



ACE INBOX

User Guide

For Paramedics and Service Representatives

Purpose: Use the ACE Inbox to view and manage ACE correspondence. Paramedics can review correspondence, respond when required, request that closed cases be reopened, and search their correspondence history. Service representatives can also review BLS Issues Reports for their service and export BLS issue results.

About ACE: ACE stands for Ambulance Call Evaluation. The ACE Tool supports the review of Ambulance Call Reports, communication between RPPEO and paramedics about clinical reviews and patient outcomes, and the tracking of correspondence requiring review or action.

Important: *The ACE Inbox is a new, additional way to access and manage correspondence. It supplements the existing process; RPPEO will continue to send email notifications when new correspondence is created.*

Regional Paramedic Program for Eastern Ontario (RPPEO)

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Find information by role	2
Section 1. Before You Begin	2
Important display behaviour	3
Section 2. Paramedic Instructions.....	3
Respond to correspondence already closed by RPPEO	5
Search correspondence history	6
Section 3. Quick Reference.....	7
Section 4. Troubleshooting	8
Section 5. Key Terms	8

Find information by role

Both user groups: See **Section 1** for access and inbox basics, **Section 4** for a quick reference, **Section 5** for troubleshooting, and **Section 6** for key terms.

Paramedics: Start with **Section 2, Paramedic Instructions** for opening and responding to correspondence, requesting that closed cases be reopened, and searching correspondence history.

Service Representatives: Start with **Section 3, Service Representative Instructions** for reviewing service records, filtering ACE or BLS Issues records, opening related documents, and exporting BLS Issues to CSV.

Section 1. Before You Begin

Use the section for your role as your primary workflow. Refer to this section before starting, and use Sections 4–6 for quick answers, troubleshooting, and definitions. You do not need to follow the other role’s workflow unless you perform both roles.

You need an active RPPEO website account with the appropriate role assigned to your profile: Paramedic or Service Representative. If you have any questions, please contact RPPEO at info@rppeo.ca

Access: Open www.rppeo.ca and sign in using your existing account credentials.

Important display behaviour

- The ACE Inbox appears in the right sidebar after sign-in.
- Recent correspondence is displayed, with items requiring a response shown at the top.
- Selecting an item opens its details while keeping the item list available for navigation.

Section 2. Paramedic Instructions

1

Sign in

Open www.rppeo.ca and sign in as a Paramedic.

2

Locate the ACE Inbox

Find the ACE Inbox found in two locations. Review the most recent correspondence. Items marked Response Required appear at the top.

The screenshot shows the RPPEO website. The navigation menu at the top includes: HOME, OUR STORY, POLICIES & PRACTICES, PARAMEDIC PRACTICE, CERTIFICATION, CLINICAL DEVELOPMENT, FORMS, ACE INBOX (highlighted with a red box), and STAFF. Below the menu is a banner with the text "IMPROVING THE QUALITY AND SAFETY OF PARAMEDICINE IN EASTERN ONTARIO". Under the banner are three main sections: MedicNET (ACCESS MY RECORDS), MedicLEARN (ONLINE LEARNING), and Incident Reporting (REPORT AN ISSUE). Below these is a paragraph about the Regional Paramedic Program for Eastern Ontario. At the bottom, there is a section for "RPPEO NEWS & UPDATES" with several news items. A red arrow points from the "ACE INBOX" link in the navigation menu to a red box on the right side of the page. This red box contains the "ACE INBOX" section, which has a "Response Required" header and a list of correspondence items. The first item is "RPPEO ACE CORRESPONDENCE" dated "2026-10-29 08:24". It shows a "Call #" (redacted), "Call Date: 2026-10-13", "EHSN# (redacted)", and "Correspondence Status: Correspondence pending for response".

3

Open correspondence

Select the Call # for the correspondence you want to review. The ACE Correspondence view opens.

4

Review the selected item

The selected correspondence is highlighted and moved to the top of the list. Review the case information and message details in the panel on the right.

Clicking on the Call# will open ACE Correspondence view

Selected Correspondence highlighted and on the top of the list.

Select other items to open the detail section on the right.

Paramedics can provide responses as they are currently doing.

5

Provide a response

Enter your response in the ACE Correspondence view, review it for completeness, and submit it using the existing ACE response process.

Respond to correspondence already closed by RPPEO

If the correspondence status is Closed, no acknowledgement or response is required because an RPPEO Quality and Patient Safety Specialist has already addressed the case. However, if you want to provide comments for any reason, you can request that the case be reopened by following the steps below.

1

Request to reopen the case

If you would like to respond to correspondence that is marked 'closed', select **Request to Reopen**.

Case Information

Case ID: [redacted]

Call No: [redacted]

Call Date: 2026-09-16

ACR & Documents:

Case status: Closed

This case review has been closed. If you need to reopen it and provide a comment to a RPPEO Quality and Patient Safety Specialist, please follow [this link](#).

Reopen Comment:

B *I*

p

Submit

2

Explain your request

Enter a comment explaining why you want the correspondence case reopened, then submit the request. Once submitted, the case will automatically be reopened and routed to the **RPPEO QPS Team** for review and any required follow-up actions. You will remain on the Correspondence page and can respond to any correspondence if needed.

Search correspondence history

1

Open the filter

Select the filter button in the ACE Correspondence view.

Click on the filter button to search ACE Correspondence history.

Paramedics can use filter to search correspondences by Call date and Call#, and then click to open

2

Enter search criteria

Search using a Call Date range, a Call #, or both.

3

Apply the filter

Apply the filter, review the matching records, and select the record you want to open.

If no results appear: Check the Call # and broaden the Call Date range, then apply the filter again.

Section 3. Quick Reference

I want to...	Action
View correspondence	Select its Call #.
See more details from the homepage	Select the item title.
Find an older correspondence	Open Filter and search by Call Date or Call #.
Respond to correspondence marked Closed	No acknowledgement is required. To respond, select Request to Reopen , add a comment explaining why, and submit the request.

Section 4. Troubleshooting

ACE Inbox is not visible

Confirm that you are signed in and using the correct role. If the inbox remains unavailable, contact RPPEO at info@rppeo.ca.

The expected correspondence is missing

Verify the Call # first. Then broaden the Call Date range, apply the filter again, and review the updated results.

The wrong details are displayed

Select the intended item again and confirm that it is highlighted in the list.

A document does not open

Try the document icon again. If the browser blocks the new tab or pop-up, allow pop-ups for the RPPEO website and try again.

Section 5. Key Terms

ACE Tool: Ambulance Call Evaluation Tool—a system used to review Ambulance Call Reports, manage clinical-review correspondence, and support follow-up between RPPEO, paramedics, and service representatives.

Call #: The call number from the Ambulance Call Report (ACR) in question, used to open or search for the associated record.

If you have any questions, please contact RPPEO at info@rppeo.ca