



Frequently Asked Questions

Thank you for your interest in the emsCharts SyncPad. emsCharts SyncPad gives you the ability to document patient information offline on an iPad or iPad mini and upload to emsCharts.com when the Internet is available. Here are some SyncPad Frequently Asked Questions:

What data is brought over from the SyncPad app to emsCharts?

- All documentation on the form gets placed in the corresponding field in emsCharts.com
- PDF of the form documented SyncPad form filled out in the field
- All Vital signs and procedures
- Photo attachments

Can the SyncPad app be used on an iPad Mini?

Yes.

Is the SyncPad app connected to my current service configuration?

Yes.

Can I capture signatures on the SyncPad?

Absolutely!

What if I belong to two agencies using emsCharts? Can I toggle between the two on SyncPad?

Yes, when you login to emsCharts SyncPad, you will have the option to select the service under which you want to document.

Does the SyncPad auto-update fields based on my web configuration?

Yes. Once you login you can manually run an update or schedule updates to run automatically.

How many forms can be stored on the iPad at one time?

It depends upon the device storage capability, but likely thousands.

What happens if the iPad battery runs out?

SyncPad auto-saves the form as you are typing. All previous forms are saved on the device until they are uploaded.

How do I buy the SyncPad app?

Visit the App Store and search for SyncPad.

What happens if I lose Internet connectivity during the upload process?

Data and forms are still stored on the SyncPad until a verification message is received from emsCharts confirming that data has been successfully processed.



Frequently Asked Questions

How safe is the encryption?

SSL Certificate is used

Is there a time out on the SyncPad app after inactivity?

Yes

Can I connect the iPad to my EKG monitor to use the EKG manufacturer software?

No. At this time, no EKG manufacturers have an interface for the Apple OS. You can take a picture and attach pictures to the incident.