

**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 \(virginia.gov\)](http://www.vdh.virginia.gov/emergency-medical-services/other-ems-programs-and-links/ems-medical-directors/)
- 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:
 - <http://law.lis.virginia.gov/admincode/title12/agency5/chapter31/section1800/>
 - <http://law.lis.virginia.gov/admincode/title12/agency5/chapter31/section1810/>

APPLICATION PROCESS TO BECOME A LICENSED EMS AGENCY IN VIRGINIA

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. Substance Abuse Policy

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/>

APPLICATION PROCESS TO BECOME A LICENSED EMS AGENCY IN VIRGINIA

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/>

APPLICATION PROCESS TO BECOME A LICENSED EMS AGENCY IN VIRGINIA

13. Vehicles to be permitted

New vehicle(s) application (*to be completed within agencies online profile*)

- Copy of vehicle registration shall be included with new vehicle application.
- Certified weight slip shall be included with new vehicle application.
- 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/>

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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:

- | | | |
|----------------|--------------------|---------------------|
| 1 Norton | 12 Staunton | 23 Colonial Heights |
| 2 Galax | 13 Waynesboro | 24 Petersburg |
| 3 Martinsville | 14 Harrisonburg | 25 Hopewell |
| 4 Radford | 15 Charlottesville | 26 Emporia |
| 5 Roanoke Co | 16 Winchester | 27 Franklin |
| 6 Salem | 17 Fairfax | 28 Williamsburg |
| 7 Roanoke | 18 Falls Church | 29 York |
| 8 Covington | 19 Manassas | 30 Poquoson |
| 9 Lexington | 20 Manassas Park | 31 Hampton |
| 10 Buena Vista | 21 Fredericksburg | 32 Newport News |
| 11 Lynchburg | 22 Richmond | 33 Portsmouth |



