

Virginia Emergency Medical Services Rules and Regulations

How to Prepare for the Agency Inspection



Wayne T. Berry
EMS Program Representative

Goals

To identify those items in the 2012 version of the Virginia EMS Regulations that affect inspection

Give the participant the tools and resources needed to successfully complete an agency inspection

Agenda

- Lecture/Discussion
- Field exercise

Virginia 2012 Emergency Medical Services Regulations

Became effective: October 10, 2012

Statutory Power

Chapter 4 of the Code of Virginia

§ 32.1-111.4

- Defines the ability of the Department of Health to develop, maintain, enforcement rules and regulations that govern emergency medical services in the Commonwealth of Virginia

Virginia 2012 Emergency Medical Services Regulations

Virginia Emergency Medical Services Rules
and Regulations 12VAC5-31

Virginia 2012 Emergency Medical Services Regulations

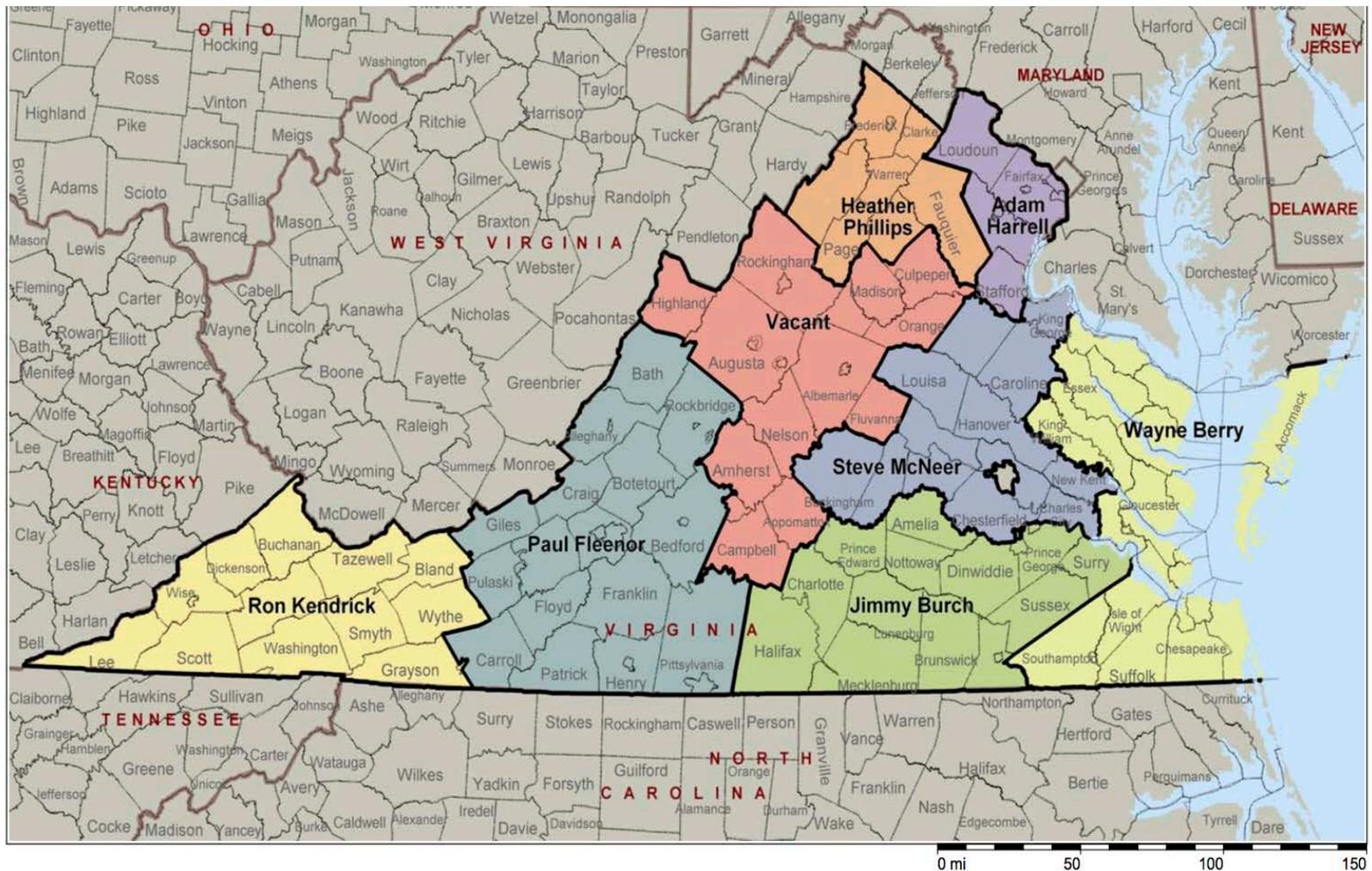
The Virginia Office of Emergency Medical Services has several divisions

Inspections are conducted by the Regulations and Compliance Division

There are eight (8) “field staff” members geographically spread across the state

The Division Manager is: Michael Berg

Regulation and Compliance Division



Virginia 2012 Emergency Medical Services Regulations

Changes to the regulations that may affect your next inspection

Cleaning of EMS/Fire Station(s)

12VAC5-31-500. Place of operations.

- A. An EMS agency shall maintain a fixed physical location. Any change in the address of this location requires notification to the Office of EMS before relocation of the office space.
- B. Adequate, clean and enclosed storage space for linens, equipment and supplies shall be provided at each place of operation.
- C. The following sanitation measures are required at each place of operation in accordance with standards established by the Centers for Disease Control and Prevention (CDC) and the Virginia occupational safety and health laws (Title [40.1-1](#) of the Code of Virginia):
 1. All areas used for storage of equipment and supplies shall be kept neat, clean, and sanitary.
 2. All soiled supplies and used disposable items shall be stored or disposed of in plastic bags, covered containers or compartments provided for this purpose. Regulated waste shall be stored in a red or orange bag or container clearly marked with a biohazard label.

Ability to Inspect

12VAC5-31-740. EMS vehicle inspection.

- A. An EMS vehicle is subject to, and shall be available for, inspection by the Office of EMS or its designee, for compliance with these regulations. An inspection may be in addition to other federal, state or local inspections required for the EMS vehicle by law.
- B. The Office of EMS may conduct an inspection at any time without prior notification.

12VAC5-31-420. Application for EMS agency license.

- E. An applicant agency and all places of operation shall be subject to inspection by the Office of EMS for compliance with these regulations. The inspection may include any or all of the following:
 1. All fixed places of operations, including all offices, stations, repair shops or training facilities.
 2. All applicable records maintained by the applicant agency.
 3. All EMS vehicles and required equipment used by the applicant agency.

Inspection Documents

Important Information:

The EMS Portal will be down for maintenance and upgrades beginning at 6:00 AM on Friday, November 16, 2012 until 6:00 AM on Monday, November 19, 2012. We apologize for any inconvenience this disruption in service may cause. Thank you for your understanding and patience.



Education & Certification

Provider & Instructor Resources, Accreditation, Testing, Web Based Training, Challenges & Reciprocity ...



Trauma & Critical Care

Trauma system, Patient Information Systems (VPHIB & VSTR), Stroke & STEMI System ...



Agency & Leadership Resources

Regulations & Compliance, RSAF Grants, Recruitment & Retention, VPHIB ...



Emergency Operations

Health & Medical Emergency Response Teams, NIMS, MCI & Other Trainings, Planning & Preparation ...



Additional Provider Resources

Provider Portal, Health & Safety for Providers, Emergency Preparedness ...



OEMS Information

FAQs, Calendar of Events, EMS Downloads, Related Links, About Virginia EMS, Contact Us ...

Inspection Documents

http://www.vdh.state.va.us/OEMS/Files_page/index.htm

All documents needed for inspection
are online

Agency Documents

All documents are in PDF format, unless noted.

- Air Medical Checklist
 - Aeromedical Workbook Packet 
 - Rotor Wing Vehicle Checklist 
- EMS Agency Application Package - Initial and Renewal
- EMS Agency Status Report: PDF Format  1997-2003 Microsoft Word Format  2007 Microsoft Word Format 
- Complaint Form: PDF Format  Microsoft Word Format 
- Line of Duty Deaths (LODD)
- Officer Change Form: PDF Format  1997-2003 Microsoft Word Format  2007 Microsoft Word Format 
- EMS Physician Application for Endorsement (185 K)
- Temporary Vehicle Permit Application (107K)
For currently certified EMS agencies adding a new emergency vehicle.
- Triage Tag Request Form (96K)
- Vehicle Checklist
 - Non-Transport Vehicle Checklist 
 - Transport Vehicle Checklist 
 - Neonatal Vehicle Checklist 

Inspection Process

*Inspections are usually scheduled 30 days prior to the agency's expiration date

You will receive an inspection notice via email

NOTIFICATION OF INSPECTION

TO: (Agency Name)
DATE: (Today's Date)
SUBJECT: EMS Agency Inspection – (Date & Time of Inspection)

Your EMS Agency Inspection is scheduled for the date and time specified above. Please have the following ready for your agency inspection:

Please provide your EMS Program Representative with the following:

- A) A completed EMS Agency Application.
- B) Copy of current Operational Medical Director (OMD) contract in accordance with §12VAC5-31-590.
- C) Copy of Internal Revenue Service (IRS) Designation Letter.
- D) Current list of providers and the certification level they are authorized to practice, signed by the OMD (See §12VAC5-31-1040).

Please have the following items ready for review:

- E) Roster of Agency personnel, in alphabetical order showing current level of certification, certification number, address and phone number.
- F) Vehicle maintenance records for all permitted EMS vehicles. (See §12VAC5-31-550)
- G) Individual Personnel Records for ALL personnel. These records at minimum shall include:
 - Must have copies of current EMS Certifications and EVOC certifications.
 - Must have documentation of a criminal background check conducted through the Central Criminal Records Exchange and the National Crime Information Center via the Virginia State Police and a Department of Motor Vehicle transcript. (See §12VAC5-31-540).
 - Documentation that Infection Control Officer has attended an approved course (http://www.vdh.state.va.us/OEMS/Files_Page/regulation/ApprovedDICOTrainingPrograms.pdf)
- H) VPHIB access to patient care reports.
- I) Current FCC Radio License listing frequencies used by the agency &/or written authorization from the licensed agency to utilize frequencies (See §12VAC5-31-760).
- J) Copy of current vehicle insurance policy or current Certificate of Insurance (See §12VAC5-31-490).
- K) Copy of agency's Medical Treatment Protocols.
- L) Copy of DERA Mutual Aid Agreements with bordering jurisdictions (See §12VAC5-31-630).
- M) Copy of QM reports for the last year. (See §12VAC5-31-600).
- N) Access to Virginia EMS Regulations §12VAC5-31 at each place of operation.
- O) Copy of a local EMS response plan (See §12VAC5-31-610).
- P) Copy of drug and substance abuse policy (See §12VAC5-31-940).
- Q) Copy of policy that addresses driver eligibility, record review, and vehicle operation (See §12VAC5-31-910).

Please have an individual familiar with the agency and with access to all required items to assist with the inspection.

You should plan for ten (10) minutes for each vehicle inspection and one and one half (1½) hours for the paper work, unless you submit paperwork electronically to me at least 1 week prior to inspection date. Please contact me at the number above or via Email to confirm date & time of inspection, or if additional information is needed.

General:

Current State Inspection



BLS Equipment:

AED w/ Set of Pads (2) OR 1
Combination device w/manual option



Dressing/Supplies:



General:

Current State Inspection



BLS Equipment:

AED w/ Set of Pads (2) OR 1
Combination device w/manual option



Dressing/Supplies:



EMS Agency Name: _____ Agency No. _____

Date of Inspection: _____ Approved Yes No

Follow Up Yes No

Rep Sign: _____



1041 Technology Park Drive
Glen Allen, VA 23059-4500
(800) 523-6019

APPLICATION FOR EMS AGENCY LICENSE

PLEASE COMPLETE APPLICATION FORM IN ITS ENTIRETY PRIOR TO TIME OF INSPECTION. IF YOU HAVE QUESTIONS, PLEASE CONTACT YOUR PROGRAM REPRESENTATIVE.

EMS TRANSPORTS:

Total # of 911 calls/calendar year: _____ EMS dispatch volume/calendar year: _____
EMS Transport volume/calendar year: _____ EMS contact volume/calendar year: _____
Total service area (square miles): _____ Total service area population: _____
Are agency vehicles used by any other licensed agency? _____
If yes, total number of calls other agencies utilize vehicles permitted to you EMS agency? _____

EXTRICATION EQUIPMENT:

Is required equipment supplied by applicant agency? _____
If no, who is supplying the required equipment? _____

OTHER EQUIPMENT: (check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Rescue/Crash Truck | <input type="checkbox"/> Technical Rescue Vehicle/Trailer |
| <input type="checkbox"/> Water Rescue Capability | <input type="checkbox"/> Disaster/Mass Casualty Trailer |
| <input type="checkbox"/> Haz-Mat Response Vehicle/Trailer | <input type="checkbox"/> Emergency Back-up Generator (on location) |
| <input type="checkbox"/> Command/Communications Vehicle | |

VEHICLE INSURER:

(Underwriter) (Policy Number) (Expiration Date)
of defibrillators: _____ Manual _____ Automated _____ Combination

AGENCY OFFICIAL REPRESENTATIVE(S) OR OWNER(S)

REPRESENTATIVE/OWNER #1:

Name: _____ Title: _____
(Last Name) (First Name) (Middle Name)

Mailing Address: _____
(Street Address)

(City) (State) (Zip Code)

Daytime Phone Number: _____ Evening Phone Number: _____

E-mail Address: _____ SSN: _____

EMS Certification # (if applicable): _____

REPRESENTATIVE/OWNER #2:

Name: _____ Title: _____
(Last Name) (First Name) (Middle Name)

Mailing Address: _____
(Street Address)

(City) (State) (Zip Code)

Daytime Phone Number: _____ Evening Phone Number: _____

E-mail Address: _____ SSN: _____

EMS Certification # (if applicable): _____

AGENCY PORTAL SUPERUSER:

Name: _____ Title: _____
(Last Name) (First Name) (Middle Name)

Mailing Address: _____
(Street Address)

(City) (State) (Zip Code)

Daytime Phone Number: _____ Evening Phone Number: _____

E-mail Address: _____ EMS Certification #: _____

AGENCY DESIGNATED INFECTION CONTROL OFFICER:

Name: _____ Title: _____
(Last Name) (First Name) (Middle Name)

Mailing Address: _____
(Street Address)

(City) (State) (Zip Code)

Daytime Phone Number: _____ Evening Phone Number: _____

E-mail Address: _____ EMS Certification #: _____

TRAINING OFFICER:

Name: _____ Title: _____
(Last Name) (First Name) (Middle Name)

Mailing Address: _____
(Street Address)

(City) (State) (Zip Code)

Daytime Phone Number: _____ Evening Phone Number: _____

E-mail Address: _____ EMS Certification #: _____

OPERATIONAL MEDICAL DIRECTORS:

	NAME	PRIMARY/SECONDARY
1.	_____	_____
2.	_____	_____
3.	_____	_____

COMMUNICATIONS:

Dispatch facilities: Agency Central Dispatch (Specify) _____
 Other (Specify) _____

Dispatch business telephone number: _____

FREQUENCIES:

Dispatch Frequencies: 1) TX _____ PL _____ RC _____ PL _____

Other Frequencies: 1) TX _____ PL _____ RC _____ PL _____

2) TX _____ PL _____ RC _____ PL _____

3) TX _____ PL _____ RC _____ PL _____

Agency notified by: _____

Number of radios: Mobile _____ Portable _____ Paging _____

Emergency telephone number: 911 Other _____

Emergency telephone number listed for public: _____

Does dispatch prioritize or provide pre-arrival instructions? _____

FCC license holder: Agency Local Government Other _____ 4

If local government or other, written permission for use?: _____
FCC license expiration date: _____ Call Sign: _____ Narrowband Compliant: _____
Permission for Office of EMS to operate on frequencies: _____

AGENCY BILLING:

Does agency bill for service? _____
If yes, what year did agency begin billing? _____
Who is responsible for billing? _____ Specify Vendor: _____
Does agency have a billing Subscription Service? _____

VACCINE ADMINISTRATION PROGRAM: (Only if EMS Personnel administer vaccines)

Do you have a vaccination program? _____ If Yes: _____
List Virginia Immunization Information System (VIIS) number: _____

PROGRAM ADMINISTRATION:

Authorized Prescriber: _____
Name: _____ Title: _____
(Last Name) (First Name) (Middle Name)
Mailing Address: _____
(Street Address)

(City) (State) (Zip Code)
Daytime Phone Number: _____ Evening Phone Number: _____
E-mail Address: _____

AGENCY REPRESENTATIVE/OWNER SIGNATURE:

Name: _____ Date: _____

I hereby affirm that the information on this application is true and correct and I realize that any fraudulent entry may be considered sufficient cause for rejection of agency application, and/or enforcement action.

(Please sign name) Date: _____

AGENCY OPERATIONAL MEDICAL DIRECTOR SIGNATURE:

Name: _____ Date: _____

I hereby affirm that I am the primary Operational Medical Director for the above listed agency and have signed a current list of authorized provider form/roster as outlined in §12VAC5-31-1040.

(Please sign name) Date: _____

(DERA ONLY) LOCAL GOVERNMENT SIGNATURE: (County Administrator or City Manager)

Name: _____ Date: _____

I acknowledge the above listed agency is compliant with the local emergency response plan

(Please sign name) Date: _____





COMMONWEALTH of VIRGINIA
Department of Health
Office of Emergency Medical Services
1041 Technology Park Drive
Glen Allen, VA 23059-4500

Maureen E. Dempsey, MD, FAAP
Acting State Health Commissioner

Gary R. Brown
Director

P. Scott Winston
Assistant Director

1-800-523-6019 (VA only)
804-888-9100 (Main Office)
804-888-9120 (Training Office)
FAX: 804-371-3108

November 15, 2012

To: Virginia Emergency Medical Services Agencies
Regional Emergency Medical Services Councils

From: Michael D. Berg, BS, NREMT-P
Manager, Regulation and Compliance

SUBJECT: Designated Infection Control Officer Approved Training Programs

The following training programs have been reviewed and are recognized as meeting the standards established in the Virginia EMS Regulations 12VAC5-31 (October 2012):

Infection Control/Emerging Concepts, Basic and Advanced Designated Officer Courses
Virginia Association of Volunteer Rescue Squads, IDC Officer Training



COMMONWEALTH of VIRGINIA

Department of Health

Office of Emergency Medical Services

**1041 Technology Park Drive
Glen Allen, VA 23059-4500**

Karen Remley, MD, MBA, FAAP
State Health Commissioner

Gary R. Brown
Director

P. Scott Winston
Assistant Director

1-800-523-6019 (VA only)
804-888-9100 (Main Office)
804-888-9120 (Training Office)
FAX: 804-371-3108

March 8, 2012

To: Virginia Emergency Medical Services Agencies
Regional Emergency Medical Services Councils

From: Michael D. Berg, BS, NREMT-P
Manager, Regulation and Compliance

SUBJECT: Emergency Vehicle Operators Course (EVOC) Equivalents (revised)

The following training programs have been reviewed and are recognized as equivalents to the emergency vehicle operator requirements established in the *Virginia EMS Regulations* (January 2003), specifically; 12VAC5-31-1210; 12VAC5-31-1230; and 12VAC5-31-1270:

- American Medical Response, Virginia Division EVOC Course
- Charlottesville-Albemarle Rescue Squad, Emergency Vehicle Operator' Course
- Chesterfield County Fire Department, EVOC Program
- City of Virginia Beach Emergency Vehicle Operating Course
- Department of Criminal Justice Services Driver Academy EVOC Course and/or Instructor School
- Fairfax County Fire and Rescue, EVOC Training Program
- Richmond Ambulance Authority, Emergency Vehicle Operator's Course
- U.S. Department of Transportation/National Highway Transportation Safety Administration
- Virginia Association of Volunteer Rescue Squads, Emergency Vehicle Operator's Course
- Virginia Department of Fire Programs, Emergency Vehicle Operator's Course
- Volunteer Fireman's Insurance Services, Inc., Emergency Vehicle Driver Training

Documents that must be provided

- Completed EMS Agency Application
- Copy of current Operational Medical Director (OMD) contract 12VAC5-31-590
- Copy of Internal Revenue Service (IRS) Designation Letter
- Current list of providers and the certification level they are authorized to practice, signed by the Operational Medical Director (OMD) 12VAC5-31-1040

Items reviewed

- Roster of Agency personnel, in alphabetical order showing current level of certification, certification number, address and phone number

Vehicle Maintenance Records

12VAC5-31-550

12VAC5-31-550. EMS vehicle records.

An EMS agency shall have **records** for each vehicle currently in use to include maintenance reports demonstrating adherence to manufacturer's recommendations for preventive maintenance, valid vehicle registration, safety inspection, vehicle insurance coverage and any reportable motor vehicle collision as defined by the Motor Vehicle Code (Title 46.2 of the Code of Virginia).

Individual Personnel Records

- Must have copies of current EMS certifications and EVOC certifications
- Must have documentation of a criminal background check conducted through the Central Criminal Records Exchange and the National Crime Information Center via the Virginia State Police and a Department of Motor Vehicle transcript. (See § 12VAC5-31-540).

Individual Personnel Records

- Documentation that Infection Control Officer has attended an approved course

Items reviewed during inspection

- VPHIB access to patient care reports.
- Current FCC Radio License listing frequencies used by the agency &/or written authorization from the licensed agency to utilize frequencies (See § 12VAC5-31-760).
- Copy of current vehicle insurance policy or current Certificate of Insurance (See § 12VAC5-31-490)

Items reviewed during inspection

- Copy of agency's Medical Treatment Protocols.
- Copy of DERA Mutual Aid Agreements with bordering jurisdictions (See § 12VAC5-31-630)
- Copy of QM reports for the last year. (See § 12VAC5-31-600)
- Access to Virginia EMS Regulations § 12VAC5-31 at each place of operation.
-

Items reviewed during inspection

- Copy of a local EMS response plan (See § 12VAC5-31-610)
- Copy of drug and substance abuse policy (See § 12VAC5-31-940)
- Copy of policy that addresses driver eligibility, record review, and vehicle operation (See § 12VAC5-31-910).
-

12VAC5-31-610. Designated emergency response agency standards.

A. A designated emergency response agency shall develop or participate in a written local EMS response plan that addresses the following items:

1. The designated emergency response agency shall develop and maintain, in coordination with their locality, a written plan to provide 24-hour coverage of the agency's primary service area with the available personnel to achieve the approved responding interval standard.

2. A designated emergency response agency shall conform to the local responding interval, or in the absence of a local standard the EMS agency shall develop a standard in conjunction with OMD and local government in the best interests of the patient and the community. The EMS agency shall use the response time standard to establish a time frame the EMS agency complies with on a 90% basis within its primary service area (i.e., a time frame in which the EMS agency can arrive at the scene of a medical emergency in 90% or greater of all calls).

a. If the designated emergency response agency finds it is unable to respond within the established unit mobilization interval standard, the call shall be referred to the closest available mutual aid EMS agency.

b. If the designated emergency response agency finds it is able to respond to the patient location sooner than the mutual aid EMS agency, the EMS agency shall notify the PSAP of its availability to respond.

c. If the designated emergency response agency is unable to respond (e.g., lack of operational response vehicle or available personnel), the EMS agency shall notify the PSAP.

d. If a designated emergency response agency determines in advance that it will be unable to respond for emergency service for a specified period of time, it shall notify its PSAP.

B. A designated emergency response agency shall have available for review a copy of the local EMS response plan that shall include the established EMS Responding Interval standards.

C. A designated emergency response agency shall document its compliance with the established EMS response capability, unit mobilization interval, and responding interval standards.

D. A designated emergency response agency shall document an annual review of exceptions to established EMS response capability and time interval standards. The results of this review shall be provided to the agency's operational medical director and local governing body.

12VAC5-31-940. Drugs and substance abuse.

A. EMS personnel may not be under the influence of any drugs or intoxicating substances that impairs their ability to provide patient care or operate a motor vehicle while on duty or when responding or assisting in the care of a patient.

B. The EMS agency shall have a drug and substance abuse policy which includes a process for testing for drugs or intoxicating substances.

12VAC5-31-910. Criminal or enforcement history.

4. Agencies shall develop and maintain policies that address driver eligibility, record review, and vehicle operation. Such policies must minimally address:

a. Driving education or training required for personnel to include information on the agency's policy content;

b. Safe operation of vehicles;

c. Agency driving record review procedures;

d. Requirement for immediate agency notification by personnel regarding any convictions, regardless of the state where an infraction occurred or changes to his operator's or driver's license. The immediate agency notification shall be defined as no more than 10 calendar days following the conviction date; and

e. Identification of internal mechanisms regarding agency level actions for driver penalties

(i.e., probation or suspension of driving privileges).

Templates are available on the OEMS website for Driver eligibility policies and Drug and substance abuse policies

The Virginia EMS System

EMS Agencies

- 681 Licensed Agencies
 - Commercial
 - Governmental
 - Volunteer
 - Industrial
 - Non-Profit
 - Other
- 4,232 permitted vehicles



Any Questions?

SPECIAL THANKS TO MEDICAL TRANSPORT FOR
PROVIDING THE EQUIPMENT/AMBULANCE

Wayne T. Berry
Program Representative
Virginia Office of EMS
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