

**CENTRAL REGISTRY
PROCEDURE MANUAL**

Subject: Placing and Releasing a Hold or Alert	Number: 650-51
Effective Date: 11/4/2016	

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.

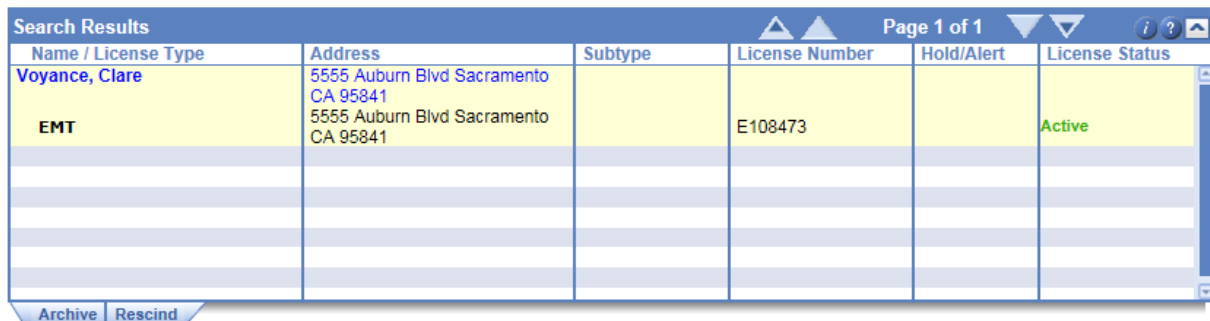
Placing a Hold or Alert:

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.



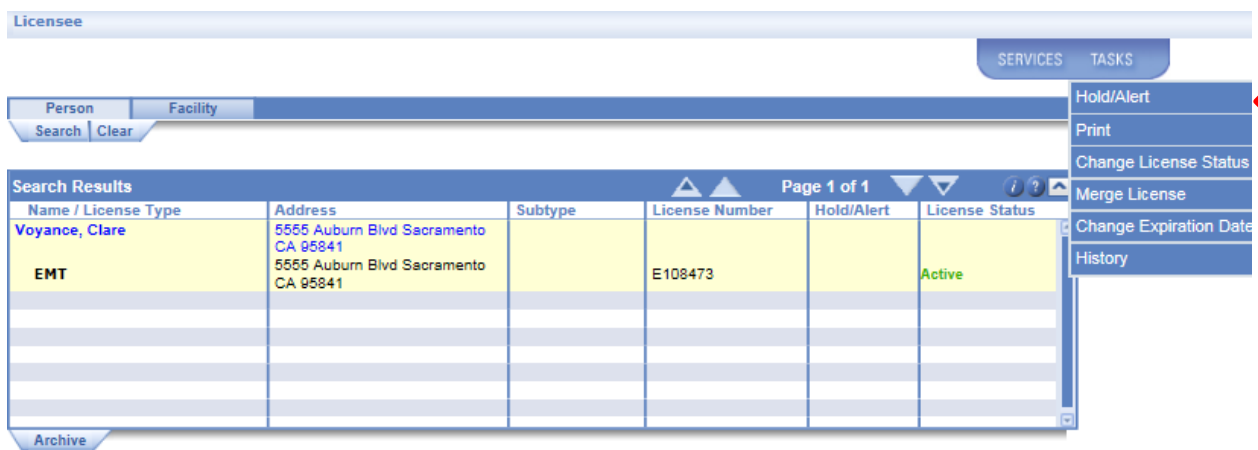
The screenshot shows the 'Applicant' form with a sidebar on the left containing buttons for 'Licensee', 'Edit', 'Reminders', 'Reports', 'User Security', and 'Batch Control'. A red arrow points to the 'Edit' button. The main form area has tabs for 'Person' and 'Facility'. The 'Person' tab is active, showing fields for 'Profession', 'License Type', 'License Number', 'License Status', 'First Name', 'Middle Name', 'Last Name', 'Address Line1', 'Address Line2', 'City', 'State', 'Zip Code', and 'Address Type'. The 'SSN' field is circled in red and contains the value '55555555'.

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		E108473		Active
EMT	5555 Auburn Blvd Sacramento CA 95841				

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 on the right side. 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 below the menu.

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

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)		

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.

Holds and Alerts

Hold Level	Reason	Date Placed	Date Released	Placed By
<input checked="" type="checkbox"/> Alert	Pending Investigation	02/27/2015		lwitchey

Hold/Alert Details

Hold Level	Date Released	Released By
<input type="checkbox"/> Certifying Entity		
<input checked="" type="checkbox"/> EMT (40000000)		

Save

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

Add Remark

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

Save Clear

Back

11. Select the back button.

Licensee > Hold/Alerts > Remarks

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



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 | Clear

Search Results					
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	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.

The screenshot shows a software interface with a left-hand menu. A red arrow points to the 'Edit' option under the 'Licensee' section. The main window displays a search form for a licensee. The 'SSN' field is circled in red and contains the value '55555555'. Other fields include Profession, License Type, License Number, First Name, Middle Name, Last Name, Address Line1, Address Line2, City, State, Zip Code, and Address Type. The 'Licensee - Person Advanced' section is also visible.

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
Voyance, Clare EMT	5555 Auburn Blvd Sacramento CA 95841 5555 Auburn Blvd Sacramento CA 95841		E108473	Alert	Active

Below the table is an 'Archive' button. The page number 'Page 1 of 1' is displayed at the top right of the table area.

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 same search results table as above. A 'SERVICES TASKS' menu is open on the right side of the screen. The 'Hold/Alert' option is highlighted with a red arrow. Other options in the menu include Print, Change License Status, Merge License, Change Expiration Date, and History.

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

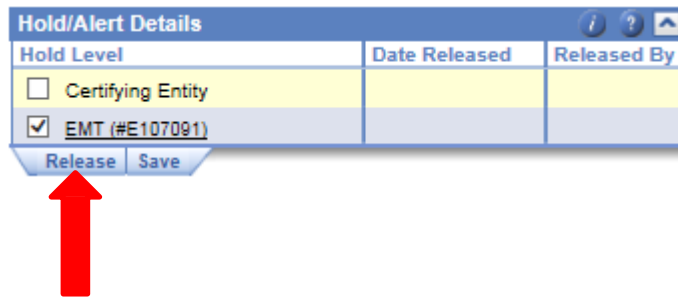
Add

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 has a table with three columns: "Hold Level", "Date Released", and "Released By". The first row is "Certifying Entity" with an unchecked checkbox. The second row is "EMT (#E107091)" with a checked checkbox. 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 "Hold/Alert Details" form after the release action. The "Date Released" field is now populated with "08/16/2016" and the "Released By" field with "smerl". The "Save" button is highlighted.

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.