



EMS Personnel Division

— TOOLS, TIPS, AND HOT TOPICS—

Announcing...Same Day Counter Paramedic Licensing Services

The EMSA Paramedic Licensure Unit is excited to announce same day front counter paramedic licensure services. Applicants who come into the EMSA office with a complete paramedic license application and additional required documents, can be approved to receive their paramedic licensure card while they wait! Services are available as follows:

Same Day Counter Services Available

- Initial In-State & Out-of-State Applications
- Challenge Applications
- Renewal Applications (*not flagged for Audit*)
- Reinstatement Renewals (*not flagged for Audit*)
- Duplicate Cards

Same Day Counter Service Hours

- Tuesdays 9:00 a.m. to 11:30 a.m.
- Thursdays 1:00 p.m. to 3:30 p.m.
- (*Holiday exclusions may apply*)

Same day counter service is not a guarantee that an applicant's license will be approved. License approval is contingent upon staff review of the content submitted in the application packet.

Please contact the Paramedic Licensure Unit at (916) 323-9875 or by email at Paramedic@emsca.ca.gov for additional information.

Revised Paramedic Regulations

Effective February 8, 2016, *revised* paramedic regulations have been posted on the EMS Authority's home page under "Hot Topics." These changes were non-substantive. Sections within the Chapter were moved around for clarity and continuity. The paramedic regulations are currently under internal review for other necessary revisions. A workgroup of selected stakeholders will form and convene to address these changes and then it will go to public comment. If you have any requests, suggestions or input prior to workgroup convening, you may send those to your Local EMS Administrators who can relay that to the Manager of Personnel Standards at EMSA.

AED Bill

On September 3, 2015, Senate Bill (SB) 658 (Hill, Chapter 812, Statutes of 2015) *Automated external defibrillators* was signed by the Governor and amended Section 1714.21 of the Civil Code and Section 1797.196 of the Health and Safety Code. **This bill reduces liability conditions on persons or entities that acquire an AED. In addition, the statute removes numerous requirements that are identified in Chapter 1.8, making these regulations inconsistent and in conflict with the statute.** The EMS Authority is in the process of reviewing ways to address the new implications of SB 658.

SB 658 did not amend the AED requirements for health studios.

EMT Regulations Update

EMSA currently anticipates opening the rule-making for this chapter soon. After the rule-making process is complete, it will be sent for approval from the Commission on EMS.

A work group of subject matter experts and EMS stakeholders convened to revise the Chapter 2 EMT regulations to adopt amendments required by Senate Bill (SB) 1438 (Pavley, Chapter 491, Statutes of 2014) *Controlled Substance: Opioid Antagonists*. SB 1438 requires EMSA to develop and adopt training standards for all prehospital emergency medical care personnel regarding the use and administration of naloxone hydrochloride and other opioid antagonists. The bill also expands the scope of practice for certified emergency medical technicians. In addition to changes for SB 1438, there are several other regulation revisions under consideration.

Public Safety Regulations Update

Revisions to the Chapter 1.5 First Aid and CPR Standards and Training regulations were approved by the Office of Administrative Law and took effect April 1, 2015. The regulations require 21 hours of initial training for peace officers, firefighters and lifeguards, and eight hours of retraining every two years.

Please update and inform all current training programs that they must include a curriculum that complies with the new public safety course content no later than April 1, 2017. The regulations do not specify a date when everyone must be trained under the new course content, though an agency may establish a date for their personnel.

Epinephrine Auto-injector Training for Lay Rescuers

The Chapter 1.9. Lay Rescuer Epinephrine Auto-injector Training Certification Standards became effective January 1, 2016.

The EMS Authority has been accepting applications for training program approval since January 1, 2016. The website has been updated with all the necessary information and required forms for those interested in becoming certified or providing a training program.

Certification from the EMS Authority will allow a member of the general public or off-duty EMS personnel to obtain a prescription for and administer an epinephrine auto-injector to a person experiencing anaphylaxis, with civil liability protection, when acting in good faith and not for compensation.

Contact Corrine Fishman with questions concerning the epinephrine auto-injector training program at (916) 431-3727.

Date to Enter in the Background Check panel

What date should I enter in the Background Panel of the applicant's profile in the Central Registry?

The applicant/EMT certificate holder Background Panel should reflect the date your agency received a completed DOJ and FBI background notification from DOJ. An agency must have both the DOJ and FBI notification prior to approving certification.

Delay notifications are not considered in the complete background. Please see Title 22, Division 9, [Chapters 2](#) and [Chapter 10](#).

For any questions or concerns, please contact Special Investigator, Shona Merl @ (916) 431-3692 or Shona.Merl@emsa.ca.gov.

No Longer Interested Forms (NLI)

Certifying Entities should notify Shona Merl, EMT 2010 Liaison if a No Longer Interested (NLI) Form is submitted to DOJ when:

- The individual identified in the CORI notification is not located in the Central Registry.
- The individual identified in the CORI has a NREMT profile only in the Central Registry. NREMT profiles reveal exam results and do not have a background panel to record CORI information.

Why is it important for a certifying entity to document NLI dates in the Central Registry?

- For record keeping purposes.
- Allows EMSA to pull a report based on all documented NLI dates, to determine EMT's who will need to be NLI'd on behalf of EMT 2010/EMSA.

For any questions or concerns, please contact Special Investigator, Shona Merl @ (916) 431-3692 or Shona.Merl@emsa.ca.gov.



EMT 2010 Central Registry

New LINK Page to MLO for Certifying Entities!

On March 16, 2016, an email was sent to all authorized Central Registry users informing of a new link to enter My License Office (MLO). EMSA has created an entry message page that will be used for alerts when the system will be down for technical repair. This page will show you the alert, contains a link to the EMT procedures/newsletters, important reminders and a link to MLO for certification processing.

Should MLO require shut down during the day when everyone is logged in, we will continue to send email alerts. Otherwise, when you log in each day, you will see the cover page, any alerts and can go straight to the link after a brief review. This enhancement should assist in communication and reduce production time for all.

We have already received positive input from many of you appreciating the easy link to procedures and newsletters, as well as the alert system.

Important reminder found on the new entry page: Please do not initiate multiple EMT Registry sessions from your PC. This can cause duplicate records and creates lag time for all users. This includes sessions with different UserIDs. One registry session per PC please.

Please remove the old link from your "favorites" in Internet Explorer and replace it with the one sent in March. If you are an authorized Central Registry user and do not have this message page, please send an email to mlohelpdesk@emsa.ca.gov and we will forward that information to you.

EMT Lapsed Certification is Expired

There is no "grace period" for EMT's who have an expired certification. There is a

misconception that since the requirements for an EMT renewal are the same as the requirements for a 0-6 month lapse reinstatement, then the EMT has 6 months extra to turn in their application and requirements. That is incorrect.

An application must be turned in on time and follow the state regulation and certifying entity's local policy in order to be entered to the Registry as a renewal and maintain ACTIVE status. If the application is turned in after the expiration date, it is EXPIRED and will reflect such on the Public Look Up. The EMT cycle chart that will assist you with renewals, reinstatements and selecting the proper dates can be found via the new link page and also on the link at the bottom of the [EMT page](#).

Printing EMT Cards

EMSA recommends that all California State EMT cards be printed only after the application is processed in the Central Registry via MLO. It has come to our attention that card printing is, on occasion, occurring via template and then entry to MLO follows. This often creates a lapse in processing the application to the Registry which will show the card as expired or non-entry which is not compliant with regulations and will be addressed.

If you have questions or need more information, please send an email to mlohelpdesk@emsa.ca.gov.

Documenting Address & Staff Changes for your Agency

As a certifying entity, you will need to submit any updates for your agency related to address change, certification staff, EMS Coordinators or Administrators to EMSA.

- For new or terminated certification staff, fill out, scan and email the [Blank Registry User Form](#) to mlohelpdesk@emsa.ca.gov.
- For a new facility address, new Coordinator or new Administrator for your agency - please send this information to the BLS Coordinator, Betsy Slavensky, at Betsy.Slavensky@emsa.ca.gov. She will update the Central Registry Facility section and can add them to the Newsletter distribution lists even if they are not Central Registry users.
- Please note that EMT cards are sent to the EMT address unless your facility address is in the Licensee panel of each EMT and the box is checked. When your facility address changes and EMSA updates this in the Facility section, this does not update each EMT record. You will need to enter that information if your agency has the cards sent to your facility vs the EMT.

If you have questions, please contact Betsy Slavensky at (916)431-3717.

Choosing N/A (Not Applicable) in the Checklist

Since EMSA introduced the new Obtained By options and corresponding checklists in January 2016, there is no longer a need to choose which fee and therefore N/A should not be used. The system will auto populate the fees and if there is a discrepancy in your invoice, you may contact Brad Beltram at bradley.beltram@emsa.ca.gov.

All checklists are there to ensure that all requirements for EMT initial, renewal or reinstatement are met. Each item should be marked "complete" after verification.

The only time you may need to use N/A would be when an EMT is reinstating with a 24 month lapse using a Paramedic license as the pathway to establish eligibility. There is a line item in that checklist for Current NREMT Registration/Exam - that is used if they are a 24 month lapse reinstatement based upon a current and valid NREMT.

If you have questions, please contact Betsy Slavensky at (916)431-3717 or Betsy.Slavensky@emsa.ca.gov.

Changing a Name, Adding a Middle Initial or Correcting a SSN?

Certifying Entities that wish to update or change an EMT's name or SSN will need to do so in the Person mini-panel. An important step to this change is **choosing an Alias Type** such as Marital Status Change, Domestic Partnership or Other. If you do not choose the Type, the change will not be saved correctly in the system and future searches may be thwarted.

Please note: Do not put a period after middle initials when creating or updating a person record as this will also interfere with a future search.

No Renewal Tab?

Have you ever tried to renew an EMT that is transferring his certification to your agency and discovered that there is no renew tab in MLO? The system generates renew tabs one year into their certification cycle. If an EMT has a current and valid certification that doesn't expire for over a year, EMSA will need to generate the tab for you. Many EMTs change jobs and certifying entities due to the local EMS agency policy or an employer's request that they certify in the jurisdiction in which they work.

Newsletters Emailed and Archived

Due to many requests for information from prior newsletters, we have added prior quarterly newsletters to the [EMT page](#) of the website. We will continue to add the most recent EMS Personnel Newsletter to that page. The archived newsletters are also accessible via the new link sent to certifying entities. A lot of valuable information and tips can be found in these newsletters. Feel free to peruse when you have Central Registry, policy, procedure, enforcement and certification questions.

If you have staff that are not receiving this newsletter and they are authorized central registry users or others that wish to receive this information, you may have them email Betsy.Slavensky@emsa.ca.gov to verify their email address. If they are on the distribution list and not receiving the newsletters, they may need to check their junk mail or connect with their IT Department to "whitelist" this address so that it doesn't get kicked back. This quarterly newsletter comes via email from Emergency Medical Services Authority externalaffairs@emsa.ca.gov.

Blank Screen? Error code? No Approve Tab?

How often do you see a blank screen or get an error code when you open MLO to input EMT certification? This is likely a **COMPATIBILITY VIEW** issue. **Internet Explorer is the only browser supported by MLO** and updates weekly (usually on Tuesdays) causing the website to drop compatibility. Check your compatibility view weekly or when you have this type of error before you contact mlohelpdesk@emsa.ca.gov.

You can find the procedure for Checking Compatibility View Settings and all available procedures here:

[Information for Certifying Entities.](#)

Most Common "Glitches" When Re-certifying EMTs

1. Compatibility View Settings - a guide can be found via the link at the bottom of the EMT page of the EMSA website. Here is the direct link: [Information for Certifying Entities.](#)
2. Make Complete Tab - anytime an EMT status reflects "pending," the certification record must be completed in the Applicant edit module of the registry. Finishing the "Requirements Checklist" and "Make Complete" tab will activate the EMT in the registry.
3. Initial eligibility and expiration dates - a chart to assist in identifying eligibility for initial EMT certification, re-certification and lapsed certification expiration dates can be found via this link: [Information for Certifying Entities.](#)

4. Adding a blank Background Check line that contains no information or not filling in the status will cause an error and the inability to complete the certification process. NLI submissions should be reported on the same line as the CORI status and original ATI number.

5. Leaving the SSN blank in the Person Record - this is a requirement and will cause an error if it is left blank.

Help Desk Keywords

*Do you know the **FIVE** keywords to submit when requesting assistance to the MLO Help Desk?*

KEYWORDS

PASSWORD

To reset a Central Registry password or request a paramedic accreditation password, be sure to include your user ID in the e-mail body.

PRINTER

Having printer issues? Notify EMSA and request assistance (not for print re-queues).

NEW USER

Establish a new Central Registry user by filling out and emailing the [Blank Registry User Form](#).

DELETE USER

Delete a Central Registry User by filling out and emailing the [Blank Registry User Form](#).

ACCREDITATION

To request assistance with paramedic accreditation issues.

Please submit the applicable keyword in the email subject line to: mlohelpdesk@emsa.ca.gov and include your return email address and phone number.

EMS Authority Contacts: EMS Personnel Division

PARAMEDIC LICENSURE GENERAL INFORMATION:

(916) 323-9875; Paramedic@emsa.ca.gov

Sean Trask (Chief of EMS Personnel Division):

(916) 431-3689; Sean.Trask@emsa.ca.gov

* Oversees Personnel Standards Unit, Paramedic Licensure Unit and Enforcement Unit.

Michael Smith (Manager - Enforcement Unit)

(916) 431-3703; Michael.Smith@emsa.ca.gov

* Oversees Paramedic Enforcement Unit.

Priscilla Rivera (Manager - Personnel Standards Unit):

(916) 431-3707; Priscilla.Rivera@emsa.ca.gov

* Oversees BLS Program, Central Registry and regulatory updates.

June Leicht (Manager - Paramedic Licensure Unit):

(916) 431-3702; June.Leicht@emsa.ca.gov

* Oversees Paramedic Licensure Unit and Paramedic Programs, NREMT Representatives, and EMT and paramedic billing.

Betsy Slavensky (Personnel Standards Unit):

(916) 431-3717; Betsy.Slavensky@emsa.ca.gov

* Provides My License Office (MLO)/Central Registry technical assistance, interpretations and amendments of regulations, and assists EMTs/AEMTs with questions.

Shona Merl (Personnel Standards Unit)

(916) 431-3692; Shona.Merl@emsa.ca.gov

* Handles questions regarding CORIs, EMT disciplinary questions, and interpretations of regulations pertaining to EMT/AEMT discipline.

Ken Campbell (Paramedic Licensure Unit):

(916) 431-3713; Kenneth.Campbell@emsa.ca.gov

* Prints and sends the EMT certification cards, returns dishonored checks, and processes EMT and paramedic invoices.

Caroline Fudge (Paramedic Licensure Unit):

(916) 431-3652; Caroline.Fudge@emsa.ca.gov

* Handles renewal paramedic licensure applications.

Brad Beltram (Paramedic Licensure Unit):

(916) 431-3648; bradley.beltram@emsa.ca.gov

* Handles paramedic audit renewal applications.

Kimberly Lew (Paramedic Licensure Unit):

(916) 431-3741; kimberly.lew@emsa.ca.gov

* Monitors CE provider and training program database, and paramedic central registry assistance.

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