

## CENTRAL REGISTRY PROCEDURE MANUAL

<b>Subject: Placing and Releasing a Hold or Alert</b>	<b>Number: 650-51</b>
<b>Effective Date: 11/04/2016</b>	

### **PURPOSE:**

To increase communication and consistent application of certification criteria, this policy provides guidelines for using a Hold or an Alert.

### **GUIDANCE:**

Certifying entities and EMSA staff may place a Hold or Alert in the Central Registry when there is a need to conduct an investigation or to ensure probationary requirements are met.

### **BENEFITS OF A HOLD:**

- A Hold could be used to keep the EMT applicant from applying to another certifying entity during an investigation.
- A Hold could be used to keep a EMT certificate holder from changing certifying entities during an investigation.
- A Hold could be used to keep the EMT certificate holder from changing certifying entities prior to successfully completing the terms of probation.

### **BENEFITS OF AN ALERT:**

- An Alert could be used to notify certifying entities of a pending or ongoing investigation.
- An Alert could be used to warn or alarm any matters of concern.

### **NOTE:**

- A Hold or Alert should be placed and/or released when there is legal authority to open an investigation or when probation has been issued.
- When you locate a Hold or Alert on a Central Registry profile, please contact the agency or person who placed it to determine current certification status prior to certifying an EMT.

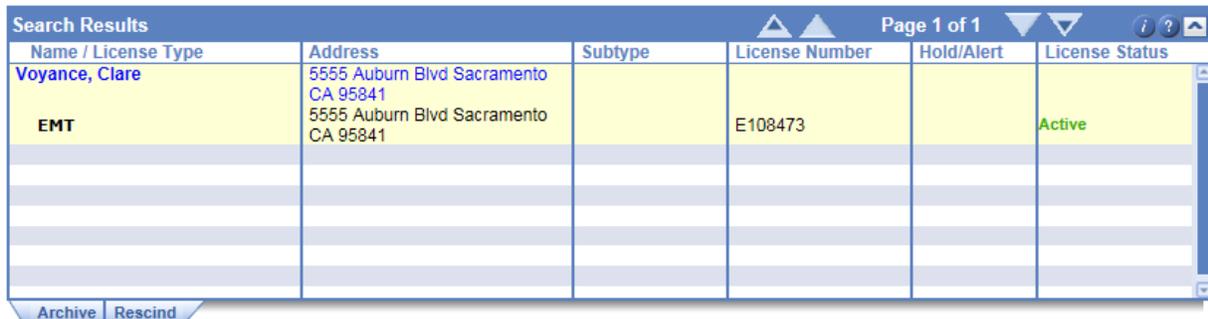
## Placing a Hold or Alert:

1. First, you must open the record you wish to place a Hold or Alert on, you do this by placing your cursor in the left column under Licensee and select >Edit to begin a search for the EMT record using the social security number.



The screenshot shows a software interface with a left sidebar containing options: Applicant, Licensee, Edit, Reminders, Reports, User Security, and Batch Control. A red arrow points to the 'Edit' option. The main window is titled 'Person' and 'Facility'. It contains several input fields: Profession, License Type, License Number, License Status, First Name, Middle Name, Last Name, Address Line1, Address Line2, City, State, Zip Code, SSN (circled in red), and Address Type. There are also 'Search' and 'Clear' buttons at the bottom.

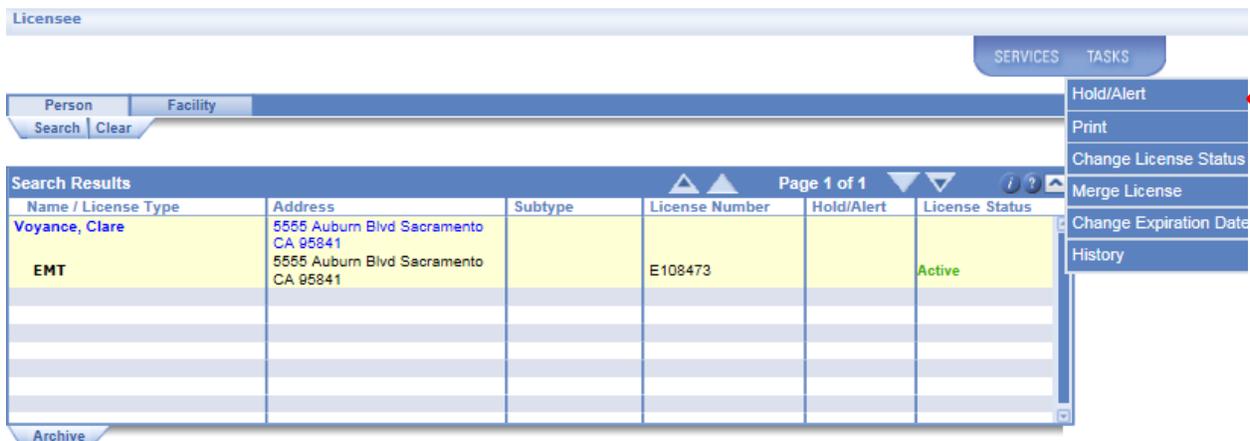
2. Select the EMT record or person profile to open and view the record.  
(EMT record shown)



Name / License Type	Address	Subtype	License Number	Hold/Alert	License Status
Voyance, Clare	5555 Auburn Blvd Sacramento CA 95841				
EMT	5555 Auburn Blvd Sacramento CA 95841		E108473		Active

Archive Rescind

3. Place your cursor under the Tasks menu on the right side of your screen and select the "Hold/Alert" option.



The screenshot shows the 'Licensee' form with the 'TASKS' menu open. The menu options are: Hold/Alert, Print, Change License Status, Merge License, Change Expiration Date, and History. A red arrow points to the 'Hold/Alert' option. The 'Search Results' table from the previous screenshot is visible in the background.

**NOTE:** You will see all previous holds or alerts that have been placed and released on the record. If you see a pencil there are no notes to view. If you see the notepad only, you can click on the notepad to view the notes regarding the Hold or Alert.

4. To add a new Hold or Alert, select the Add tab.

Licensee > Hold/Alerts

Summary					
Name	Address	License Type	License Number	License Status	
Clare Voyance	5555 Auburn Blvd Sacramento CA 95841	EMT	E108473	Active	

Holds and Alerts					
Hold Type	Reason	Date Placed	Date Released	Placed By	
Alert	Review for Investigation	02/04/2015	02/04/2015	smerl	
Alert	Pending Investigation	02/04/2015	02/05/2015	smerl	

**Add** **Back**



5. In the Add Hold or Alert panel, select Type to reflect a Hold or an Alert.

Licensee > Hold/Alerts

Summary					
Name	Address	License Type	License Number	License Status	
Clare Voyance	5555 Auburn Blvd Sacramento CA 95841	EMT	E108473	Active	

Add Hold or Alert		
Type	Alert	
Reason	Audit Must Be Completed Before Renewal	
Date Placed	03/06/2015	

Hold/Alert Details		
Hold Level	Date Released	Released By
<input checked="" type="checkbox"/> Hold on Person		
<input type="checkbox"/> Certifying Entity		
<input type="checkbox"/> EMT (#E108473)		



6. Using the dropdown arrow, select a reason for placing the Hold or Alert.

Licensee > Hold/Alerts

Summary					
Name	Address	License Type	License Number	License Status	
Clare Voyance	5555 Auburn Blvd Sacramento CA 95841	EMT	E108473	Active	

Add Hold or Alert		
Type	Alert	
Reason	Pending Investigation	
Date Placed	03/06/2015	

Hold/Alert Details		
Hold Level	Date Released	Released By
<input type="checkbox"/> Hold on Person		
<input type="checkbox"/> Certifying Entity		
<input checked="" type="checkbox"/> EMT (#E108473)		



7. The system will auto fill the current date. If you need this to reflect a different date, enter your date for that Hold or Alert.

Licensee > Hold/Alerts

Summary					
Name	Address	License Type	License Number	License Status	
Clare Voyance	5555 Auburn Blvd Sacramento CA 95841	EMT	E108473	Active	

**Add Hold or Alert**

Type: Alert

Reason: Pending Investigation

Date Placed: 03/06/2015

**Add** **Cancel**

**Hold/Alert Details**

Hold Level	Date Released	Released By
<input type="checkbox"/> Hold on Person		
<input type="checkbox"/> Certifying Entity		
<input checked="" type="checkbox"/> EMT (#E108473)		

8. A Hold should not be placed on the person record because a LEMSA only has jurisdiction over the EMT certificate. In the Hold/Alert Details panel, you must select EMT certificate to place the Hold or Alert on the EMT record. Select the Add tab to enter your Hold or Alert.

Licensee > Hold/Alerts

Summary					
Name	Address	License Type	License Number	License Status	
Clare Voyance	5555 Auburn Blvd Sacramento CA 95841	EMT	E108473	Active	

**Add Hold or Alert**

Type: Alert

Reason: Pending Investigation

Date Placed: 03/06/2015

**Add** **Cancel**

**Hold/Alert Details**

Hold Level	Date Released	Released By
<input type="checkbox"/> Hold on Person		
<input type="checkbox"/> Certifying Entity		
<input checked="" type="checkbox"/> EMT (#E108473)		

**NOTE:** When placing a Hold or Alert on a NREMT profile, the Hold/Alert Details panel will automatically default the Hold or Alert to the person record because there is no EMT certificate to select. This is ok.

**Add Hold or Alert**

Type: Alert

Reason: Pending Investigation

Date Placed: 08/10/2016

**Add** **Cancel**

**Hold/Alert Details**

Hold Level	Date Released	Released By
<input checked="" type="checkbox"/> Hold on Person		

9. Next, click on the notepad icon to add brief notes including whom to contact for questions and concerns.

The screenshot shows two overlapping windows. The top window, titled "Holds and Alerts", contains a table with the following data:

Hold Type	Reason	Date Placed	Date Released	Placed By
Alert	Pending Investigation	02/27/2015		lwitchey

The "Alert" cell in the first row is circled in red. Below the table is an "Add" button. The bottom window, titled "Hold/Alert Details", contains a table with the following data:

Hold Level	Date Released	Released By
<input type="checkbox"/> Certifying Entity		
<input checked="" type="checkbox"/> EMT (E108473)		

Below this table is a "Save" button.

10. Once notes are entered, select the Save tab.

The screenshot shows the "Add Remark" dialog box. The text area contains the following text:

Investigating CORI results. Contact Bob for more information (916-555-1212)

At the bottom left of the dialog box, there are "Save" and "Clear" buttons. A red arrow points to the "Save" button. At the bottom right, there is a "Back" button.

11. Select the back button.

The screenshot shows the "Licensee > Hold/Alerts > Remarks" page. It contains three sections:

**Summary**

Name	Address	License Type	License Number	License Status
Clare Voyance	5555 Auburn Blvd Sacramento CA 95841	EMT	E108473	Active

**Holds Alerts Summary**

Hold Type	Reason	Date Placed	Date Released	Placed By
Alert	Pending Investigation	03/06/2015		TestEMT

**Remarks List**

Date Last updated	Remarks	Updated By
03/06/2015 09:50:31 AM	Investigating CORI results. Contact Bob for more information (916-555-1212)	TestEMT

At the bottom right of the page, there is a "Back" button with a red arrow pointing to it.

12. You will see all previous Holds and Alerts, select the back option to return to record.

Summary					
Name	Address		License Type	License Number	License Status
Clare Voyance	5555 Auburn Blvd	Sacramento CA 95841	EMT	E108473	Active

Holds and Alerts				
Hold Type	Reason	Date Placed	Date Released	Placed By
Alert	Review for Investigation	02/04/2015	02/04/2015	smerl
Alert	Pending Investigation	02/04/2015	02/05/2015	smerl
Alert	Pending Investigation	03/06/2015	03/06/2015	TestEMT
Alert	Review for Investigation	05/26/2015	05/27/2015	smerl
Alert	Review for Investigation	05/27/2015	07/26/2016	smerl1
Alert	Pending Investigation	08/01/2016		smerl



13. The Hold or Alert is now active.

Person		Facility		Search Results		
Name / License Type	Address	Subtype	License Number	Hold/Alert	License Status	
Voyance, Clare	5555 Auburn Blvd Sacramento CA 95841		E108473	Alert	Active	

Current Hold/Alert Exists

**Releasing a Hold or Alert:**

1. If you need to release a Hold or Alert, place cursor in the left column under Licensee and select >Edit to begin a search for the EMT record using the social security number.

2. Select the EMT record or applicant profile to open the profile record.  
(EMT record shown)

The screenshot shows a search results table with the following data:

Name / License Type	Address	Subtype	License Number	Hold/Alert	License Status
<b>Voyance, Clare</b>	5555 Auburn Blvd Sacramento CA 95841				
<b>EMT</b>	5555 Auburn Blvd Sacramento CA 95841		E108473	<b>Alert</b>	<b>Active</b>

Below the table is an "Archive" button. The page is labeled "Page 1 of 1".

**Current Hold/Alert Exists**

3. Under the "Tasks" menu on the right side of the screen, select the Hold/Alert option.

The screenshot shows the "Tasks" menu open on the right side of the screen. A red arrow points to the "Hold/Alert" option. The menu items are:

- Hold/Alert
- Print
- Change License Status
- Merge License
- Change Expiration Date
- History

The background shows the same search results table as in the previous screenshot, with the "EMT" record highlighted. The "Archive" button is visible at the bottom left.

**Current Hold/Alert Exists**

4. You will see all previous holds and alerts, select the notepad icon for the active Hold or Alert placed by your agency to enter desired notes.

Licensee > Hold/Alerts

Summary					
Name	Address	License Type	License Number	License Status	
Clare Voyance	5555 Auburn Blvd Sacramento CA 95841	EMT	E108473	Active	

Holds and Alerts				
Hold Type	Reason	Date Placed	Date Released	Placed By
Alert	Review for Investigation	02/04/2015	02/04/2015	smerl
Alert	Pending Investigation	02/04/2015	02/05/2015	smerl
Alert	Pending Investigation	03/06/2015		TestEMT

[Back](#)

5. Select the date last updated to view notes. Before entering new notes, select the clear tab to allow new date and time to auto populate for this entry. Previous notes will not be cleared permanently, enter notes and select the save tab, then the back button.

Holds Alerts Summary				
Hold Type	Reason	Date Placed	Date Released	Placed By
Alert	Pending Investigation	02/27/2015		lwitchey

Remarks List		
Date Last updated	Remarks	Updated By
02/27/2015 01:10:17 PM	Investigating CORI results. Contact Lisa Witchey (916)431-3707 for more information.	lwitchey

Edit Remark
Investigation complete. Probation agreement signed.

[Save](#) [Clear](#)
[Back](#)

6. You will see all previous Holds and Alerts.

Hold Type	Reason	Date Placed	Date Released	Placed By
Alert	Review for Investigation	02/04/2015	02/04/2015	smerl
Alert	Pending Investigation	02/04/2015	02/05/2015	smerl
Alert	Pending Investigation	03/06/2015	03/06/2015	TestEMT
Alert	Review for Investigation	05/26/2015	05/27/2015	smerl
Alert	Review for Investigation	05/27/2015	07/26/2016	smerl1
Alert	Pending Investigation	08/01/2016		smerl

Add

Hold Level	Date Released	Released By
<input type="checkbox"/> Certifying Entity		
<input checked="" type="checkbox"/> EMT (#E108473)		

Save

Back

7. Select the underlined Alert to access the Hold/Alert Details panel.

Hold Type	Reason	Date Placed	Date Released	Placed By
<u>Alert </u>	Pending Investigation	02/27/2015		lwitchey

Add

Hold Level	Date Released	Released By
<input type="checkbox"/> Certifying Entity		
<input checked="" type="checkbox"/> EMT (#E107091)		

Save

Back

8. Select the underlined EMT certificate to generate the release tab.

Hold Type	Reason	Date Placed	Date Released	Placed By
<u>Alert </u>	Pending Investigation	02/27/2015		lwitchey

Add

Hold Level	Date Released	Released By
<input type="checkbox"/> Certifying Entity		
<input checked="" type="checkbox"/> EMT (#E107091)		

Save

Back

9. Select the release tab, the date of release will auto populate.

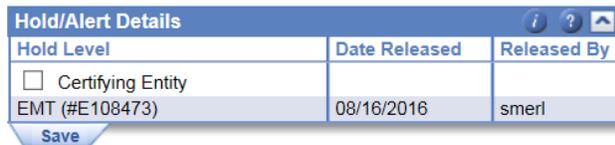


The screenshot shows a web form titled "Hold/Alert Details". It contains a table with three columns: "Hold Level", "Date Released", and "Released By". The first row has a checkbox for "Certifying Entity" which is unchecked. The second row has a checked checkbox for "EMT (#E107091)". Below the table are two buttons: "Release" and "Save". A red arrow points to the "Release" button.

Hold Level	Date Released	Released By
<input type="checkbox"/> Certifying Entity		
<input checked="" type="checkbox"/> EMT (#E107091)		

Release Save

10. Select the back tab to return to the EMT record or applicant profile.



The screenshot shows the same "Hold/Alert Details" form. The "Date Released" field is now populated with "08/16/2016" and the "Released By" field is populated with "smerl". The "Release" button is no longer visible, and the "Save" button is now the only button at the bottom.

Hold Level	Date Released	Released By
<input type="checkbox"/> Certifying Entity		
<input checked="" type="checkbox"/> EMT (#E108473)	08/16/2016	smerl

Save



11. The Hold or Alert is now released.