>nil</u>	<u>DE</u>
-00	Policy and procedures	- OPR	SO	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01	General				

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			A	SA	FD

51440   FLEET OPERATIONS – AMBULANCE HISTORY AND ACCIDENTS
(continued)

	-20	Ambulance vehicle history case files - paper (includes annual inspections, preventative maintenance schedules, service and maintenance reports, and copies of all invoices and parts documentation) (arrange by vehicle unit number)	SO	3y	DE

SO =   when vehicle is sold, destroyed or permanently withdrawn from service. Ambulance vehicle history case files pertaining to ambulances involved in motor vehicle accidents are reclassified to 51440-30. If the accident involves a minor, the vehicle history file is reclassified to 51440-40.

NOTE: At the end of each calendar year, the vehicle history file is merged with any associated vehicle accident files closed in the same calendar year.

	-25	Ambulance vehicle history case files - electronic (covers records stored on the DRIVE System)	SO+3y	nil	DE

SO =   when vehicle is sold, destroyed or permanently withdrawn from service. Ambulance vehicle history case files pertaining to ambulances involved in motor vehicle accidents are reclassified to 51440-35. If the accident involves a minor, the vehicle history file is reclassified to 51440-45.

	-30	Ambulance vehicle history accident case files - paper (includes 51440-20 vehicle history case file, accident and incident report, inspection reports, occurrence reports, law enforcement reports, insurance reports, legal documents and photographs) (arrange by vehicle unit number)	SO	3y	DE

SO =   upon completion of accident investigation

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OPR = Office of Primary Responsibility		VR = Vital Records

			A	SA	FD

51440   FLEET OPERATIONS – AMBULANCE HISTORY AND ACCIDENTS
(continued)

			A	SA	FD
	3y =	The three-year semi-active retention period ensures that records are retained for the two-year limitation period for commencing an action with respect to an injury to person or property under the *Limitation Act* (RSBC 1996, c. 266, s. 3). An additional year is allowed for serving notice on all parties.			
-35		Ambulance vehicle history accident case files - electronic (covers records stored on the DRIVE System and tachographic data relating to accidents involving adults)	SO+3y	nil	DE
	SO =	upon completion of the accident investigation			
	3y =	The three-year semi-active retention period ensures that records are retained for the two-year limitation period for commencing an action with respect to an injury to person or property under the *Limitation Act* (RSBC 1996, c. 266, s. 3). An additional year is allowed for serving notice on all parties.			
-40		Ambulance vehicle history accident with minor case files - paper (includes 51440-20 vehicle history case file, accident and incident report, inspection reports, occurrence reports, law enforcement reports, insurance reports, tachographic data, legal documents and photographs) (arrange by vehicle unit number)	SO	22y	DE
	SO =	upon completion of the accident investigation			

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		A	SA	FD

51440   FLEET OPERATIONS – AMBULANCE HISTORY AND ACCIDENTS
            (continued)

22y =   The 22-year semi-active retention period ensures that the records are retained for the two-year limitation period for commencing an action with respect to an injury to person or property under the *Limitation Act* (RSBC 1996, c. 266, s. 3). An additional 20 years is allowed to ensure the child has reached the age of majority and to allow for serving notice on all parties.

		A	SA	FD
-45	Ambulance vehicle history accident with minor case files – electronic (covers records stored on the DRIVE System)	SO+22y	nil	DE

SO =   upon completion of the accident investigation

22y =   The 22-year semi-active retention period ensures that the records are retained for the two-year limitation period for commencing an action with respect to an injury to person or property under the *Limitation Act* (RSBC 1996, c. 266, s. 3). An additional 20 years is allowed to ensure the child has reached the age of majority and to allow for serving notice on all parties.

		A	SA	FD
-50	Tachographic data (electronic records)	SO	nil	DE

SO =   when no longer required for vehicle accident analysis and/or driving pattern analysis

NOTE: Tachographic data relating to an accident involving an adult are retained in electronic format as part of secondary 51440-35 Ambulance vehicle history accident case files - electronic. Tachographic data relating to minors are printed and retained as part of secondary 51440-40 Ambulance vehicle accident with minor case files - paper.

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FY = Fiscal Year
NA = Not Applicable
w = week   m = month
y = year

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	A	SA	FD

51500   MEDICAL PROGRAMS - GENERAL

Records relating to the development of medical protocols and the provision of medical advice not shown elsewhere in this primary block.

Record types include correspondence.

	A	SA	FD
Unless otherwise specified below, the ministry OPR (Medical Programs) will retain these records for:	CY+2y	nil	DE
Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for:	SO	nil	DE
-00 Policy and procedures - OPR	SO	5y	FR
- non-OPR	SO	nil	DE
-01 General			

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	A	SA	FD

51520   <u>MEDICAL PROGRAMS – MEDICAL OVERSIGHT, COORDINATION AND ADVICE</u>

Records relating to the provision of medical advice, management of issues, and general medical oversight activities performed by Regional Medical Directors and District Medical Consultants.

Record types include correspondence, reports and other types of records as indicated under relevant secondaries.

For all other committees, see *ARCS* primaries 200 to 206.
For complaints and investigations, see primary 51020.
For coroner's reports and responses, see secondary 51020-50.
For event planning, see primary 51080.
For projects, see primary 51600.
For the Provincial Medical Leadership Council (formerly the Medical Advisory Committee), see secondary 51540-40.

	A	SA	FD
Unless otherwise specified below, the ministry OPR (Regional Medical Directors and District Medical Consultants) will retain these records for:	CY+2y	nil	DE
Except where <u>non-OPR retention periods</u> are identified below, all other ministry offices will retain these records for:	<u>SO</u>	<u>nil</u>	<u>DE</u>

			A	SA	FD
-00	Policy and procedures	- OPR	SO	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01	General				
-20	Regional Medical Directors and District Medical Consultants' advice, issue and liaison files (includes correspondence, policy drafts, memorandum and research materials) (arrange by topic, disease, issue, hospital, health authority, etc.) (covers the provision of medical advice to the BCAS, liaison with hospitals and other organizations, and issues management)		SO	7y	DE

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		A	SA	FD

51520   MEDICAL PROGRAMS - MEDICAL OVERSIGHT, COORDINATION AND ADVICE (continued)

SO =   when advice provided, issue resolved, or when no longer required for liaison purposes

7y =   The seven-year semi-active retention period ensures these records will be of no further use.

DE =   Advice, issue and liaison files may be destroyed upon permission of the records officer because policy advice is reflected in approved protocols, which are fully retained under secondary 51540-03.

-30	Regional Medical Directors and District Medical Consultants' reference files (covers medical literature maintained by directors and consultants on a variety of medical topics, drug profiles, etc.)	SO	nil	DE

SO =   when no longer required for reference purposes

NOTE: This secondary should only be used for copies of journal articles and other reference material. Files containing medical advice should be classified under secondary 51520-20.

-40	Narcotic control monitoring files (covers the audit and review of paramedic narcotic dispension, including patient care reports, occurrence reports, copies of narcotic logs, and correspondence)	SO+2y	nil	DE

SO =   when the audit/review is complete and when no longer required for reference

2y =   The two-year retention period meets the requirements of the *Narcotic Control Regulations* (CRC, c.1041).

NOTE: For records relating to the medical review of crew reports other than those relating to narcotic dispension, see secondaries 51300-20 and -30.

                                                                      A   SA   FD

51540   MEDICAL PROGRAMS – MEDICAL PROTOCOLS AND POLICIES

Records relating to the initiation, development, and approval of emergency health services medical protocols and policies. Assessment models, treatment principles, protocols, and clinical policies are developed to reflect accepted best practices for emergency medical assistants and other emergency health service providers.

Medical protocols and clinical policies are the responsibility of the BCAS's Medical Programs, with inputs and suggestions received from emergency medical assistants, physicians, regional medical directors, members of the Provincial Medical Leadership Council (PMLC) and other sources. The PMLC was established by the Emergency Health Services Commission and consists of physicians, paramedics and medical programs staff. The Council's role is to discuss medical protocols and process issues, and to make recommendations to the Commission and the BCAS. The Vice-President, Medical Programs, is the chair of the Council. In addition to providing suggestions for new protocols, the PMLC is also responsible for the review and approval of draft protocols. It may decide to assign responsibility for research and evidence collection to Medical Programs or undertake this work itself.

Once a protocol is approved, it is added to the *Medical Protocols Manual*, which is published on the BCAS Intranet.

Record types include correspondence, and other types of records as indicated under relevant secondaries.

			A	SA	FD
Unless otherwise specified below, the ministry OPR (Medical Programs) will retain these records for:			CY+2y	nil	DE
Except where <u>non-OPR retention periods</u> are identified below, all other ministry offices will retain these records for:			<u>SO</u>	<u>nil</u>	<u>DE</u>
-00	Policy and procedures	- OPR	SO	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01	General				

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			A	SA	FD

51540   <u>MEDICAL PROGRAMS – MEDICAL PROTOCOLS AND POLICIES</u>
                (continued)

		A	SA	FD
-02	*Medical Protocol Directives* (consists of memorandum covering clinical policy or procedure)	SO	nil	FR

            FR =   The government archives will fully retain *Medical Protocol Directives* because they document the communication tools used by BCAS to communicate medical protocol policy to staff. While the majority of the information covered in the *Directives* is included in the *Medical Protocols Manual*, they also include information not found elsewhere.

		A	SA	FD
-03	*Medical Protocols Manual* (includes final sign-off sheets) (paper and electronic records)	SO	nil	FR

            FR =   The government archives will fully retain the *Medical Protocols Manual* because it documents how accepted medical practices for paramedics, reflected in assessment models, treatment principles, and protocols, have evolved due to organizational and public needs or contemporary medical practices.

                The Medical Protocols staff will print one complete version of the manual, plus the history of amendments, for transfer to the archives when this *ORCS* is approved. Thereafter they will print one complete copy at the end of each calendar year, plus the history of amendments for that year.

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PIB = Personal Information Bank
OPR = Office of Primary Responsibility

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FY = Fiscal Year
NA = Not Applicable
w = week   m = month
y = year

SO = Superseded or Obsolete
DE = Destruction
SR = Selective Retention
FR = Full Retention
OD = Other Disposition
VR = Vital Records

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This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

			A	SA	FD

51540   <u>MEDICAL PROGRAMS – MEDICAL PROTOCOLS AND POLICIES</u>
         (continued)

           NOTE: Prior to December 2004, the *Medical Protocols Manual* was known as the *Field Operations Policy and Procedure Manual, Volume 3*.

                 As of December 3, 2004, the intranet version of the *Medical Protocols Manual* constitutes the official version of the BCAS medical protocols and procedures for use by its licensed paramedic personnel.

		A	SA	FD
-20	Medical protocol development files (includes correspondence, research articles, scientific literature, reference copies, reference materials, draft protocols) (arrange by protocol number)	SO	nil	DE
	SO = when no longer required for protocol development purposes			
-30	Medical protocol feedback files (includes correspondence and reports relating to an approved protocol) (arrange by protocol number)	SO	nil	DE
	SO = when no longer required for protocol feedback purposes			
-40	Provincial Medical Leadership Council's meeting deliberations (includes agenda, minutes, action log, and submissions) (arrange by meeting date)	SO	5y	FR
	SO = when no longer required for reference purposes			

A   = Active
SA = Semi-active
FD = Final Disposition
FOI = Freedom of Information/Privacy
PIB = Personal Information Bank
OPR = Office of Primary Responsibility

CY = Calendar Year
FY = Fiscal Year
NA = Not Applicable
w = week   m = month
y = year

SO = Superseded or Obsolete
DE = Destruction
SR = Selective Retention
FR = Full Retention
OD = Other Disposition
VR = Vital Records

                                                                                    A   SA   FD

51540   MEDICAL PROGRAMS – MEDICAL PROTOCOLS AND POLICIES
                      (continued)

            FR =   The government archives will fully retain the
                      Council's meeting deliberations because they
                      document the initiation, review, rationale, and
                      approval of medical protocols classified under
                      secondary 51540–03.

            NOTE: Formerly referred to as the Medical Advisory
                      Committee.

A   = Active   CY = Calendar Year   SO = Superseded or Obsolete
SA = Semi-active   FY = Fiscal Year   DE = Destruction
FD = Final Disposition   NA = Not Applicable   SR = Selective Retention
FOI = Freedom of Information/Privacy w = week   m = month   FR = Full Retention
PIB = Personal Information Bank   y = year   OD = Other Disposition
OPR = Office of Primary Responsibility   VR = Vital Records

		A	SA	FD

51560   MEDICAL PROGRAMS – TRANSPORT ADVISORY SERVICES

Records relating to the coordinated care and transfer of patients during inter-facility air transfers throughout the province. There are three types of transport advisors: critical care, non-critical care, and infant transport. The Medical Director, Airevac, oversees the functions of the various transport advisors. Critical care transport advisors are intensive care specialists with special knowledge of critical care, aeromedicine and the elements of long distance transfer. Non-critical care transport advisors are emergency physicians, trained to provide advice and direction regarding priority 2 patients. Infant transport advisors, based at BC Children's and BC Women's Hospital, are specialists in neonatology, pediatrics and obstetrics.

Transport advisor physicians are contacted by paramedics to clarify and coordinate appropriate medical treatment for patients who require an inter-facility transport. The transport advisor may interact with the paramedics at the beginning of the call or throughout the transport. Details of critical care calls are tracked on a Transport Advisor Call Record [HLTH 2455] form and then entered into a database. Details of infant transfers are also recorded on the HLTH 2455 but are not currently entered into a database. Non-critical care calls are initially recorded on a Palm Pilot and then synced into a database.

Record types include: correspondence and other records as indicated under relevant secondaries.

For coordination and dispatch of ambulances and air ambulances, see
        primary 51040.
For crew reports [HLTH 2402/2456], see primary 51030.
For patient care reports [HLTH 2592/2590], see primary 51030.

Unless otherwise specified below, the ministry OPR
(Transport Advisors) will retain these records for: CY+2y   nil   DE

Except where <u>non-OPR retention periods</u> are identified below,
all other ministry offices will retain these records for: <u>SO</u>   <u>nil</u>   <u>DE</u>

A   = Active   CY = Calendar Year   SO = Superseded or Obsolete
SA = Semi-active   FY = Fiscal Year   DE = Destruction
FD = Final Disposition   NA = Not Applicable   SR = Selective Retention
FOI = Freedom of Information/Privacy   w = week   m = month   FR = Full Retention
PIB = Personal Information Bank   y = year   OD = Other Disposition
OPR = Office of Primary Responsibility   VR = Vital Records

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

			A	SA	FD

51560   MEDICAL PROGRAMS – TRANSPORT ADVISORY SERVICES
                        (continued)

	-00	Policy and procedures	- OPR	SO	5y	FR
			- non-OPR	SO	nil	DE
	-01	General				
	-02	Transport advisor forms [HLTH 2455]		SO	10y	DE

SO =   when data entry is complete and verified

10y =   The ten-year semi-active retention ensures that transport advisor forms are available for complaint investigation, to respond to legal inquiries, and for clinical performance management. The retention is also consistent with that of the related patient care reports [HLTH 2592/2590].

PIB	-20	Critical care transport advisor data	SO	10y	DE
		(covers data stored on the Critical Care Transport Advisor Database)			
		(electronic records)			

SO =   when data entry is complete and verified

10y =   The ten-year semi-active retention ensures that transport advisor forms are available for complaint investigation, to respond to legal inquiries, and for clinical performance management. The retention is also consistent with that of the related patient care reports [HLTH 2592/2590].

NOTE: Infant transport advisors do not enter data from the HLTH 2455 into a database and critical care transport advisors only enter some of the data into the Critical Care Transport Advisor Database. Therefore, both the paper forms and electronic data are to be retained for ten years.

A = Active	CY = Calendar Year	SO = Superseded or Obsolete
SA = Semi-active	FY = Fiscal Year	DE = Destruction
FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
FOI = Freedom of Information/Privacy	w = week m = month	FR = Full Retention
PIB = Personal Information Bank	y = year	OD = Other Disposition
OPR = Office of Primary Responsibility		VR = Vital Records

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

			A	SA	FD

51560   MEDICAL PROGRAMS – TRANSPORT ADVISORY SERVICE
             (continued)

			A	SA	FD
PIB	-30	Critical Care Transport Advisor Database (electronic database)	SO	nil	DE

SO =   when no longer required to support the critical care transport advisory function

DE =   This electronic system can only be destroyed when the approved retention schedules covering the information on it have elapsed, or when the information on it has been made accessible elsewhere.

NOTE: This system, created in Microsoft Access, is used to track the calls received and the advice provided by critical care transport advisors. Because this is a simple system, an information system overview has not been developed.

			A	SA	FD
PIB	-40	Non-critical care transport advisor data (covers data stored on the Non-Critical Care Transport Advisor Database) (electronic records)	SO	10y	DE

SO =   when data entry is complete and verified

10y =   The ten-year semi-active retention ensures that transport advisor forms are available for complaint investigation, to respond to legal inquiries, and for clinical performance management. The retention is also consistent with that of the related patient care reports [HLTH 2592/2590].

			A	SA	FD
PIB	-50	Non-Critical Care Transport Advisor Database (electronic database)	SO	nil	DE

SO =   when no longer required to support the non-critical care transport advisory function.

A   = Active
SA = Semi-active
FD = Final Disposition
FOI = Freedom of Information/Privacy
PIB = Personal Information Bank
OPR = Office of Primary Responsibility

CY = Calendar Year
FY = Fiscal Year
NA = Not Applicable
w = week   m = month
y = year

SO = Superseded or Obsolete
DE = Destruction
SR = Selective Retention
FR = Full Retention
OD = Other Disposition
VR = Vital Records

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to standards approved by Corporate Information Management Branch. For assistance in implementing *ORCS*, contact your Records Officer.

A　　　SA　FD

51560　　MEDICAL PROGRAMS – TRANSPORT ADVISORY SERVICE
　　　　　　　(continued)

　　　　　　DE = 　This electronic system can only be destroyed when the approved retention schedules covering the information on it have elapsed, or when the information on it has been made accessible elsewhere.

　　　　　　NOTE: 　This system, created in File Maker, is used to track the calls received and the advice provided by, non-critical care transport advisors. Because this is a simple system, an information system overview has not been developed.

A = Active
SA = Semi-active
FD = Final Disposition
FOI = Freedom of Information/Privacy
PIB = Personal Information Bank
OPR = Office of Primary Responsibility

CY = Calendar Year
FY = Fiscal Year
NA = Not Applicable
w = week   m = month
y = year

SO = Superseded or Obsolete
DE = Destruction
SR = Selective Retention
FR = Full Retention
OD = Other Disposition
VR = Vital Records

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to standards approved by Corporate Information Management Branch. For assistance in implementing *ORCS*, contact your Records Officer.

A   SA   FD

51580   PARAMEDIC AND DISPATCHER TRAINING PROGRAMS

Records relating to the delivery of paramedic and dispatcher training programs, including the Advanced Care Paramedic Residency Program, Infant Transport Team Training Program, Critical Care Transport Team Training Program, Paramedic Orientation Program, and the Provincial Dispatch Training Program. Only BCAS employees are eligible to attend these training programs.

This primary also includes records pertaining to the coordination of Primary Care Paramedic (PCP) and Advanced Care Paramedic (ACP) practicums. Students enrolled in post-secondary paramedic training in the province of BC are required to complete a practicum at BCAS as part of their course work. BCAS paramedics can apply, through an expression-of-interest, to be preceptors or field training officers to the students. Students in the practicums may or may not be employees of the BCAS. Student practicum records are retained by the educational institution.

Record types include correspondence, memoranda and other types of records as indicated under relevant secondaries.

For course evaluations, see secondary 9570-03 in the *Emergency Health Services ARCS Supplement*, Schedule 206185.
For continuing education records, see primary 9570 in the *Emergency Health Services ARCS Supplement*, Schedule 206185.
For facility contracts, see *ARCS* secondary 1070-20.
For instructor, mentor and preceptor competition files, see secondary 9500-20 in the *Emergency Health Services ARCS Supplement*, Schedule 206185.
For licensing records of emergency medical assistants, see primary 27250 in the *Emergency Medical Assistants Licensing ORCS*, Schedule 181700.
For practicum agreements, see *ARCS* primary 146.
For release and indemnity forms, see primary 51090.
For training budgets, see *ARCS* primary 1000.
For training instructor files, see secondary 9570-50 in the *Emergency Health Services ARCS Supplement*, Schedule 206185.

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OPR = Office of Primary Responsibility

CY = Calendar Year
FY = Fiscal Year
NA = Not Applicable
w = week   m = month
y = year

SO = Superseded or Obsolete
DE = Destruction
SR = Selective Retention
FR = Full Retention
OD = Other Disposition
VR = Vital Records

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to standards approved by Corporate Information Management Branch. For assistance in implementing *ORCS*, contact your Records Officer.

			A	SA	FD
51580	**PARAMEDIC AND DISPATCHER TRAINING PROGRAMS** (continued)				
	Unless otherwise specified below, the ministry OPR (Clinical Education) will retain these records for:		CY+1y	nil	DE
	Except where <u>non-OPR retention periods</u> are identified below, all other ministry offices will retain these records for:		<u>SO</u>	<u>nil</u>	<u>DE</u>
-00	Policy and procedures	- OPR	SO	5y	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01	General				
-20	BCAS practicum coordination files (arrange by practicum)		SO	nil	DE

SO = until no longer required for practicum coordination purposes

NOTE: This secondary covers practicum planning, scheduling, and liaison activities.

-30	Paramedic and dispatcher training program course materials (arrange by course name)	SO	10y	FR

SO = when revised or replaced, and when no longer required for reference

10y = The retention period ensures the records are available in the event of a patient care related incident, investigation or litigation that may call into question the type of training obtained by BCAS paramedics and dispatchers.

FR = The government archives will fully retain training program course materials because they document unique and specialized paramedic and dispatcher training programs developed and delivered within BC.

A = Active	CY = Calendar Year	SO = Superseded or Obsolete
SA = Semi-active	FY = Fiscal Year	DE = Destruction
FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
FOI = Freedom of Information/Privacy	w = week m = month	FR = Full Retention
PIB = Personal Information Bank	y = year	OD = Other Disposition
OPR = Office of Primary Responsibility		VR = Vital Records

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to standards approved by Corporate Information Management Branch. For assistance in implementing *ORCS*, contact your Records Officer.

	A	SA	FD

51580   PARAMEDIC AND DISPATCHER TRAINING PROGRAMS
            (continued)

> NOTE: This secondary covers the final version of course materials, including manuals, powerpoints, assessment tools, and exam books. For the development of these training materials, see the *Emergency Health Services ARCS Supplement*, Schedule 206185, secondary 9570-20.

			A	SA	FD
PIB	-40	Paramedic and dispatcher training program student case files (includes completed exams, assessments, evaluations, case studies, and copies of certificates) (arrange by student surname)	SO	10y	DE

> SO =   upon retirement, resignation, or employment termination from the BCAS

> 10y =   The retention period ensures the records are available in the event of an incident, investigation or litigation pertaining to the delivery of patient care of an employee who has completed a paramedic or dispatcher training program. The retention period is also consistent with the associated employee personnel files classified in the *Emergency Health Services ARCS Supplement*, Schedule 206185, secondary 9200-30.

NOTE: This secondary only covers student records pertaining to paramedic and dispatcher training programs developed and delivered by the BCAS. For more generic training records, see the *Emergency Health Services ARCS Supplement*, Schedule 206185, primary 9570.

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CY = Calendar Year
FY = Fiscal Year
NA = Not Applicable
w = week   m = month
y = year

SO = Superseded or Obsolete
DE = Destruction
SR = Selective Retention
FR = Full Retention
OD = Other Disposition
VR = Vital Records

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This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to standards approved by Corporate Information Management Branch. For assistance in implementing *ORCS*, contact your Records Officer.

	A	SA	FD

51600 PROGRAM DEVELOPMENT, MONITORING AND EVALUATION

Records relating to the development, monitoring and evaluation of BCAS programs. This includes the initiation of pilot projects, such as the Autolaunch Pilot Project, Dedicated Victoria RW Base Trial Project, Paramedic Bike Squad Program, Automatic External Defibrillator - Public Access Pilot Program, Dedicated Transfer Fleet Program, and others. Also includes records relating to the monitoring and evaluation of operational programs, such as the proposed privatization and eventual closure of the Vehicle Modification Depot.

Record types include correspondence, and other types of records indicated under relevant secondaries.

For business continuity planning, see *ARCS* secondary 275-30.
For completed surveys, see secondary 51000-03.
For disaster/emergency recovery plans, see *ARCS* secondary 275-20.
For emergency health services delivery, see primaries 51000 to 54999.

	A	SA	FD
Unless otherwise specified below, the ministry OPR (BCAS) will retain these records for:	CY+2y	nil	DE
Except where <u>non-OPR retention periods</u> are identified below, all other ministry offices will retain these records for:	<u>SO</u>	<u>nil</u>	<u>DE</u>
-00 Policy and procedures - OPR	SO	5y	FR
- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01 General			
-20 BC Ambulance Service program development, monitoring and evaluation case files (includes correspondence, discussion papers, briefing notes, survey analysis outcomes, research proposals, studies, statistical reports, and final reports) (arrange by program or project)	SO	7y	FR

(continued on next page)

A = Active	CY = Calendar Year	SO = Superseded or Obsolete
SA = Semi-active	FY = Fiscal Year	DE = Destruction
FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
FOI = Freedom of Information/Privacy	w = week m = month	FR = Full Retention
PIB = Personal Information Bank	y = year	OD = Other Disposition
OPR = Office of Primary Responsibility		VR = Vital Records

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A   SA   FD

51600   <u>PROGRAM DEVELOPMENT, MONITORING AND EVALUATION</u>
(continued)

SO =   upon implementation, abandonment or cancellation of the project or program, or when the monitoring and evaluation phase is complete, and when no longer required for reference

7y =   The seven-year semi-active retention period ensures these records will not be of any further use.

FR =   The government archives will fully retain the program development, monitoring and evaluation case files because they significantly document the development, monitoring and evaluation of emergency health services delivery in the province.

A = Active	CY = Calendar Year	SO = Superseded or Obsolete
SA = Semi-active	FY = Fiscal Year	DE = Destruction
FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
FOI = Freedom of Information/Privacy	w = week m = month	FR = Full Retention
PIB = Personal Information Bank	y = year	OD = Other Disposition
OPR = Office of Primary Responsibility		VR = Vital Records

2007/11/22   last revised: 2011/05/19   Schedule 123390   *EHSE ORCS*   SECT 1 - 78

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to standards approved by Corporate Information Management Branch. For assistance in implementing *ORCS*, contact your Records Officer.

	A	SA	FD

51700   TELECOMMUNICATIONS SITE MANAGEMENT

Records relating to the provision of telecommunication services to BCAS. This involves maintaining a site case file for each ambulance station, regional office, and radio site used by BCAS.

Record types include correspondence, reports, and other types of records as indicated under relevant secondaries.

For all other telecommunication records, see *ARCS* primaries 858, 6860, 6880, and 6890.
For invoices relating to the provision of telecommunication services, see *ARCS* primary 925.
For service agreements with telecommunication service providers, see *ARCS* secondary 1075-20.
For telecommunication inventory control forms, see *ARCS* secondary 705-20.

			A	SA	FD
Unless otherwise specified below, the ministry OPR (BCAS Telecommunications) will retain these records for:			CY+2y	nil	DE
Except where non-OPR retention periods are identified below, all other ministry offices will retain these records for:			SO	nil	DE
-00	Policy and procedures	- OPR	SO	5y	FR
		- non-OPR	SO	nil	DE
-01	General				
-20	BCAS radio site case files		SO	5y	DE

(includes photographs, drawings and diagrams, license applications, approved licenses, radio frequency information, and site planning documents)
(arrange by site number)

SO =   when site is no longer in service to BCAS

A   = Active
SA = Semi-active
FD = Final Disposition
FOI = Freedom of Information/Privacy
PIB = Personal Information Bank
OPR = Office of Primary Responsibility

CY = Calendar Year
FY = Fiscal Year
NA = Not Applicable
w = week   m = month
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SO = Superseded or Obsolete
DE = Destruction
SR = Selective Retention
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VR = Vital Records

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to standards approved by Corporate Information Management Branch. For assistance in implementing *ORCS*, contact your Records Officer.

		A	SA	FD
51700	TELECOMMUNICATIONS SITE MANAGEMENT (continued)			
-30	BCAS telecommunication site case files (also known as station files) (includes equipment request forms, equipment exchanges/returns, property loss reports, inventories, occurrence reports, and correspondence) (arrange by station number)	CY+2y	4y	DE

7y = The seven-year combined active and semi-active retention period meets the operational requirements of the creating agency.

A = Active	CY = Calendar Year	SO = Superseded or Obsolete
SA = Semi-active	FY = Fiscal Year	DE = Destruction
FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
FOI = Freedom of Information/Privacy	w = week m = month	FR = Full Retention
PIB = Personal Information Bank	y = year	OD = Other Disposition
OPR = Office of Primary Responsibility		VR = Vital Records

INFORMATION SYSTEM OVERVIEW

Name of Creating Agency
>Ministry of Health
>Finance and Decision Support
>Accounting Operations Branch
>Ambulance Billing

System Title
>Ambulance Billing and Information System (ABIS)

Purpose
>ABIS generates ambulance service invoices based on entered billable patient care reports data.

Information Content
>ABIS contains the following patient information extracted from the Patient Care Information System (PCIS): PCIS encounter number, patient demographics, Personal Health Number (PHN), billing demographics, bill type, and ambulance dispatch information, including region, station number, date of service, provincial response number, response number, patient originating point, hospital # responded to, ambulance destination, hospital code, and vehicle type.

>ABIS also contains the following billing details: patient name, bill to name and address, invoice issued dates, bill type, bill status, suspend codes, cancel codes and dates, payer name and address, payment id number, receipt codes and dates, dates of payments, and transfers or adjustments and charges.

>PHN, date of death, and coverage eligibility information, extracted from the Client Registry and the Registration and Premium Billing System (R&PB) are also contained in the ABIS.

Inputs, Processes, and Outputs
>**Inputs & Processes**
>Information required to create accounts receivables is extracted from the PCIS to the Data Entry System (PC/DES). The PC/DES performs validations and then transmits the data to the MF/DES database which performs other validations, checks the correctness of addresses thru Dr. Q, and performs nightly uploads to the ABIS. The ABIS also receives nightly updates from the Ambulance Billing Other Transactions System (ABOT), used to capture ambulance billing payment, receipt, cancellation, and change and adjustment information. The DES and the ABOT are data entry/editing systems used to transmit data to the ABIS, and are purged of uploaded data on a monthly basis.

>Additional information, not extracted from the BCAS systems, is also required for billing purposes and is collected from a variety of external and internal sources. The ABIS receives nightly updates from the following systems external to the Ministry of Health: Remittance Payment Processing (REMIT) and the Government Agent Revenue Management System

(GARMS), used for payments and Revenue Services of British Columbia (RSBC), used for payments and adjustments.

Internal sources include the Client Registry and the R&PB. The PHN is retrieved from the Client Registry when the PHN is unknown or inconsistent with the patient's name. Coverage & eligibility on the date of service is determined through the R&PB. The Welfare Verification Job is an interface between Client Registry and the R&PB and the ABIS and is used to identify bills that must be suppressed or to identify who the bill should be sent to. It passes a code 'P' if the patient is premium-assisted; 'I' if the patient is income-assisted or 'N' if the patient is neither; and 'D' if the patient is Department of Indian Affairs assisted.

Processes
Ambulance Billing is responsible for ABOT and ABIS data processing. ABIS generates invoices based on data uploaded from the MF/DES, as well as receipts and collection letters in response to payment or lack of payment.

ABIS data is purged from the application, which resides on the mainframe, and written to microfiche on a routine basis. The data, however, continues to reside on the mainframe for the duration of the approved retention period.

Note: Prior to the introduction of the PCIS, the commission (yellow) copies of the crew reports, and any supporting documentation were submitted bi-weekly to the Data Processing Unit where they were separated into three batches: airevac, standalone – billable, and non-billabe. They were then forwarded for data entry to a data entry contractor or, in the case of Airevac/CCT Crew Reports and those associated with a WCB Claim or a Coroner's request, to the Ambulance Billing Department, which keyed the data into the PC/DES. This process is now obsolete. All data of relevance to the PC/DES is extracted from keyed patient care reports and sent to the PC/DES. Data entry functions have been entirely taken over by the PCIS. All that is left in PC/DES are the validation and editing functions relevant to billing information.

Outputs
Outputs from ABIS include ambulance billing invoices, receipts, collection letters, refund letters, and various reports required for the billing function.

Technical Maintenance
Electronic records are maintained on the system until their retention schedule is completed. In most cases, this parallels the schedule for the related paper records. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under relevant secondaries.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

Classification

Electronic System

The electronic system is not classified in the ORCS. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition."

Electronic Records

Secondary No.	Secondary Title
51010-20	Ambulance bill files – electronic

Inputs

Secondary No.	Secondary Title
51030-02	Ambulance and airevac crew reports – ambulance billing copy
51030-40	Patient Care Information System data - personalized

Outputs

Secondary No.	Secondary Title
51010-02	Ambulance service invoice stubs
51010-25	Ambulance bill files - microfilm
51010-30	Ambulance bill files - microfiche

Other Related Records
- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.
- For computer system backup records, see special schedule 112910 in the *ARCS* manual.
- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.

System Scheduling and Disposition

The ABIS, ABOT and DES Systems will be destroyed when the functions they support are no longer performed, and when the approved retention schedules covering the information on them have elapsed, or the information has been preserved elsewhere.

INFORMATION SYSTEM OVERVIEW

Name of Creating Agency
> Ministry of Health
> Emergency and Health Services Commission
> British Columbia Ambulance Service (BCAS)
> Corporate Information & Performance Management

System Title
> BCAS Data Mart

Purpose
> The BCAS Data Mart, created in 2002, is a management-level reporting tool containing extracted data from the service delivery systems, finance systems and human resource systems. The reports are designed specifically to support the analysis of information regarding the Key Performance Indicators (KPIs) adopted by the BCAS as their Best Practice methodology. KPIs are used to monitor performance in key areas, such as response times. The Data Mart is also used to support operational review and resource management.

Information Content
> The Data Mart contains the following data extracted from various source systems:

> - Service Delivery Systems: dispatch data, event and response details, call type, urgency, location, assigned units, and timestamps, etc.

> - Finance Systems: payroll data, pay codes, employee worked/paid hours, amounts, and benefits/deductions, etc.

> - Human Resource Systems: employee demographics, employee names/numbers, age, gender, date of hire, qualifications, and assigned station, etc.

> The Data Mart contains data from January 1, 2002 to present.

Inputs, Processes, and Outputs

> **Inputs & Processes**
> All data are received from other systems. The main source of data is extracted from the Computer Aided Dispatch (CAD) systems used by the regional dispatch centers across the province. There are currently two types of dispatch systems: PRC Altaris CAD used by the Vancouver Pre-Hospital Dispatch Centre and the RightCAD System used by the Vancouver Transfer Management Office and the Victoria and Kamloops Dispatch Centres.

> **NOTE**: The Data Mart does not contain patient care report data.

> Financial data are extracted from the BCAS Payroll System (Insync) and the Human Resources data are extracted from the BCAS HR/Scheduling System (OSL).

Outputs

Outputs consist of various prompted reports based primarily on data extracted from the dispatch systems, such as Call Volume By Station Report and Unit Shift Times Report.

Selected dispatch data is also extracted from the Data Mart and uploaded to the Patient Care Information System (PCIS).

Technical Maintenance

Electronic records are maintained on the system until their retention schedule is complete. In most cases, this parallels the schedule for the related paper records. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under relevant secondaries.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

Classification

Electronic System

The electronic system is not classified in the *ORCS*. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition."

Electronic Records

Secondary No.	Secondary Title
51060-20	BCAS Data Mart data

Outputs

Secondary No.	Secondary Title
51030-40	Patient Care Information System data - personalized
51060-02	BCAS Data Mart reports

Other Related Records

- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.
- For computer system backup records, see special schedule 112910 in the *ARCS* manual.
- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.
- For information on the PRC Altaris CAD and RightCAD Systems, see the Information System Overview.

System Scheduling and Disposition

The system will be destroyed when the function it supports is no longer performed, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

INFORMATION SYSTEM OVERVIEW

Name of Creating Agency
>Ministry of Health
>Emergency and Health Services Commission
>British Columbia Ambulance Service (BCAS)
>Corporate Information & Performance Management

System Title
>BCAS Management Information System

Purpose
>The BCAS/MIS is a data store of patient care report and dispatch data used to produce summary reports and statistics for use by BCAS management. The BCAS/MIS links the two sets of data to create a complete record of the ambulance service response.

Information Content
>BCAS/MIS contains patient care report and dispatch data extracted from various BCAS systems. Patient care report data is extracted from PC/DES and includes patient demographics, Personal Health Number (PHN), billing demographics, bill type, and ambulance dispatch information, including region, station number, date of service, provincial response number, response number, patient originating point, hospital # responded to, ambulance destination, and hospital code. Dispatch data includes the basic information about the call for service, such as location of the incident and resources assigned. The BCAS/MIS contains data from January 1989 to present.

Inputs, Processes, and Outputs
>**Inputs**
>BCAS/MIS receives data extracts from the Data Entry System (PC/DES). PC/DES, in turn, contains data extracted from the Patient Care Information System (PCIS). Dispatch data are received via the computer aided dispatch systems.

>**Processes**
>BCAS/MIS allows information from two separate data entry processes to be linked. The data is then manipulated by a variety of report programs to produce reports and statistics on a regular and ad-hoc basis.

>**Outputs**
>BCAS/MIS produces a variety of pre-defined and user-defined reports for BCAS management.

Technical Maintenance
>Electronic records are maintained on the system until their retention schedule is completed. In most cases, this parallels the schedule for the related paper records. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under relevant secondaries.

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

Classification

Electronic System

The electronic system is not classified in the *ORCS*. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition".

Electronic Records

Secondary No.	Secondary Title
51060-30	BCAS/MIS data

Inputs

Secondary No.	Secondary Title
51010-20	Ambulance bill files - electronic
51040-20	Ambulance dispatch electronic data

Outputs

Secondary No.	Secondary Title
51030-40	Patient Care Information System data - personalized
51060-03	BCAS/MIS reports

Other Related Records

- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.
- For computer system backup records, see special schedule 112910 in the *ARCS* manual.
- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.
- For information on the ABIS System, see the Information System Overview.
- For information on the Altaris CAD and Right CAD Systems, see the Information System Overview.

System Scheduling and Disposition

The system will be destroyed when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

INFORMATION SYSTEM OVERVIEW

Name of Creating Agency
> Ministry of Health
> Emergency and Health Services Commission
> British Columbia Ambulance Service (BCAS)

System Title
> CODE-STAT™ Suite System

Purpose
> The purpose of CODE-STAT™ is to capture and store device data generated from the use of automatic external defibrillators (AEDs) and manual defibrillators, together with any additional case information related to cardiac and major interventions. The BCAS uses this information to maintain the Cardiac Arrest and Major Trauma (CAMT) Registry and for quality improvement, system performance, critical incident reviews, benchmarking, statistical purposes and medical research.

Information Content
> The CODE-STAT™ Suite System contains the following chest pain and major trauma information: patient details, including name, date of birth, sex, address, and contact information; response details, including a summary of the call, responders to the scene, and the transport used; cardiac details, including a summary of the collapse; outcome of the cardiac event, including date and time of death if applicable; details relating to the use of defibrillators; and any applicable comments.

Inputs, Processes, and Outputs
> **Inputs & Processes**
> DT Express, a software product, is used to transmit defibrillator wave form and patient identification data from the AED into CODE-STAT™. Information transmitted includes patient name, gender, birth date, contact information, and defibrillator wave form data from the defibrillator to CODE- STAT™.   Upon completion of the transmission, the data is deleted from both the defibrillator and DT Express. Data from manual defibrillators is manually entered into CODE-STAT™.
>
> The following data elements are extracted from the PCIS to CODE-STAT™: dispatch number, patient name, patient sex, patient date of birth, Personal Health Number, date and time of the 911 call, lat and long for the incident, call sign of participating units, and encounter destination.
>
> Additional information, needed to complete the record of the cardiac event, is manually entered by Medical Programs staff from the scanned images of the patient care forms and supporting documentation. The final data entry sources are dispatch information obtained from the Trip List report, printed off of the BCAS Data Mart, and patient outcome results, received from the attending hospital, or extracted from the Ministry of Health's Client Registry System.

Prior to the introduction of the PCIS, additional information needed to complete the record of the cardiac event, was received from the paramedic crews and manually entered into CODE-STAT™. Documents received varied depending on the details of the event, but may have included the following: photocopy or quad copy of the Crew Report [HLTH 2402], Airevac/CCT Crew Report [HLTH 2456], Pre-Hospital Cardiac Arrest & Major Trauma Form [HLTH 2429], and supporting documentation.

Outputs
Outputs consist of onscreen viewing of, and a variety of preformatted reports pertaining to, case-specific or system-wide summary data.

Technical Maintenance
Electronic records are maintained on the system until their retention schedule is complete. Currently, no records are being purged from the system and all records are retained indefinitely for quality improvement and medical research purposes.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

Classification

Electronic System
The electronic system is not classified in the ORCS. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition."

Electronic Records

Secondary No.	Secondary Title
51030-20	CODE-STAT™ Suite system data

Inputs

Secondary No.	Secondary Title
51030-04	Ambulance and airevac crew reports – cardiac arrest and major trauma registry copy
‖ 51030-40	Patient Care Information System data - personalized

Other Related Records
- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.
- For computer system backup records, see special schedule 112910 in the *ARCS* manual.
- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

System Scheduling and Disposition

      The system will be destroyed when the functions it supports are no longer performed, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

INFORMATION SYSTEM OVERVIEW

Name of Creating Agency
> Ministry of Health
> Emergency Health Services Commission
> British Columbia Ambulance Service
> Fleet Operations

System Title
> DRIVE Fleet Management System

Purpose
> The purpose of the DRIVE System is to administer all aspects of the BCAS's fleet operations across the province including the tracking and scheduling of ongoing vehicle maintenance, recording of accident details and vehicle repair, and control of the vehicle part inventory and supply process.

Information Content
> The DRIVE System contains the following information: all new vehicle information (registration, fleet number, vehicle ID, start odometer reading, affiliated service centre); vehicle status (on/off shift, transfer and disposal information); vehicle maintenance information (odometer information, maintenance details); vehicle accident information; vehicle repair details; authorized service centres and suppliers; vehicle part inventories; and financial information about the costs of maintaining the fleet, including information about gasoline purchases and leased vehicles from the PHH Corporation; and invoice payment processing.

Inputs, Processes, and Outputs
> **Inputs**
> Staff at Fleet Operations enter general vehicle information (including assigned service centre), mechanical and inspection information, odometer readings, vehicle status (on/off shift, transfer, disposal) information, insurance and accident details, vehicle parts inventories, and contracted supplier and service centre information into the DRIVE System on an ongoing basis. Other inputs include gasoline, vehicle lease, and other purchase information from the PHH Corporation that is downloaded into DRIVE.

> **Processes**
> The system tracks multiple aspects of all vehicles in the BCAS fleet from acquisition to disposal including vehicle details, activity, location, and lifecycle status; schedules and manages regular preventative maintenance and inspection based on updated odometer readings; manages steps in the unscheduled maintenance and inspection process (due to vehicle malfunction or accident); reconciles and processes invoices for goods and services received; manages and tracks the maintenance of vehicle parts inventories, storage, and shipping to service centres; and tracks the financial information about the costs of maintaining the ambulance fleet.

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to standards approved by Corporate Information Management Branch. For assistance in implementing *ORCS*, contact your Records Officer.

Outputs

Outputs consist of pre-formatted cost and usage reports as required and requested. They also include financial data uploaded weekly to the Budget Expenditure Tracking System (BETS), and supplier and service centre invoices.

Technical Maintenance

Electronic records are maintained on the system until their retention schedule is completed. In most cases, this parallels the schedule for the related paper records. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under relevant secondaries.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

Classification

Electronic Records

Secondary No.	Secondary Title
51440-25	Ambulance vehicle history case files - electronic
51440-35	Ambulance vehicle history accident case files – electronic
51440-45	Ambulance vehicle history accident with minor case files - electronic

Inputs/Outputs

Secondary No.	Secondary Title
51440-20	Ambulance vehicle history case files - paper
51440-30	Ambulance vehicle history accident case files - paper
51440-40	Ambulance vehicle history accident with minor case files - paper

Other Related Records
- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.
- For computer system backup records, see special schedule 112910 in the *ARCS* manual.
- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to standards approved by Corporate Information Management Branch. For assistance in implementing *ORCS*, contact your Records Officer.

System Scheduling and Disposition

> The system will be destroyed when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

INFORMATION SYSTEM OVERVIEW

Name of Creating Agency
> Ministry of Health
> Emergency and Health Services Commission
> British Columbia Ambulance Service (BCAS)

System Title
> Patient Care Information System (PCIS)

Purpose
> The PCIS was introduced in 2008 to capture and store patient care information collected by ambulance paramedics during patient care encounters and to make it more readily available for reporting, service management and medical research purposes. PCIS reduces the time from care delivery to the necessary information being available electronically to the BCAS Data Processing Unit and Ministry of Health Ambulance Billing Unit for billing purposes. It is also used by the BCAS Corporate Policy & Planning Department to respond to FOI request for copies of patient care records.

Information Content
> The PCIS contains the following patient care information collected by paramedics whilst the patient is in the care of the BCAS: patient demographics; assessment and patient management; crew/others attending the patient, and dispatch activity.

Inputs, Processes, and Outputs
> **Inputs and Processes**
> There are two different types of forms used by paramedics to record patient care: the three-part Patient Care Report (PCR) [HLTH 2592] and the two-part Patient Care Specialty Report (PCSR) [HLTH 2590]. BCAS documents the majority of patient encounters on the PCR. For high-dependency patient transfers (Infant Transport Team & Critical Care Transport), a PCSR is also completed. The pink copy of the PCR and the yellow copies of the PCR and the PCSR are retained by the admitting hospital in accordance with that hospital's records management procedures. These two forms replace all previous patient care forms formerly in place, including the Crew Report [HLTH 2402], the Airevac/CCT Crew Report [HLTH 2456], and the Pre-Hospital Cardiac Arrest & Major Trauma Form [HLTH 2429].
>
> Patient care reports may have attached to them any combination of the following records depending on the circumstances of the event and the response provided:
>
> - ECG wave form printed off the automatic external defibrillators (AEDs) or manual defibrillators records,
> - Occurrence Report [HLTH 2403], documenting any incidents that arose during the call,
> - First Responder Report [HLTH 2424], completed if a first responder attended the scene
>
> Upon return to the station at the end of the response, the remaining white copies of the PCRs and the PCSRs, and any supporting records, are scanned into the PCIS by the paramedics or mailed to the regional offices for scanning by regional staff. The scanned images are then

transmitted to an external data entry service provider for key-from image-processing. Only selected data from the scanned images is keyed and then transmitted electronically back to the PCIS and used to create an electronic Patient Care Record (ePCR).

Individual data that fails business rules addressing data quality is updated by Adjudication and Data Processing. For those patients who have suffered a cardiac arrest or major trauma, additional information may be added to their ePCR by Medical Programs.

Selected dispatch data, such as the response number and response time, are also uploaded from the BCAS Data Mart to the PCIS.

Outputs
Information required to create accounts receivables is extracted from the PCIS to the Data Entry System (PC/DES). The PC/DES performs validations and then transmits the data to the MF/DES database which performs other validations, checks the correctness of addresses thru Dr. Q, and performs nightly uploads to the ABIS and the BCAS/Management Information System (MIS). Data elements extracted to the ABIS from the MF/DES include the following: PCIS encounter number, patient demographics, Personal Health Number (PHN), billing demographics, bill type, and ambulance dispatch information, including region, station number, date of service, provincial response number, response number, patient originating point, hospital # responded to, ambulance destination, hospital code, and vehicle type.

A patient's medical history and other data (e.g. vital signs, history of complaints, etc.) are not transmitted by the PCIS to the PC/DES.

The CODE-STAT™ Suite System, used to capture and store device data generated from the use of automatic external defibrillators (AEDs) and manual defibrillators, together with any additional case information related to cardiac and major interventions, receives the following data extracts from PCIS: dispatch number, patient name, patient sex, patient date of birth, personal health number, date and time of the 911 call, lat and long for the incident, call sign of participating units, and encounter destination.

Technical Maintenance
Electronic records are maintained on the system until their retention schedule is complete.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

Classification

Electronic System
The electronic system is not classified in the ORCS. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition."

Electronic Records

Secondary No.	Secondary Title
51030-40	Patient Care Information System data - personalized
51030-50	Patient Care Information System data – de-personalized

Inputs

Secondary No.	Secondary Title
51030-06	Patient care reports - paper
51060-02	BCAS Data Mart data

Outputs

Secondary No.	Secondary Title
51010-20	Ambulance bill files – electronic
51030-20	CODE-STAT™ Suite system data
51060-30	BCAS/MIS data

Other Related Records
- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.
- For computer system backup records, see special schedule 112910 in the *ARCS* manual.
- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.

System Scheduling and Disposition
The system will be destroyed when the functions it supports are no longer performed, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to standards approved by Corporate Information Management Branch. For assistance in implementing *ORCS*, contact your Records Officer.

INFORMATION SYSTEM OVERVIEW

Name of Creating Agency
> Ministry of Health
> Emergency Health Services Commission
> British Columbia Ambulance Service (BCAS)
> Dispatch

System Title
> PRC Altaris CAD System
> RightCAD System

Purpose
> PRC Altaris CAD is a Computer Aided Dispatch (CAD) system used by the Vancouver Pre-Hospital Dispatch Centre, which covers pre-hospital calls, including 911 calls, and some transfers on the lower mainland. PRC Altaris CAD is operated by E-Comm. However, the data is owned by the BCAS. PRC Altaris CAD was implemented in June 2003.
>
> RightCAD is used by the Provincial Air Ambulance Coordination Centre (PAACC), the Vancouver Transfer Management Office, and the Victoria and Kamloops Dispatch Centres to automate their dispatch function. This includes receiving requests for service, dispatching ambulances and air ambulances, monitoring and progressing service delivery, and managing ambulance units.
>
> The RightCAD System replaced two pre-existing systems: the AIRLOG System and the CAAD System. RightCAD was implemented at the Vancouver Transfer Management Office in January 2000, Victoria in June 2001, Kamloops in December 2001 and at the PAACC in July 2003.
>
> AIRLOG was used by the PAACC for invoice reconciliation and to verify flight distance. Source data from the PAACC patient treatment information forms [HLTH 2454] was data entered into the AIRLOG System. After data entry, the white copy of the HLTH 2454 was sent to Ambulance Billing for processing. The yellow copy was retained onsite.
>
> CAAD was used prior to the RightCAD dispatch system.

Information Content
> Information captured in the CAD systems will depend on whether it is a ground transfer, air transfer, or 911 call but generally includes patient/caller identification, priority of the call, and resources allocated to the call; medical information, including complaint type; alerts pertaining to the patient location that define a hazard which the attendants must be aware of when nearing a scene; a history of each call from the time it is received until the ambulance is identified as either responding to a new call or has returned to the station; and the status of the ambulance, i.e. if it is on a call, if it is unavailable, or if an ambulance is crossed over and providing coverage in an area outside its normal catchment.

Inputs, Processes and Outputs

Vancouver Transfer Management Office and the Victoria and Kamloops Dispatch Centres

Inputs are received either in the form of "911" calls, phone calls, or via Nettransit.com, a secure website which allows BCAS customers to request patient transfers as well as monitor the status and progress of their request.

Caller address and phone numbers are initially captured in the RightCAD System. The call dispatcher then activates the ProQA™ Medical Priority Dispatch System to guide him/her through the emergency call. Address and phone information obtained in RightCAD is imported automatically into ProQA™. The call dispatcher uses ProQA™ to collect vital data from the caller, obtain patient status, recommend an appropriate level of dispatch, and provide instruction to the caller until an emergency unit arrives at the scene. Every action taken by the call dispatcher in ProQA™ is saved.

ProQA™ interfaces with RightCAD by sending calls to the open work screen as soon as it has information to safely recommend the appropriate code. The radio dispatcher then utilizes RightCAD to allocate resources to the call. Resources include a standard ambulance, advanced life support ambulance, and First Responder assistance in the form of fire fighters and or police officers. Ambulance attendants assigned to the call update their location and status via mobile data terminals (data heads) located in the ambulance. Information entered into the data head is uploaded into RightCAD and displayed on the call history screen. At the conclusion of the call, the three-digit patient care code is entered into the data head. The call history screen provides a chronology of the call, including information entered by the call dispatcher, radio dispatcher, and the paramedics who attended the call. ProQA™ is the primary repository of call assessment data.

All voice communication relating to a dispatch call is simultaneously recorded using the Freedom Recorder, a network device that records audio from telephones, microphones, radios and other audio sources. This audio is stored on the Voice Recorder Server and available for playback as a wave file.

In the event of a system outage, information is recorded on an Ambulance Service Dispatch Form [HLTH 2401]. When the system is restored, the information is entered into RightCAD and the HLTH 2401 is destroyed as a transitory input record.

RightCAD data from the Vancouver Transfer Management Office and the Victoria and Kamloops Dispatch Centres are uploaded to the BCAS Data Mart for performance management, operational review, and resource management purposes.

ProQA™ data extracts are also reviewed for quality assurance using AQUA™ Quality Assurance Software. Quality Improvement staff use AQUA™ to perform audits, conduct internal investigations, and to pinpoint areas that require additional training.

Authorized users, such as superintendents, who do not need direct access to the RightCAD System, can view and report on dispatch data from the RightCAD.com website.

Output consists of various RightCAD and ProQA™ reports.

Vancouver Pre-Hospital Dispatch Centre

The Vancouver Pre-Hospital Dispatch Centre responds to pre-hospital calls, including 911 calls, on the lower mainland using the PRC Altaris CAD system. PRC Altaris CAD dispatcher's use the Advanced Medical Priority Dispatch System (AMPDS) to guide the dispatch call. This is a manual version of the ProQA™ Medical Priority Dispatch System used by the Right CAD dispatchers. Extracts of Altaris/CAD data are uploaded to the BCAS Data Mart for performance management, operational review, and resource management purposes.

Outputs consist of various PRC Altaris CAD reports.

PAACC

PAACC responds to requests for inter-hospital transfers of patients originating from hospitals and health care facilities. Limited venues, such as ski hills and oil patch companies, may also initiate requests. Calls are recorded using the Freedom Recorder. In the event of a system outage, information is recorded on a Provincial Air Co-Ordination Centre Patient Treatment Information Form [HLTH 2454]. When the system is restored, the information is entered into RightCAD and the HLTH 2454 is destroyed as a transitory input record.

PAACC does not use ProQA™.

Outputs consist of various RightCAD reports.

Technical Maintenance

Electronic records are maintained on the system until their retention schedule is completed. In most cases, this parallels the schedule for the related paper records. The electronic records are then purged from the system. Any exceptions to this purge routine are noted under relevant secondaries.

For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

Classification

Electronic System

The electronic system is not classified in the *ORCS*. The classifications for the electronic records it generates are listed below. The system schedule is provided under "System Scheduling and Disposition."

Electronic Records

Secondary No.	Secondary Title
51040-06	Ambulance audio recordings
51040-20	Ambulance dispatch electronic data

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to standards approved by Corporate Information Management Branch. For assistance in implementing *ORCS*, contact your Records Officer.

Inputs

Secondary No.	Secondary Title
51040-03	Ambulance service dispatch forms [HLTH 2401]
51040-05	PAACC patient treatment information forms [HLTH 2454]

Outputs

Secondary No.	Secondary Title
51040-04	BCAS dispatch reports
51300-02	Performance measures reports
51300-20	Quality improvement audits/reviews
51300-30	Quality improvement critical incident reviews

Other Related Records
- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.
- For computer system backup records, see special schedule 112910 in the *ARCS* manual.
- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.

System Scheduling and Disposition

The system will be destroyed when the function it supports is no longer performed, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

INFORMATION SYSTEM OVERVIEW
FOR A SUBSYSTEM

Name of Creating Agency
> Ministry of Health
> Emergency Health Services Commission
> British Columbia Ambulance Service
> Fleet Operations

System Title
> Safe Force™ System and Silent Witness™ System

Purpose
> These two systems are on-board computer systems, attached to the electrical compartment, which monitor and report various vehicle measurements for use in accident investigation and reconstruction, complaint resolution, and driving behaviour analysis and review. The Silent Witness™ System is gradually being phased out and replaced with the Safe Force™ System.

Information Content
> The systems monitor and report the following vehicle measurements: vehicle speed, rpm, ignition, left turn, right turn, brakes, headlights, reverse, lights bar, strobe, sirens, and flashers. The Safe Force™ System can also record g-forces.

Inputs, Processes, and Outputs
> Information captured in the systems can be downloaded to produce a variety of minute-by-minute and second-by-second reports and tachographs.

Technical Maintenance
> Electronic records are maintained on the systems until their retention schedule are completed. In most cases, this parallels the schedule for related paper records. The electronic records are then purged from the systems. Any exceptions to this purge routine are noted under relevant secondaries.

> For retention and disposition schedules, see relevant primaries, which are listed in the classification section below.

Classification

Electronic records

Secondary No.	Secondary Title
51440-50	Tachographic data

Outputs

Secondary No.	Secondary Title
51440-35	Ambulance vehicle history accident case files -

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to standards approved by Corporate Information Management Branch. For assistance in implementing *ORCS*, contact your Records Officer.

electronic

51440-40   Ambulance vehicle history accident with minor
case files - paper

Other Related Records
- For transitory electronic data processing (EDP) records, see special schedule 102902 in the *ARCS* manual.
- For computer system backup records, see special schedule 112910 in the *ARCS* manual.
- For administrative records relating to the system, see *ARCS* section 6 and other relevant primaries.
- For the related system and subsystems, see ISO and other ISOSs.

System Scheduling and Disposition

The systems will be destroyed when the function they support are no longer performed, and when the approved retention schedules covering the information on them have elapsed, or the information has been preserved elsewhere.

APPENDIX A

DESTRUCTION OF PATIENT CARE REPORTS - PAPER

Re: the records destruction process outlined under secondary 51030-06 Patient care reports - paper

By means of this appendix, and with the authority granted by the *Document Disposal Act*, the Ministry Records Officer approves the destruction of patient care reports - paper, classified as 51030-06 in the *Emergency Health Services ORCS*. These records have been determined to have no enduring value once they have been scanned and the data quality verified.

By granting approval in advance for destruction of these records, patient care reports can be confidentially destroyed once they have been scanned and the data quality verified according to BCAS internal procedures. Destruction will occur on a routine basis without the usual requirements of the ministry destruction process. Because of the volume of patient care reports and the frequency of destruction, it would be unreasonable to expect the ambulance stations or the regional offices to adhere to the standard procedure of obtaining authorization prior to each destruction of patient care reports.

With this approval, the following records may be destroyed as specified:

> 51030-06: Patient care reports, including the white copy of the Patient Care Report [HLTH 2592], the Patient Care Speciality Report [HLTH 2590], and any associated supporting documentation, will be retained at the ambulance stations or regional offices until scanned and data quality is verified according to internal BCAS procedures. Once verified, the scanned hard copy records can be confidentially destroyed. The scanned images are retained in the Patient Care Information System for the approved 10 year retention period under secondary 51030-40.

_____
Sarah Shea, Ministry Records Officer

Primary/ Secondary	Title	Type of Change	New retention period A/SA/FD
51010	**EMERGENCY HEALTH SERVICES – BILLING AND PAYMENT**	Scope note updated and new x-reference added to patient care reports.	
51010-20	Ambulance bill files - electronic	10 y statement revised to reference patient care reports	N/A
51020	**EMERGENCY HEALTH SERVICES – COMPLAINTS AND INVESTIGATIONS**	Scope note updated.	
51020-40	Requests for patient information	Includes statement revised to reference patient care reports and new note added to reference ongoing accession number 90-7776.	N/A
51030	**EMERGENCY HEALTH SERVICES – PATIENT CARE REPORTS**	Title changed from Emergency Health Services – Crew Reports. Scope notes updated. PCIS x-reference added.	
51030-02	Ambulance and airevac crew reports – ambulance billing copy	New note added to reflect the change to the new patient care report and patient care specialty report.	N/A
51030-03	Ambulance and airevac crew reports – station copy	New note added to reflect the change to the new patient care report and patient care specialty report.	N/A
51030-04	Ambulance and airevac crew reports – cardiac arrest and major trauma registry copy	New note added to reflect the change to the new patient care report and patient care specialty report.	N/A

A =   Active
SA =   Semi-active (off-site storage)
FD =   Final Disposition

CY =   Calendar Year
FY =   Fiscal Year
m =   month
y =   year

SO = Superseded or Obsolete
DE = Destruction
SR = Selective Retention
FR = Full Retention

APPENDIX B: Summary of Changes to the *Emergency Health Services ORCS* (concordance table)

Primary/ Secondary	Title	Type of Change	New retention period A/SA/FD
51030-05	Hospital delay forms	New note added to reflect the change to the new patient care report and patient care specialty report.	N/A
51030-06	Patient care reports – paper	New	SO/nil/DE
51030-40	Patient Care Information System data – personalized	New	10y/nil/DE
51030-50	Patient Care Information System data – de-personalized	New	SO/nil/DE
51040	**EMERGENCY HEALTH SERVICES – DISPATCH AND COORDINATION**	New x-reference added for PCIS	
51040-03	Ambulance service dispatch forms [HLTH 2401]	10 y statement revised to reference patient care reports	N/A
51040-05	PAACC patient treatment information forms [HLTH 2454]	10 y statement revised to reference patient care reports	N/A
51040-20	Ambulance dispatch electronic data	10 y statement revised to reference patient care reports	N/A

A = Active
SA = Semi-active (off-site storage)
FD = Final Disposition

CY = Calendar Year
FY = Fiscal Year
m = month
y = year

SO = Superseded or Obsolete
DE = Destruction
SR = Selective Retention
FR = Full Retention

Primary/ Secondary	Title	Type of Change	New retention period A/SA/FD
51060	**EMERGENCY HEALTH SERVICES – PERFORMANCE MANAGEMENT**	Scope note update and new x-reference for PCIS.	
51060-30	BCAS/MIS data	Covers note updated to reflect patient care report data	N/A
51300-20	Quality improvement audits/reviews	Includes note updated to reflect patient care reports	N/A
51300-30	Quality improvement critical incident reviews	Includes note updated to reflect patient care reports	N/A
51520-40	Narcotic control monitoring files	Covers note updated to reflect patient care reports	N/A
51560	**MEDICAL PROGRAMS – TRANSPORT ADVISORY SERVICES**	New x-reference for patient care reports	
51560-02	Transport advisor forms	10 y statement revised to reference patient care reports	N/A
51560-20	Critical care transport advisor data	10 y statement revised to reference patient care reports	N/A

A =   Active
SA =   Semi-active (off-site storage)
FD =   Final Disposition

CY =   Calendar Year
FY =   Fiscal Year
m =   month
y =   year

SO = Superseded or Obsolete
DE = Destruction
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FR = Full Retention

Primary/ Secondary	Title	Type of Change	New retention period A/SA/FD
51560-40	Non-critical care transport advisor data	10 y statement revised to reference patient care reports	N/A
51580	**PARAMEDIC AND DISPATCHER TRAINING PROGRAMS**	**New**	
51580-00	Policy and procedures	**New**	SO/5y/FR
51580-01	General	**New**	CY+1y/nil/DE
51580-20	BCAS practicum coordination files	**New**	SO/nil/DE
51580-30	Paramedic and dispatcher training program course materials	**New**	SO/10y/FR
51580-40	Paramedic and dispatcher training program student case files	**New**	SO/10y/DE

A =   Active
SA =   Semi-active (off-site storage)
FD =   Final Disposition

CY =   Calendar Year
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<u>SUBJECT HEADINGS</u>   <u>PRIMARY NUMBERS</u>

EMERGENCY HEALTH SERVICES

Operational Records Classification System (*ORCS*)

I N D E X

This index provides an alphabetical guide to *ORCS* subject headings and relevant primary number(s). It should enable the user to locate the primary number(s) in which documents relating to a specific subject or function may be classified. It should also aid the user in retrieving, by subject, documents which have been classified and filed.

Employees responsible for records classification should use this index as a means of access to the contents of *ORCS*. Once they have located what appear to be relevant index entries for a given subject, they should refer to the primary or primaries listed in order to determine which is the correct classification and also to determine the correct secondary. Often, the primary scope notes clarify whether or not a document should be classified in a given primary. Primary scope notes should be read carefully as they delineate a primary's subject and content.

This index contains an alphabetical listing of:

  a)   all keywords which appear in primary titles;
  b)   all keywords which appear in secondary titles;
  c)   keywords which appear in primary scope notes;
  d)   common synonyms for indexed keywords; and
  e)   common abbreviations.

<u>Cross references</u>:

"See" references indicate that the subject heading sought is indexed under an alternate entry (a more appropriate keyword, a full or official name, etc.).

"See also" references are used when additional information can be found in another entry.

SUBJECT HEADINGS	PRIMARY NUMBERS

- A -

ABIS SYSTEM (See AMBULANCE BILLING AND INFORMATION SYSTEM)

ABOT SYSTEM (See AMBULANCE BILLING OTHER TRANSACTIONS SYSTEM)

ACCIDENTS
- air evacuation 51220
- ambulance vehicle 51440
- non-air evacucation 51020

ADMINISTRATIVE LOG BOOKS 51020

AEROTRAN QUOTE SYSTEM 51240

AIR CARRIER MANAGEMENT
- audits 51240
- charter carrier case files 51240
- contracted carrier case files 51240

AIRLOG SYSTEM 51040
  (See also the RightCAD and PRC Altaris CAD Information System Overview)

AMBULANCES
- accidents 51440
- design 51420
- history files 51440
- procurement 51420

AMBULANCE BILLING AND INFORMATION SYSTEM 51010
  (See also the Information System Overview)

AMBULANCE BILLING OTHER TRANSACTIONS SYSTEM 51010
  (See also the ABIS Information System Overview in the ISO Section)

AUDIO DISPATCH RECORDINGS 51040
- relating to a complaint 51020

AUDITS
- quality improvement 51300
- air evacucation 51240

AUTOMATIC EXTERNAL DIFIBRILLATORS
- used to print ECG wave form 51030
AVIATION SERVICES

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

<u>SUBJECT HEADINGS</u>   <u>PRIMARY NUMBERS</u>

CREW REPORTS   51030
    -medical review of   51300
    (See also PATIENT CARE REPORTS)

CREW SEARCH SYSTEM   51030

CRITICAL CARE TRANSPORT ADVISORS
    - forms   51560
    - database   51560

- D -

DATA MART   51060
    (See also the Data Mart Information System Overview)

DICTAPHONE'S FREEDOM RECORDING SYSTEM   51040
    (See also the RightCAD and PRC Altaris CAD Information System Overview)

DIFIBRILLATORS (See AUTOMATIC EXTERNAL DIFIBRILLATORS)

DISPATCH
    - ambulances   51040
    - Ambulance Service Dispatch Forms   51040
    - audits   51300
    - air ambulances   51040
    - centres   51040
    - computer-aided   51040
    - Provincial Air Co-ordination Centre Patient Treatment Information Forms   51040

DISTRICT MEDICAL CONSULTANTS   51520

DRIVE FLEET MANAGEMENT SYSTEM   51440
    (See also the Information System Overview)

- E -

- F -

FIELD OPERATIONS POLICY AND PROCEDURE MANUAL   51000

FIRST RESPONDERS

SUBJECT HEADINGS	PRIMARY NUMBERS
- indemnity agreements	51050
- reports	51030

FLEET

- ambulance accidents	51440
- ambulance design	51420
- ambulance history files	51440

- G -

- H -

HOSPITAL DELAY FORMS	51030

- I -

INFANT TRANSPORT ADVISORS	51560

- J -

- K -

- L -

LANDING SITE MANAGEMENT	51260

LOG BOOKS

- administrative	51020
- airevac incident	51220
- ambulance and air ambulance coordination	51040
- stations	51090

LOST ITEM REPORTS	51020

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<u>SUBJECT HEADINGS</u>   <u>PRIMARY NUMBERS</u>

- M -

MAJOR TRAUMA REGISTRY (See CARDIAC ARREST AND MAJOR TRAUMA REGISTRY)

MEDICAL ADVICE
    - provision of   51520

MEDICAL ADVISORY COMMITTEE (See PROVINCIAL MEDICAL LEADERSHIP COUNCIL)

MEDICAL PROTOCOLS
    - directives   51540
    - development   51540
    - feedback   51540
    - manuals   51540

- N -

NARCOTICS CONTROL MONITORING   51520

NON-CRITICAL CARE TRANSPORT ADVISORS
    - database   51560
    - forms   51560

- O -

OCCURRENCE REPORTS   51020,51030,
                                                         51070,51220,
                                                         51240,51440,
                                                         51520,51700

- P -

PAACC PATIENT TREATMENT INFORMATION FORMS   51040

PATIENT CARE REPORTS   51030
    (See also CREW REPORTS)

PATIENT CARE INFORMATION SYSTEM   51030
    (See also the Information System Overview in the ISO Section)

PATIENT TRANSFER SERVICE PROVIDER CONSENT FILES   51050

<u>SUBJECT HEADINGS</u>   <u>PRIMARY NUMBERS</u>

PERFORMANCE MANAGEMENT (SEE CLINICAL PERFORMANCE MANAGEMENT)

POLICIES (See secondary -00 under the appropriate subject secondary)

PRC ALTARIS CAD SYSTEM   51040
    (See also the Information System Overview in the ISO Section)

PRACTICUMS
    - coordination of   51580

PROCEDURES (See secondary -00 under the appropriate subject secondary)

PROGRAM DEVELOPMENT MONITORING AND EVALUATION   51600

PROJECTS
    - quality improvement   51300
    - program development, monitoring and evaluation   51600

PROQA MEDICAL PRIORITY DISPATCH SYSTEM   51040
    (See also PRC Altaris CAD and RightCAD System Overview in the ISO Section)

PROVINCIAL MEDICAL LEADERSHIP COUNCIL   51540

- Q -

QUALITY IMPROVEMENT COORDINATORS
    - review of crew reports   51300

- R -

RADIO SITE MANAGEMENT   51700

REGIONAL OPERATIONS SITE CASE FILES   51070

REGIONAL MEDICAL DIRECTORS   51520

RELEASE AND INDEMNITY REPORTS   51090

REPORTS
    - AQUA   51300
    - airevac   51240
    - annual   51000
    - Coroner's – response   51020

SUBJECT HEADINGS	PRIMARY NUMBERS

TRAINING
- Advanced Care Paramedic Residency 51580
- Infant Transport Team 51580
- continuing education EHAS *ARCS* Supplement
- Critical Care Transport Team 51580
- Paramedic Orientation Program 51580
- Provincial Dispatch Training Program 51580

TRANSPORT ADVISORS
- forms 51560
- databases 51560

- U -

- V -

- W -

WEB SITES 51000

- X -

- Y -

- Z -