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MEMORANDUM

TO: All MA Licensed Ambulance Services
FROM: Abdullah Rehayem
DATE: September 30, 2010
RE: Basic Information for Beginning MATRIS Implementation

In order to prepare for submitting data to the Massachusetts Ambulance Trip Record Information System (MATRIS), the Massachusetts Department of Public Health's Office of Emergency Medical Services (DPH/OEMS) is alerting ambulance services to the following information regarding setup, training and beginning use of the system.

I. Confidentiality and Use Agreements - Confidentiality and Use Agreements must be completed and submitted, and your service must receive an ID, before you can start using the MATRIS system. Confidentiality and Use Agreements are required for the (A) Ambulance Service, (B) Ambulance Service's Designated MATRIS Administrator, and (C) Ambulance Service Staff who will be authorized by the ambulance service to access the MATRIS system.

(A) **Ambulance Services:**

- (1) Each ambulance service must complete and sign a Massachusetts Ambulance Trip Record Information System (MATRIS) Confidential Data Reporting and Use Agreement. This agreement is now on-line on the DPH/OEMS website, on the MATRIS page, at www.mass.gov/dph/oems/matris.
- (2) The ambulance service's MATRIS Confidential Data Reporting and Use Agreement must be printed out, completed on hard copy, and mailed in to the DPH MATRIS Administrator, Ryan Collins, at:

MDPH/OEMS
99 Chauncy Street, 11th Floor
Boston, MA 02111

(B) **Ambulance Service's Designated MATRIS Administrator:**

- (1) Each ambulance service must identify one administrator to be in charge of MATRIS system administration for the service. The duties of a service administrator are listed in the MATRIS Confidential Data Reporting and Use Agreement,. The administrator must complete and sign a MATRIS Designated Reporter/User Agreement. Please note that the administrator agreement is contained in the Confidential Data Reporting and Use Agreement, and starts on page 4 of that form.
- (2) The ambulance service MATRIS Administrator's Designated Reporter/User Agreement must also be printed out, completed on hard copy, and mailed in to the DPH MATRIS Administrator, Ryan Collins, at the address provided above.

(C) **Ambulance Service Staff/Volunteers Accessing MATRIS:**

- (1) Ambulance Services will be determining which of their ambulance service staff and volunteers will be allowed to access the MATRIS system – i.e., entering trip records, running reports, etc. – Each individual granted permission by the ambulance service’s MATRIS Administrator also needs to complete and sign the MATRIS Designated Reporter/User Agreement before being granted permission to access the system.
- (2) The agreements for employees must be printed out and signed, but are to be kept at the ambulance service. Please do not submit these forms to DPH/OEMS. The ambulance service MATRIS Administrator will be responsible for keeping track of the signed user agreements, and they must be made available to DPH/OEMS upon request.

After receiving completed agreements for both the ambulance service and designated MATRIS administrator the DPH MATRIS Administrator will contact the ambulance service to set up the user ID for the service’s MATRIS Administrator. The service’s MATRIS Administrator will receive instructions on procedures for setting up user IDs for other authorized ambulance staff.

II. **Training** – The recommended training for services depends on how your service will be submitting MATRIS data.

- (A) **Ambulance Services that will Use Electronic Transmissions** - If your ambulance service is planning to submit trip record information electronically, you will not need to have staff trained to enter trip record information directly into MATRIS. You can learn how to submit data electronically by logging on to the MATRIS website, at <https://matris.dph.state.ma.us>, Use Provider1 (number 1) for both the ID and password. Then click on “Data Exchange” in the upper left, and next click on “NHTSA/NISE 2.2.1 Data Exchange -> Getting Started.” Your service’s MATRIS administrator may attend administrator training if needed. See details below.
- (B) **Ambulance Services that will Data Enter Trip Record Information via the MATRIS Web-site** – If your ambulance service is planning to have staff data enter trip record information directly into the MATRIS website you should consider sending staff to a DPH/OEMS training. DPH/OEMS has scheduled training sessions on use of MATRIS for ambulance services. The trainings have been DPH/OEMS approved for EMT continuing education credit. Training will be held on the following dates at the Massachusetts Emergency Management Agency (MEMA) locations in Framingham, Bridgewater, Agawam and Tewksbury:

Framingham: October 21, 25 and 26 (computers will be provided)

400 Worcester Road (Route 9 Eastbound), Framingham

Target Audience: 9 AM to 2 PM – Designated MATRIS Administrators

2 PM to 5 PM – Individuals entering trip record data (reporters/user)

Bridgewater: November 1, 3 and 9 (6 laptops available, or bring own laptops)

12 I Rear Administration Road, Bridgewater

Target Audience: 9 AM to 2 PM – Designated MATRIS Administrators

2 PM to 5 PM – Individuals entering trip record data (reporters/user)

Agawam: November 17, 18 and 30 (6 laptops available, or bring own laptops)

1002 Suffield Street, Agawam

Target Audience: 9 AM to 2 PM – Designated MATRIS Administrators

2 PM to 5 PM – Individuals entering trip record data (reporters/user)

Tewksbury: December 2, 7 and 9 (bring own laptops)

365 East Street, Tewksbury

Target Audience: 9 AM to 2 PM – Designated MATRIS Administrators

2 PM to 5 PM – Individuals entering trip record data (reporters/user)

As noted above, training sessions at all sites on all days will run from 9 AM to 2 PM for ambulance service MATRIS Administrators, with a break for lunch. Sessions for those who will be entering trip record data (reporters/users) only will be from 2-5 PM. **Advance registration is required!** To register to attend a training session, contact DPH/OEMS at matristraining@state.ma.us. In your email, please let us know which training session you are interested in (with first, second and third choices), names and EMT #s of the individuals you wish to enroll in the training, which training type these individuals need (Administrator or reporter/user) as well as contact phone number and email information. You will receive email confirmation when your registration for training has been accepted.

- (C) **On-Line Training** - In addition, for all ambulance services, there is on-line training material and support information available at the MATRIS website, at <https://matris.dph.state.ma.us>. Again, use Provider1 for both the ID and password, you can log into the system and click on “Help” in the upper right. This takes you to ImageTrend University. Then click on “EMS Service Bridge Version 4.” Also, ambulance services can practice entering information into MATRIS by using the Provider1/Provider1 ID and password.

III. **Data submission:**

- (A) Ambulance services that now collect data electronically, and that have completed signed Confidentiality and Use Agreements and received a user ID, may begin, on a voluntary basis, to submit data to MATRIS prior to the implementation date of December 15, 2010, as proposed in the AR 5-403 revisions. This will be a testing period. Any service can use the on-line training information on how to set up your service information and upload data. Any data submitted voluntarily during the testing period, prior to the implementation date, will not be submitted to the National EMS Information System (NEMSIS). All data submitted during this testing period will be purged as of the implementation date.
- (B) Ambulance services may voluntarily choose to submit to the MATRIS system more than the required minimum data set elements listed in AR 5-403, and even use MATRIS as their main trip record data collection system. DPH/OEMS will not review the additional data element information, nor will it submit these additional elements to NEMSIS.

Thank you for your cooperation as we begin to move EMS in Massachusetts forward, by collecting quality data on the work you all do on behalf of the Commonwealth’s EMS patients.