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# NEWSLETTER

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Winter 2016-17

## EMS Personnel Division

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— TOOLS, TIPS, AND HOT TOPICS—

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### Training Program Database Updates

Calling all Local EMS Agencies! Please review all of your approved programs in the [Training Program Database](#) for accurate and complete information periodically. EMSA has recently received emails and calls regarding missing status and expiration dates on some of them. When we get these calls, we refer them back to the approving authority. Thank you for your diligence!

### EMT Regulations Update

The EMS Authority is in the process of revising Chapter 2, Division 9, Title 22 of the California Code of Regulations.

The public is invited to submit written comments on the proposed regulations during a 2nd 45-day public comment period from December 2, 2016 through January 15, 2016. The proposed regulation text is available for review [here](#).

If you are unable to access the website and would like a copy of the proposed Chapter 2 regulations mailed, faxed or emailed to you or if you have any questions, please contact Corrine Fishman by calling (916) 431-3727, or by [email](#).

### New Epinephrine Auto-injector Legislation

On September 16, 2016, the Governor signed AB 1386 (Huff, Chapter 374, Statutes of 2016). This bill expands upon existing law by permitting any for-profit, nonprofit, or government entity or organization to obtain a "house" epinephrine auto-injector (EA) prescription. An authorized health care provider may issue a prescription to an authorized entity, if the authorized entity submits evidence it employs at least one person, volunteer or agent who is trained and has a current EA certification card issued by EMSA. In addition, the authorized entity shall submit to EMSA a report of each incident that involves the use of an EA, not more than 30 days after each use.

### Are You On FB or Twitter? Check Out EMSA news!

- [Facebook](#)
- [Twitter](#)

### Upcoming Important Dates

- **December 2, 2016 through January 15, 2016** - 2nd 45-day [public comment](#) period for proposed EMT regulation changes.
- **April 1, 2017** - All Public Safety First Aid/CPR/AED training programs in operation shall submit evidence of compliance and program approval with Chapter 1.5 [regulations](#) (effective

4/1/2015) to the appropriate approving authority. EMSA recommends that you submit current, revised programs 30-60 days in advance to allow time for program review and correspondence. Any new programs will be required to comply with all regulations in Chapter 1.5 and receive approval, as well, prior to implementing the training program.



## EMT 2010 Central Registry

### Central Registry Technical Support Hours

As of December 5, 2016, technical support for EMT certification processing in the Central Registry is available on Tuesdays and Thursdays.

This includes EMT certification support in [My License Office](#) (MLO), regulation questions and new user/delete user processing. Along with technical assistance, the BLS Coordinator position covers program reviews, developing policies and procedures for Central Registry users, regulation updates and many other projects. Updating and creating procedures for you, the certifying entities, is currently a high priority and once these are approved, they will provide technical reference and training assistance for all certification staff.

If you have a password reset request, continue to submit requests to [mlohelpdesk](#).

### Updated EMT Webpage And FAQs!

EMSA has updated the EMT [webpage](#) to clarify the processes for certification. The [EMT Frequently Asked Questions](#) have been expanded to answer more questions that arise on a frequent basis. Our hope is that this will assist certifying entities and EMTs as well as reduce the technical support required by the BLS Coordinator at EMSA. The [FAQs](#) will re-route EMT questions to the certifying entities.

### New Central Registry Procedures Coming Soon

- The Initial EMT certification process can be tricky with lots of options to choose. A new and very detailed procedure has been created and is in the review process. We plan to finalize and get that out to you soon!
- Unarchiving An EMT is another procedure that will assist certification staff in locating EMTs during a search. That has also been created recently and is in review.
- Several other procedures are in the works and we will keep you posted as these become available. Let us know if there is a procedure not found in [Information for Certifying Entities](#) that would assist your certification or enforcement staff as we will be prioritizing.

### Can't Find an EMT in the Registry?

Have you ever searched for an EMT with an E#, name or the SSN and the EMT does not pop up? There are several reasons this could be. Prior to sending a helpdesk request, try the following:

- Check your compatibility view as Internet Explorer updates weekly and will drop the link to MLO. That needs to be restored or you will get blank screens, error codes and incomplete processes. You will find instructions [here](#).
- Clear your "Search" in Licensee or Applicant Edit, as you may have prior letters or numbers that are blocking your search.
- Do not use periods in names or initials to search and verify that you have correct spelling or social security numbers.
- Check to see if the EMT was archived (inadvertently or on purpose) by clicking on the underlined "[Licensee -Person Advanced](#)" at the bottom of the "Licensee Edit" search screen. Check the "Archive Only" box and search the EMT again. If the EMT is archived and comes up, you can click on the "Unarchive" button and proceed with processing. A procedure has

been created and is in the review process currently. If you need further assistance, send an email request to [mlohelpdesk](mailto:mlohelpdesk).

## Enforcement Procedures

The **Hold/Alert and the No Longer Interested (NLI) procedures are now available!** View all [EMT 2010 Enforcement procedures](#). For any questions or concerns, please contact Special Investigator, Shona Merl at (916) 431-3692 or by [email](#).

## Documenting EMT Certification Actions

Ensure that all fields in the certification action panel are completed when entering EMT certification actions. The EMS Authority recommends that a LEMSA enter Certification Actions selecting one Health and Safety Code violation for each disciplinary plan. Additional violations identified in the "Decision and Order" should be entered in the "Medical Director Taking Action/Notes" section as shown below. For additional guidance, please review the following procedure [#650-69-Documenting Certification Actions](#).



The screenshot shows a software window titled "Certification Actions". It contains several input fields: "Certification Action" (a dropdown menu), "Violation" (a dropdown menu), "Start Date" (a date picker with "mm/dd/yyyy" format), "End Date" (a date picker with "mm/dd/yyyy" format), "LEMSA Taking Action" (a dropdown menu), and "Medical Director Taking Action/Notes" (a large text area). At the bottom left of the window are "Save" and "Cancel" buttons.

For clarification, see [Title 22, Division 9, Chapter 2](#) and [Chapter 10](#).

For any questions or concerns, please contact Special Investigator, Shona Merl at (916) 431-3692 or by [email](#).

## Grandfathering Rules and the Letter of Verification

Have you heard of the term "grandfathered" when referring to EMT certificate holders and wondered what it means? Grandfathering refers to those EMTs who were certified prior to July 1, 2010 and did not have a new live scan done that would allow the State to receive Criminal Offender Records Information (CORI) reports. In order for an EMT certificate holder to have been grandfathered into the Central Registry, the certifying entity must have had a state level criminal background check that includes subsequent arrest notifications on file for those EMTs prior to July 1, 2010 and verified with the State that the EMTs background contained no information that would preclude them from certification.

Grandfathering is only applicable for the certifying entity who entered the EMT into the system in 2010. No other certifying entity may allow the EMT to remain outside of the State fingerprinting process. The "grandfathering" language can be found in California Regulations Chapter 10, §100348. Chapter 6, §1000214.3 further explains that any EMT that has a Section 290 offense could not be grandfathered in 2010 and any EMT that is convicted of a misdemeanor or felony after July 1, 2010 will be subject to the State fingerprinting process.

EMTs will lose the right to stay outside of the State fingerprint system if they do any of the following:

- Get convicted of a misdemeanor or felony
- Change certifying entities
- Expire their certification

If any of the above occur, the EMT must be re-live scanned with a live scan form that authorizes secondary reporting to the EMS Authority. No EMT certified after 2010, can be entered into the system as grandfathered. When entering these EMTs into MLO, make sure you do not choose "Background check prior to July 1, 2010," as this only applies to grandfathered EMTs.

A certifying entity is further responsible for reviewing both the Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) results prior to issuing a new EMT certificate or renewing an existing EMT certificate. A certifying entity that is not a LEMSA shall advise a certification or re-certification applicant, whose conduct indicates a potential for disciplinary cause based on an investigation by the certifying entity prompted by a DOJ and or FBI CORI, pursuant to Section 100210(a) of Chapter 6, to apply to a LEMSA for certification or re-certification. [Chapter 6, Section 100214.3.](#)

Please contact Special Investigator, Shona Merl, at (916) 431-3692 or by [email](#) with any questions or concerns relating to EMT discipline or documentation of EMT discipline in the central registry.

## Renewing and Changing Certifying Entities

If a current California EMT is changing certifying entities at any point in their cycle or reinstating an expired EMT certification, a new live scan is required to be completed by the new certifying entity and the fee of \$75 applies. The certifying entity should renew the existing certification even when the applicant is changing certifying entities and maintain the same certification number.

What if the EMT recently re-certified with their current certifying entity, then became employed in a new jurisdiction and the employer is requiring that they certify in that jurisdiction or with a different certifying entity? Though not a state requirement, the EMT may re-certify again with the new agency; re-certification requirements will apply including a live scan, \$75 fee and CE within that new cycle.

The EMT Certification Requirements and Fees chart that will assist you with the proper fees, requirements and whether a live scan is necessary, can be found here: [Information for Certifying Entities](#) and also via the link at the bottom of the [EMT page](#).

## Synchronizing Dates? No Renewal Tab?

Have you ever tried to renew an EMT that is transferring their certification to your agency and discovered that there is no renew tab in MLO? The system generates renew tabs one year into the 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. You may send a request to: [mlohelpdesk](#). Many EMTs change jobs and certifying entities due to local policy or an employer's request that they certify in the jurisdiction in which they work.

Additionally, many agencies wish to have all EMT certifications on the same cycle. This cannot be done randomly; regulations must be reviewed and applied to each individual case. Review the EMT "Eligibility, Re-certification and Expiration Cycles" chart for date guidelines and the Synchronization procedure for details on how to proceed. Both can be found here: [Information for Certifying Entities](#).

## Tips for Tracking Passwords

We all use multiple passwords online. It is often difficult to keep track of them and many find it simpler to auto-save the login and password. Auto-saving passwords is a serious security risk. It is an invitation to access your system. A good question to ask yourself is: "would I auto-save my password online for my banking information?"

Some online users choose to hand write the passwords and keep under their keyboard. This obviously isn't the safest bet. A locked drawer would be a better option. Another option would be a password manager. There are a number of free password managers available online, including [PC Mag Article](#) and [ilovefreesoftware article](#).

## Most Common "Glitches" When Re-certifying EMTs

1. Compatibility View settings – If you get a blank screen or 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. Here is the direct link to locate a guide: [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 - Here is a [chart](#) to assist in identifying eligibility for initial EMT certification, re-certification and lapsed certification expiration dates. To view all certification charts, forms and procedures available: [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. Please note that No Longer Interested (NLI) submissions should be reported on the same line as the CORI status and original applicant transaction identifier (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. As well, putting an incorrect SSN can cause duplicate person records and multiple corrections.

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## Helpdesk Keywords

Do you know the five keywords to submit when requesting assistance to the MLO Helpdesk?

### **KEYWORDS**

#### **PASSWORD**

To reset a Central Registry password or request a paramedic accreditation password, be sure to include your user ID in the email 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 [Central Registry User Application Form](#).

#### **DELETE USER**

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

#### **ACCREDITATION**

To request assistance with paramedic accreditation issues.

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

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## EMS Authority Contacts: EMS Personnel Division

### **PARAMEDIC LICENSURE GENERAL INFORMATION:**

(916) 323-9875; [Paramedic@emsa.ca.gov](mailto:Paramedic@emsa.ca.gov)

**Sean Trask** (Chief of EMS Personnel Division):

(916) 431-3689; [Sean.Trask@emsa.ca.gov](mailto: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](mailto:Michael.Smith@emsa.ca.gov)

\* Oversees Paramedic Enforcement Unit.

**Priscilla Rivera** (Manager - Personnel Standards Unit):

(916) 431-3707; [Priscilla.Rivera@emsa.ca.gov](mailto: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](mailto: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](mailto: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](mailto: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](mailto:Kenneth.Campbell@emsa.ca.gov)

\* Prints and sends the EMT certification cards, returns dishonored checks, and processes Paramedic accreditations.

**Caroline Fudge** (Paramedic Licensure Unit):

(916) 431-3652; [Caroline.Fudge@emsa.ca.gov](mailto:Caroline.Fudge@emsa.ca.gov)

\* Handles renewal paramedic licensure applications.

**Brad Beltram** (Paramedic Licensure Unit):

(916) 431-3648; [Bradley.Beltram@emsa.ca.gov](mailto:Bradley.Beltram@emsa.ca.gov)

\* Handles paramedic audit renewal applications and processes EMT and paramedic invoices.

**Kimberly Lew** (Paramedic Licensure Unit):

(916) 431-3741; [Kimberly.Lew@emsa.ca.gov](mailto:Kimberly.Lew@emsa.ca.gov)

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