

**NYS DOH Bureau of EMS & Trauma Services**  
**Bi-Weekly Webex Update for EMS Agency Leadership**  
**Wednesday 7/1/20, 3:00 PM to 3:36 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

Richard Robinson, Deputy Chief, NYC, Metropolitan Region

Valerie Ozga, Vital Signs Academy

Lynn Farruggia, Section Chief, Administration

Toril Heggen, Secretary, Director's Office

XX

**Jean Taylor** [jean.taylor@health.ny.gov](mailto:jean.taylor@health.ny.gov)

- Nothing to update.
- Waiting for questions.

[See below for comments and Q&As from the call for Course Sponsors]

**Edward Mager** [edward.mager@health.ny.gov](mailto:edward.mager@health.ny.gov)

- Nothing significant to report.
- Processing paperwork.
- Staff has returned from primary COVID-19 operations and deployments.
- Going through e-mails and sending appropriate responses and answers.
- If missed anything send e-mail.

**Michael Bagozzi** [michael.bagozzi@health.ny.gov](mailto:michael.bagozzi@health.ny.gov)

- Nothing significant to report.
- Processing paperwork.
- Staff has returned from primary COVID-19 operations and deployments.
- Going through e-mails and sending appropriate responses and answers.
- If missed anything send e-mail.

**Richard Robinson** [richard.robinson@health.ny.gov](mailto:richard.robinson@health.ny.gov)

- Processing paperwork.
- Staff has returned from deployments.
- Going through e-mails and sending responses.
- Following up on cases that have been assigned.
- All renewal activities are being handled electronically. Send an e-mail if agency renewal paperwork is needed.

**Valerie Ozga** [valerie.ozga@health.ny.gov](mailto:valerie.ozga@health.ny.gov)

- Starting 7/1/20 there is a new system to issue CME certificates. Those registering for a webinar will be issued a "coupon code" to log onto Vital Signs Academy and for a 12 question quiz after the CME. Those getting at least an 80% minimum grade will have a CME certificate issued electronically into their account. There is no longer a survey at the end of the CME.
- Reaching out to Course Sponsors in the state soliciting for the sponsors to offer presentations on rotating days of the week in the month of August. For example, one Course Sponsor would take Mondays, another Tuesdays, etc.

**Daniel Clayton** [daniel.clayton@health.ny.gov](mailto:daniel.clayton@health.ny.gov)

- Department of Motor Vehicles offices are opening sporadically across the state. Check the DMV website to see locations and hours. Many offices are scheduling appointments.
- Operating Certificate renewals due February through May have been 99% processed.
- Starting to process June 30 expiration renewals.
- Electronic renewal packages and other information is being e-mailed to the contact e-mail address listed on the last renewal form DOH-206.
- Use form DOH-2936 or DOH-5127 as appropriate to update agency contact information between renewal filings.
- Try to use generic organization e-mail address for EMS agency that does not change from person to person as elections take place and/or people come and go in positions.

**Peter Brodie** [peter.brodie@health.ny.gov](mailto:peter.brodie@health.ny.gov)

- Working on data standard updates.
- Working on a PCR submission portal that is a little ways down the road.
- BLS FR documentation standards and form are being worked on.
- Question: Do you have any word on a DUA [Data Use Agreement] for access to state PCR data for prehospital research? Answer: We are working on a DUA for that right now and it is under discussion and review prior to release. Once it is prepared, we will announce accordingly.
- Question: Should smaller agencies be concerned if there have been no calls for service within 30 days. Answer: No, but if there are any questions can e-mail Peter Brodie directly and BEMT&TS District Chief. It is not actually a bad thing.

**Lynn Farruggia** [lynn.farruggia@health.ny.gov](mailto:lynn.farruggia@health.ny.gov)

- Working on grants gateway for REMSCO budgets, approvals and finalizing contracts.
- Reminder letters were sent out to REMSCOs about finalizing contracts.

**Ryan Greenberg** [ryan.greenberg@health.ny.gov](mailto:ryan.greenberg@health.ny.gov)

- Thank you to everybody for the work you do.
- Working on getting some physical certification cards out. Process not yet finalized. Then will look at bigger selection getting cards out to everybody with new extension date. Providers can have agency access Health Commerce System to generate printout to verify expiration date and carry printout as written verification.
- Ability to get communications, documentation and guidance out quickly was a concern during pandemic. Weekly BEMS&TS calls were implemented to help. Preparing now for a possible second wave. What do agencies want to see in the way of needed guidance, PPE, education, etc.?
- Now at 75 day mark from possible second wave. Hope to have things in approval process by 8/1/20. Will involve phased approach covering differences in needs across different regions.
- Agencies should develop plans for PPE, policies and procedures, staffing, etc. Collaborate and don't recreate the wheel but involve neighbors, BEMS&TS District Chiefs, other agencies, Program Agencies and Regional EMS Councils.
- Agency management should stop and pause and take a look at the wellbeing of their team, make sure they are OK and provide assistance if needed.
- Question: What constitutes a second wave? Answer: It is locally dependent and could be different for each community and what will impact regular operations. May involve phased approach with policy guidance documents.
- Question: Will certification cards with the new expiration date be issued? Answer: Looking to get cards out first to those who have nothing yet.
- Question: Could you please restate the address that we can print new EMT cards with the new date of expiration. Answer: EMS agency and/or Course Sponsor with access can go to Health Commerce System and do a printout on person needing documentation.
- Question: Is CME certificate from Vital Signs Academy only for those needing recertification or can expired EMTs take the CMEs? Answer is that it is open to everybody even expired EMS personnel. To count toward a refresher the CME has to be during the set renewal period.
- Question: Can expired EMTs still request reinstatement? Answer: That option is done with.
- Question: Are there state funds available to procure better PPE. Answer: No. Daniel Clayton to reach out to contacts who may have some information.

- Comment: Still struggling to get PPE. Answer: Send e-mail to Daniel Clayton about any supply chain problems.
- Working on update on DOH strategies to deal with mental health concerns. There is a State EMS Council TAG on subject and they may be invited to participate on next call. E-mail BEMS&TS if interested in participation on the TAG.
- Question: What proof of status does an EMT need to carry? Picture on phone or copy of card or printout of information from Health Commerce Account.
- Question: What quantity of PPE should EMS agency stockpile? Answer: Hospitals have to have 90 day supply of PPE. EMS and others are involved in discussions. There is no need to exceed 90 day supply. Do the best you can with what you have to put a stockpile in place.
- Question: Was Policy Statement 88-08 [Guidelines for Employee (Member) Health Records] superseded or rescinded as there is still a link to a PDF on the DOH web site but it is not listed with other active Policy Statements? Will DOH look for common (unintelligible) on respirator use and N95 masks when returning to duty? Answer: Daniel Clayton will look into it.
- Question: What is status of patient leave behind form that was to be translated into other languages? Answer: Will look into it.
- Question about travel ban requirement for essential personnel in NYS. Answer: No real information. If specific information needed send e-mail to BEMS&TS.
- Question about a quarantine event that takes out a lot of providers and a need to call on outside resources. Answer: That would be covered under mutual aid agreement(s) and guidance can be provided. Unique local area situations can be addressed.
- There is a plan to create Frequently Asked Questions (FAQ) document based in part on repetitive questions received during calls. It would have to go up through DOH approval process.

#### NOTE

**Jean Taylor** commented and/or answered questions during the 4:00 PM BEMS&TS Bi-Weekly Webex Update for Course Sponsors on EMS education regarding:

- Still working from home.
- Course Sponsors with renewals that were due on 6/30/20 should have received an e-mail. If not received send e-mail to Jean Taylor.
- Course Sponsor renewals have been re-extended from 9/30/20 for an additional 3 months through 12/31/20.
- Updating Policies and Procedures.
- In future there will be no need for a Policy Manual for each level taught. It was up to 10 manuals covering each level.
- Policies on tuition refunds, progressive discipline, attendance, grading, etc. can be consolidated into 1 manual and add addendums for each level with information specific to that level such as clinical time requirements.
- Revamping the Administrative Manual for EMS Educational Programs. 272 pages to be shortened and made more user friendly.
- Also working on new Course Sponsor renewal documents which will be out by mid-September.
- Electronic submissions are replacing paper based submissions. No longer taking paper submissions on Course Sponsor renewals.
- There is limited access to the BEMS&TS offices. Priority is to get cards to new providers over next month or 2. It will be 3 to 4 months to get reprinted cards out to others.
- Question: Course Sponsors are looking for results of state tests. Answer: Statewide test averages to compare to own class average are more difficult with Computer Based Testing because of no set test dates for a particular class. Students can schedule tests over a period of months. BEMS&TS has asked PSI for weekly and/or quarterly reports.
- Question: We are planning on doing an EMT class this fall testing in February. With the extension of the Course Sponsor is that going to affect me scheduling this class? Answer: No this will not affect anything. The Course Sponsor will be approved through 12/31/20.
- Comment: Students who are not contacted by PSI are calling PSI to schedule a test and now PSI is requiring them to register and they need the course number and their EMT number. Original students are now calling us for their EMT number and course number. Reply: Give them the EMT number assigned to them on the class list and tell them to put NYE in front of it.

- 6,000 have tested through PSI's Computer Based Testing centers and there have been relatively few problems
- There are no plans at this time to bring back paper tests.
- If end of course paperwork is received a notice is sent to PSI after the scheduled class end date. This notice is usually sent to PSI within 2 to 3 days after the class end date. Notices of classes ending the same date are sent weekly. This is generally 7 to 10 days after class end date.
- All Course Sponsors are extended through 12/31/20.
- Questions: For classes that were supposed to end in May/June but were extended, do students need to file form DOH-4245 Registration for Emergency Medical Technicians' Exam Test Scheduling Request. Answer: Students need to individually complete and file form DOH-4245 with their correct e-mail address.