

# **RETROSPECTIVE ANALYSIS OF THE CASE FORM CONFIRMATION DEPARTMENT, A NEW DEPARTMENT IN PRE-HOSPITAL EMERGENCY HEALTHCARE**

## **SUMMARY**

In this study it was intended if the case form confirmation department, established in 2019 November in 112 Ambulance Services (Europe) which operates affiliated to İstanbul Emergency Healthcare Services active in pre-hospital emergency healthcare, resulted in improvement of patients medical records, medical administrations applicated by medical staff, used medical and non-medical supplies and medical billing by analyzing and giving feedback regarding the case forms filled manually by 112 Emergency Healthcare Station staff.

In this retrospective analysis were chi square test, unpaired t test and variant analysis used. The universe of the study are the 614.957 case forms dated between 2020 January - 2020 November filled by medical staff working in Emergency Healthcare Stations affiliated to Istanbul 112 Ambulans Services (Europe). The sample analyzed are the 26.919 case forms within these 11 months in which mistakes were recorded. The found data were studied with the help of the SPSS 25.0 program.

This study concluded that the active working case form department resulted in fewer mistakes in case forms regarding patients medical records, medical administrations and medical supplies. The data were examined according to different months and districts in which the stations are located. All mistakes made in filling the forms declined gradually by more than %90 in all fields regarding patients medical records, medical administrations and medical supplies beginning in January.

**Key Words: Emergency Healthcare Services, 112, Case Form, Istanbul 112 Ambulance Services, Case Form Confirmation Department**