

NYS DOH Bureau of EMS & Trauma Services
Bi-Weekly Webex Update for
EMS Agency Leadership
Wednesday 6/17/20, 3:00 PM to 3:30 PM
Unofficial Notes

NYS DOH BEMS&TS Panelists:

Ryan Greenberg, Director, Bureau of EMS & Trauma Services
Peter Brodie, Deputy Chief, Informatics
Daniel Clayton, Section Chief, Operations Branch
Jean Taylor, Deputy Chief, Education Branch
Edward Mager, Deputy Chief, Buffalo, Western Region
Michael Bagozzi, Deputy Chief, Syracuse, Central Region

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- There is a call later today at 4:00 PM for Course Sponsors that covers educational issues.
- BEMS&TS is doing more by electronic means due to pandemic.
- Remote Proctoring is a new option being added to testing. Scheduling will be done through the PSI contractor. This would allow students to take a computer based test at their home, fire house or ambulance station. Students would need a computer or laptop with good connectivity. Software does not work on a tablet or iPad. While test results would be available at the end of the exam verification would not be available until results are loaded to the Health Commerce System. The usual \$28.00 computer based testing fee would apply.

NOTE: During the Course Sponsor call additional information was provided:

- This option is only available for BLS level exams – EMT or CFR. AEMT and EMT-P students have to go to a PSI testing center.
- Cannot schedule for same day - can be next day or later.
- Camera video tapes the exam session.
- Artificial Intelligence monitors person for potential cheating such as talking out loud, etc.
- State Emergency Medical Advisory Committee (SEMAC) and State EMS Council (SEMSCO) was supposed to be last week and later June is not working out. May be meeting in July and information will be forthcoming.
- PPE in stock by EMS agencies has been a question and no definitive answer has come out. Hospitals are supposed to keep a 90 day supply. There is nothing to date for EMS. Trying to work out with EMS what that should be. Do try and stock up as much as possible. Reports of some PPE available but other types are not. Do the best that you can. If specific problems for immediate needs reach out to BEMS&TS and county Emergency Managers.
- Guidance documents are in the works. Some of the future ones may have different levels of things going on. Part of that is to address the fact that regions may be in different phases of opening, the way they respond, training, response, etc.
- Today is 6/17 and there is the possibility of a second pandemic wave in the summer or fall - September, October or November. It is only 90 days to mid-September. EMS agencies need to prepare. Do a hot wash and see how pandemic went for them. Plan for future and options for moving forward. Maybe it never comes. Look at what went well, staffing models, etc. and use lull to test models. For questions and/or assistance reach out to BEMS&TS District Chief, Regional EMS Program Agency, local Emergency Manager and local hospitals.
- Paper PCR form submission is changing. Currently paper PCRs are submitted to local EMS Program Agencies. In the future EMS agencies charting on paper will have to scan in their paper PCRs through a platform BEMS&TS is putting together and then enter some basic information about the call. PCRs would be stored at the EMS facility. This may be out in July or maybe August.
- Exploring use of the state platform for PCR charting for free. There would only be 1 template.
- Question about PSI web site not displaying all available test centers. Answer was to use PSI phone # for questions about test sites.

- Question about Program Agencies being included in e-mail about operating certificates in their region. Answer was that they will look into it.
- Evaluating all pandemic protocols.
- Question about narcotics quarterly forms becoming electronic. Answer was Greenberg will speak to counterpart at Bureau of Narcotics Enforcement to see if they have any plans for that.
- Next Webex update for EMS Agency Leadership will be Wednesday 7/1/20 at 3:00 PM.
- Question about issuing new printed cards showing 1 year extension. Answer was to go to Health Commerce System and print out query response showing new expiration date as documentation. They are not reprinting all cards right now due to limitations of not being in the office.

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- Operating certificate renewals have not been issued since the beginning of the pandemic in early March but BEMS&TS has been noting in its systems that adequate and sufficient information was received. Submission is covered by State Administrative Procedures ACT (SAPA). If an EMS agency needed verification of renewal a letter has been sent citing SAPA.
- Starting yesterday BEMS&TS has been going back to February and March and begun issuing operating certificate renewals with expiration dates in 2022. The difference is that instead of mailing a new certificate an e-mail notice is being sent to the EMS agency contact on file. The operating certificate can be printed out and posted. It will be maintained on DOH servers for future reference. This is how it will continue to be done in the future.
- Question about how to check who is listed as the EMS agency contact in DOH records. Answer was that whoever is listed as point-of-contact on latest operating certificate renewal application is the contact. If EMS agency needs to know between renewals they can contact BEMS&TS District Chief or someone in Central Office.
- If there is a change in EMS agency leadership the DOH has fillable PDF forms to complete, print and then mail, e-mail or FAX in to District Chief:

[DOH-2926 - Certified EMS Agency Information Update Form](#)

[DOH-5127 - BLSFR Agency Information Application/Update Form](#)

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- Remote Proctoring option does provide grade at end of exam but does not produce immediate confirmation of certification. Exam scores are uploaded on a weekly basis. Results can then be verified through Health Commerce System and students passing the exam can then practice as EMS providers.

NOTE: During the Course Sponsor call additional information was provided:

- Software does not work with a hotspot connection.
- Need to be able to turn camera around so proctor can view room.
- Only test taker is permitted in room.
- No eating or drinking permitted during exam.
- Live proctor will be watching during exam.
- Will get exam score report at end of exam.
- Health Commerce System will be updated within 7 to 10 days.
- Everything is being done electronically. It is going very well for most part although there may be spot problems.
- Summer courses are filling and one Course Sponsor is reporting a “huge” enrollment.
- Questions about CME recertifications earlier this year not being able to be submitted via DOH web site. Answer was CME recertification full web site will still not be operational for 2 to 3 months. Limited site may operate in a month.

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- On downside of 90 day pandemic.
- Working on design and implementation of documentation forms.
- BLSFR form being worked on has fewer fields recognizing relatively short patient contact time at that level.
- Phone number(s) for call-in to Webex meetings will be changing this month. Keep an eye on the Webex invitations. Moving primarily to (518) 549-0500.