Virginia Office of EMS Division of Regulation & Compliance Enforcement 1041 Technology Park Drive Glen Allen, VA 23059 804-888-9130

1. Complete a NEW EMS agency application – (online):

Application is a two-phase process – Initial (preliminary) then once approved complete full application.

This allows for a means of basic information about the company/service for means of verifying operational history. The application may be obtained at:

- New Agency Application (virginia.gov)
- Regulation: http://law.lis.virginia.gov/admincode/title12/agency5/chapter31/section420/

No two agencies can bear names that are similar or could be construed as misleadingly similar.

Regulation: http://law.lis.virginia.gov/admincode/title12/agency5/chapter31/section340/

2. Place of operations

Regulation: http://law.lis.virginia.gov/admincode/title12/agency5/chapter31/section500/

3. A list of states/localities/jurisdictions where the company has operated.

These states/localities/jurisdictions will be contacted to determine operational / licensure / compliance history.

> Regulation: http://law.lis.virginia.gov/admincode/title12/agency5/chapter31/section420/

4. Operational Medical Director (OMD)

In order to be an OMD, a physician must meet Virginia OEMS requirements. The application process (if not already a permitted EMS Physician through Virginia OEMS) is separate from the agency application process.

Additional information concerning the application process for operational medical directors may be located at:

- http://www.vdh.virginia.gov/emergency-medical-services/other-ems-programs-and-links/ems-medical-directors/
- http://www.vdh.virginia.gov/content/uploads/sites/23/2016/05/EMSPhysicianApplication.pdf
- > Regulation:
 - o http://law.lis.virginia.gov/admincode/title12/agency5/chapter31/section1800/
 - o http://law.lis.virginia.gov/admincode/title12/agency5/chapter31/section1810/

5. Operational Medical Director contract

A copy of an operational medical director contract/agreement with your agency that meets required minimums is required. An example may be found at:

- http://www.vdh.virginia.gov/content/uploads/sites/23/2016/05/SampleOMDAgreement-1.pdf
 - Regulation: http://law.lis.virginia.gov/admincode/title12/agency5/chapter31/section590/

6. Resolution / Ordinance from locality

An ordinance or resolution from the governing body of each locality where the agency maintains an office, stations an EMS vehicle for response within a locality or is a Designated Emergency Response Agency as required by § 15.2-955 of the Code of Virginia confirming approval. This ordinance or resolution must specify the geographic boundaries of the agency's primary service area within the locality.

Regulation: http://law.lis.virginia.gov/admincode/title12/agency5/chapter31/section420/

7. Insurance

A certificate of insurance verifying minimum requirements are met is required:

Regulation: http://law.lis.virginia.gov/admincode/title12/agency5/chapter31/section490/

8. Protocols

A copy of OMD approved protocols must be available for review at the station, and on permitted vehicles. (digital/electronic copies are acceptable)

9. Quality Assurance / Quality Management / Quality Improvement Policy

The agency must have a policy covering QA/QI/QM. At future EMS agency inspections, proof of adherence to policy must be provided.

Regulation: http://law.lis.virginia.gov/admincode/title12/agency5/chapter31/section600/

10. <u>Substance Abuse Policy</u>

Agency must have a policy regarding drug and substance abuse. An example may be found at:

- http://www.vdh.virginia.gov/content/uploads/sites/23/2016/05/Anti-SubstanceAbuseProgramTemplate.pdf
- Regulation: http://law.lis.virginia.gov/admincode/title12/agency5/chapter31/section940/

11. Driver Eligibility Policy

Agency must have a policy regarding requirements to drive emergency vehicles, discipline, record review, etc.

An example may be found at:

- http://www.vdh.virginia.gov/content/uploads/sites/23/2016/05/DriverEligibilityPolicyTemplate.pdf
- Regulation: http://law.lis.virginia.gov/admincode/title12/agency5/chapter31/section910/
 - *Special attention to comply with Regulation 12VAC5-31-910.C.4

12. Personnel Records

Current list of providers, certification level and level authorized by OMD to practice

Regulation: http://law.lis.virginia.gov/admincode/title12/agency5/chapter31/section1040/

Training records

The agency shall have a current personnel record for each individual affiliated with the agency that contains certification, training, and qualifications for positions held.

EVOC approved equivalents can be found at:

- ➤ http://www.vdh.virginia.gov/content/uploads/sites/23/2016/05/EVOCEquivalents08-2013.pdf
 Designated Infection Control Officer approved courses (an agency shall have at minimum one individual that meets this requirement) can be found at:
 - DICO-Acceptability-042617.pdf (virginia.gov)
 - Regulation: 12VAC5-31-570. EMS agency status report. (virginia.gov)

Roster of agency personnel

Regulation: http://law.lis.virginia.gov/admincode/title12/agency5/chapter31/section540/
Virginia Reciprocity (if out of state agency)

During the application process Virginia Reciprocity packets must be requested from Virginia Office of EMS: Contact Info: 804-888-9120

Education & Development Website:

http://www.vdh.virginia.gov/emergency-medical-services/education-certification/

Background check and DMV transcript

Proof of criminal history background check and DMV transcript from state of driver's license shall be documented on all individuals affiliated with the agency.

Regulation: http://law.lis.virginia.gov/admincode/title12/agency5/chapter31/section540/

13. Vehicles to be permitted

New vehicle(s) application (<u>to be completed within agencies online profile</u>)

- o Copy of vehicle registration shall be included with new vehicle application.
- o Certified weight slip shall be included with new vehicle application.
- o Required equipment must be on the vehicle

Vehicle checklists may be located at:

- http://www.vdh.virginia.gov/content/uploads/sites/23/2016/05/TransportVehicleChecklist.pdf
- Regulation: http://law.lis.virginia.gov/admincode/title12/agency5/chapter31/section860/

Vehicle maintenance records

Regulation: http://law.lis.virginia.gov/admincode/title12/agency5/chapter31/section550/

14. Current FCC radio license (if applicable)

A copy of an in-date FCC license shall be provided. If the agency is not the license holder, a letter of authorization of use must accompany copy of FCC license; signed and dated from the license holder.

Regulation: http://law.lis.virginia.gov/admincode/title12/agency5/chapter31/section760/

15. Access to EMS Regulations

Regulations shall be available at all station locations of record. The format can be either printed or via the Virginia Office of EMS website or electronic.

Regulation: http://law.lis.virginia.gov/admincode/title12/agency5/chapter31/section580/

16. Emergency Response Plan (Designated Emergency Response Agencies (DERA) ONLY)

Regulation: http://law.lis.virginia.gov/admincode/title12/agency5/chapter31/section610/

Denial of an EMS Agency license:

http://law.lis.virginia.gov/admincode/title12/agency5/chapter31/section460/

The Virginia EMS Regulations are located:

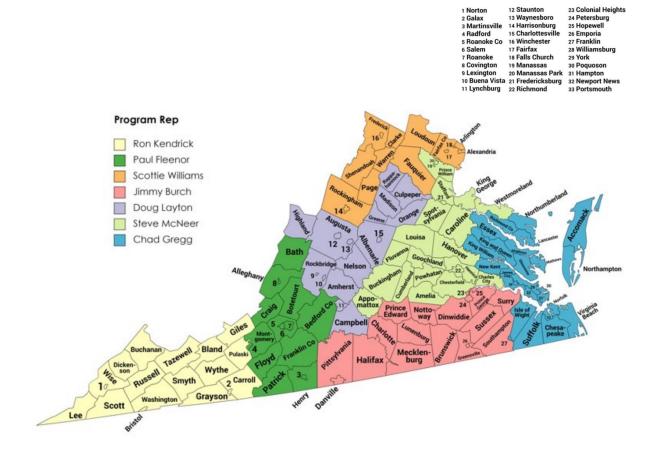
http://law.lis.virginia.gov/admincode/title12/agency5/chapter31/

The Virginia Office of EMS web page has a variety of useful information and resources for Agencies and EMS Providers:

http://www.vdh.virginia.gov/emergency-medical-services/

Please note that the agency will need to establish an ESO account for patient care reporting. This process may take up to 60 days.

If you have any questions, concerns or require assistance, please contact the Program Representative for your area:



Program Representatives

Jimmy Burch	Paul Fleenor	Chad Gregg	Doug Layton	Steve McNeer	Ron Kendrick	Scotty Williams	Vacant
Supervisor	Supervisor						
Counties:	Counties:	Counties:	Counties:	Counties:	Counties:	Counties:	Counties:
Brunswick	Alleghany	Accomack	Albemarle	Amelia	Bland	Arlington	
Charlotte	Bath	Essex	Amherst	Appomattox	Buchanan	Clarke	
Dinwiddie	Bedford	Gloucester	Augusta	Buckingham	Carroll	Fairfax Co	
Greensville	Botetourt	Isle of Wight	Campbell	Caroline	Dickenson	Fauquier	
Halifax	Craig	James City	Culpeper	Charles City	Giles	Frederick	
Lunenburg	Floyd	King and Queen	Greene	Chesterfield	Grayson	Loudoun	
Mecklenburg	Franklin Co	King William	Highland	Cumberland	Lee	Page	
Nottoway	Henry	Lancaster	Madison	Fluvanna	Pulaski	Rockingham	
Pittsylvania	Montgomery	Mathews	Nelson	Goochland	Russell	Shenandoah	
Prince Edward	Patrick	Middlesex	Orange	Hanover	Scott	Warren	
Prince George	Roanoke Co	New Kent	Rappahannock	Henrico	Smyth		
Southampton		Northampton	Rockbridge	King George	Tazewell	Cities:	Cities:
Surry	Cities:	Northumberland		Louisa	Washington	Alexandria	
Sussex	Covington	Richmond Co	Cities:	Powhatan	Wise	Fairfax	
	Martinsville	York	Buena Vista	Prince William	Wythe	Falls Church	
Cities:	Radford		Charlottesville	Spotsylvania		Harrisonburg	
Colonial Heights	Roanoke	Cities:	Lexington	Stafford	Cities:	Winchester	
Danville	Salem	Chesapeake	Lynchburg	Westmoreland	Bristol		
Emporia		Franklin	Staunton		Galax		
Hopewell		Hampton	Waynesboro	Cities:	Norton		
Petersburg		Newport News	,	Fredericksburg			
		Norfolk		Manassas			
		Poquoson		Manassas Park			
		Portsmouth		Richmond			
		Suffolk					
		Virginia Beach					
		Williamsburg					

Contact Name	Position	Phone Number/Email Address
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Chad Gregg	EMS Program Representative	804-774-6262
		Chad.Gregg@vdh.virginia.gov
Jimmy Burch	EMS Program Representative	<u>434-372-0291</u>
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Paul Fleenor	EMS Program Representative	<u>540-392-0797</u>
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Ron Kendrick	EMS Program Representative	<u>276-926-5602</u>
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		<u>v</u>
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