

Introduction

This Quick Reference Guide was developed by NYS DOH BEMS staff as a resource to assist our Certified Instructor Coordinators. This is not meant to replace or augment the Course Sponsor's Administrative Manual. You and the Course Sponsor's Administrator should review that manual on a regular basis. This guide is designed to help you quickly answer some of the most frequently asked questions and address some of the more commonly encountered issues. The Education Staff of the Bureau of EMS stands ready to assist you in any way. Please feel free to call the Central Office for any assistance you may need.

Requirements to Become a Certified Instructor Coordinator

Must hold current NYS certification as an EMT or advanced EMT.

Attend and successfully complete a CIC course.

Successfully complete an instructor internship under the supervision of a CIC in a basic or advanced EMT course.

Develop and deliver 50 hours of didactic material from various modules as part of a NYS EMS Certification course.

Directly coordinate and supervise a minimum of 9 hours of lab sessions in a NYS EMS Certification course.

Must meet the requirements for CIC Internship as identified in the current DOH Policy Statement.

Submit the following items to the NYS BEMS Central Office within 18 months of completion of the CIC course:

CIC Internship Completion Report (DOH-3377)

Didactic Presentation Audit Report (DOH-2424) – CIC

Didactic Presentation Audit Report (DOH-2424) – Regional Faculty

Letter of recommendation for the Regional Council Training Committee.

CIC Internship Tracking Worksheet (DOH-4452)

Requirements for Recertifying Your CIC Certificate

Must hold current NYS certification as an EMT or advanced EMT.

Must have scored at least 85 percent on the written certification exam for the level at which you wish to teach. This exam must be within the last three years and the score of 85 percent must be maintained throughout the CIC certification period.

Must be the CIC of record for at least one course in the last three years.

Must have attended a NYS EMS Instructor Update or equivalent of at least six hours within the last three years.

Approximately 2 months before your CIC expiration date, you should receive a recertification form in the mail or the form (DOH-3508) can be downloaded from the website. Complete the form, obtain the appropriate signatures and return it. If you do not receive the form, it is available on the NYS BEMS website under EMS Forms.

Types of Courses

Original – These are courses for students who have never been certified at that level. Students must complete all the requirements of the course to be allowed to take the certification exams.

Refresher – These courses are designed for the student whose certification has or will expire. A student who has expired is always eligible for a refresher course at that level or may test one time at a lower level of care. All refresher courses must offer a challenge option. A student with an expired certification is eligible for the challenge exams. A student who can not sign their application is not allowed to take the Practical Skills Exam until cleared by DOH. Since the Challenge Practical Skills Exam becomes part of the certification process, the student will have to attend the skills sessions of the refresher program and will be allowed to take the PSE at the end of the course if the clearance letter has been received from NYS DOH.

Rapid Recertification – This course is designed to allow currently certified AEMTs who remain clinically active and competent, admission to the State PSE and written exam without the necessity of completing a refresher course. Based on the Service Medical Director's affirmation that the recertification applicant is clinically competent and qualified to continue practicing, the AEMT can apply for admission to an AEMT Rapid Recertification exam. In essence, emphasis will be shifted from periodic refresher courses to an on-going assessment and physician directed quality assurance, quality improvement and continuing education. Refer to the Rapid Recertification Administrative Manual for specific details.

Short Duration Refreshers- From time to time, it may be necessary to plan a course that will run for a short period of time. This often happens with career fire departments or police agencies who are trained on a full time schedule over a few to several weeks. The same rules and regulations apply to these classes in regard to number of hours required and clinical requirements and all deadlines will apply. It may be necessary to pre-register students in order to meet the deadline for submission of student applications.

CME Core Content – These courses must be overseen by a NYS CIC to meet the core content requirement to recertify through the continuing medical education program. The core content presented must cover all the required didactic material in the allotted time. The schedule must be specific to the core content for that course. Allowing students to attend classes with an original or refresher course may not meet the requirement.

Advanced Standing – Some sponsors may grant advanced standing to allied professionals or advanced EMTs towards certification as an EMT – Intermediate, Critical Care or Paramedic. There are very specific requirements for this process which are detailed in Policy Statement # 99-04.

Planning a Course

Course Sponsor Approval – The Course Sponsor must be current and approved to sponsor courses at the level planned. The Course Sponsor's Administrator and the Medical Director must approve the course and sign the course application. It is the Sponsor's responsibility to assure the CIC is certified both as an instructor and EMT and both remain current throughout the course. The Sponsor should assure that all training equipment is available and that a 1:6 instructor to student ratio is maintained for skill stations. The Sponsor should assure that state-of-the-art audio visuals are available to support didactic sessions. The Sponsor must assure that current affiliation and preceptor agreements are in place with clinical and field internship sites.

Course Schedule – The CIC should develop a schedule that meets the minimum requirements of the NYS curriculum and have it approved by the Sponsor and Medical Director. The schedule should include dates, times, topics, lecture, faculty and reading assignments.

Course Application – Complete the course application, obtain appropriate signatures, separate and distribute copies, attach schedule to each copy and send the white copy to DOH for approval. Course applications should be sent no later than 30 days prior to the start date of the course to allow for processing and any corrections that may be necessary. Once the application is received, it will be reviewed and approved, or denied and returned. The reasons for denial will be explained in the cover letter when the application is returned to the Sponsor. You should make the appropriate changes and corrections and return the application as soon as possible. If you have any questions, please call the Certification and Testing Unit, Bureau of EMS, NYS DOH at (518) 402-0996. Do *Not* begin your course if have not received the approval notice with the course number. You may not advertise the course until you have approval.

Pre-planning – The course location should be secured and confirmed in writing. Potential faculty should be contacted for availability. Confirm guest lecturers and lab instructors, review protocols. Assure that 50% of the lab instructors are CLIs. Meet with instructional staff to review latest protocols and procedures. Hold staff meetings to assign lab sessions and review strategies. Preview all audio-visuals, lectures and presentations to assure accuracy. Check all training equipment to assure it is in good working condition. Repair and/or replace any defective or missing equipment. Place the orders for EMT and CPR textbooks. Student Reference Guides and updated Protocols are on the NYS BEMS website.

Prior to the First Night – Develop quizzes and modular exams. Develop attendance records and learning contracts. Assure there are enough copies of the Course Sponsor Policies and Procedures to be distributed to students. Assist sponsor with any pre-screening that may be required.

The First Night of Class

Student Application – Each student must complete an Application for EMS Certification (DOH-65). Be sure to read the Personal Affirmation and explain to the students that if they have a conviction, they should not sign the application.

Unsigned Applications – Any student who does not sign the application will receive a letter from DOH explaining the requirements for being cleared to complete the certification process. The student may attend the class during the process of being cleared to test. Do not allow the student to take the practical skills exam until the sponsor has received a letter from DOH stating the student is allowed to test. This also applies to the challenge refresher practical exam. Do not discuss the reason for the unsigned application with the student. Refer the student to the Policy Statement 02-02 – Certification of Individuals with Criminal Convictions.

Age Requirements – To enroll in a CFR course, the student must turn 16 by the end of the month in which that course is scheduled to test. To enroll in an EMT or advanced level course, the student must turn 18 by the end of the month in which that course is scheduled to test. For example, Mary enrolls in an EMT course that tests in December. Her 18th birthday is December 28. She is eligible. Susan enrolls in the same course but her 18th birthday is not until January 12th. Susan is not eligible. Susan may not enroll in the course, she will have to wait until she finds a course that will test after she turns 18.

ADA Policy – Advise the students of their rights under the Americans with Disabilities Act and review the policy. Students may request accommodations by putting the request in writing to DOH at least eight weeks prior to the exam date. Extended time is the most common accommodation granted. Readers will not be granted as it has been determined that reading is an essential function of an EMT.

Course Policies and Student Learning Contracts- These should be distributed and reviewed so that all students are familiar with the expectations and requirements for successful completion of the course. The student should sign a confirmation that they have received and understand the policies and contracts.

Re- Test Policy – If the student fails the written certification exam, he/she is allowed to re-test one time within one year of the original test date. If the student fails the second written exam, he/she must enroll in a refresher course, meet the requirements of that course and may attempt the written exam two more times. The student must enroll in a refresher within one year of the originally scheduled test date. If the student fails the two attempts in the refresher course, he must enroll in an original course.

Advanced Level Courses – The student must maintain EMT certification throughout the duration of the Intermediate, Critical Care or Paramedic course. Be sure to see the original certification card and make a copy of it for your files. If a student's certification is going to expire during the advanced level course, the student will not be able to be enrolled in the advanced level course until he has been re-certified at the Basic level. If your Sponsorship allows a student into an advanced level course who is going to expire, a very specific learning contract should be agreed upon by both parties which details how and when the student will attain certification at the basic level. Any advanced student who has an expired EMT card will not be allowed to participate in any

clinical rotations or field internship during that time. When the student has re-certified, the CIC must contact the Certification and Testing Unit to have the student enrolled in the advanced level course. This should be done as soon as possible after the student has re-certified but no later than eight weeks before the final exam. After the eight week deadline, the student may not be able to test with their class and will be scheduled for the next available exam. Sponsors should have very specific policies on entry requirements to advanced level courses.

Enrolling Your Students

Student Applications – Review the applications for accuracy and completion. Make sure address is complete, the date of birth is correct and the agency code is filled in. A student without an agency code is not eligible for funding. Complete the Course Memorandum and attach the applications with any unsigned applications on top. Make copies and send the originals to NYS DOH. It is suggested that these be sent by certified mail to insure delivery.

Late Additions – Occasionally an application was missed or a student was added to a course after the applications have been sent. Late additions may be made, no later than eight weeks prior to the written exam, by calling the Certification and Testing Unit for prior approval. You will receive instructions on how to proceed.

Application Deadline – Students applications should be submitted after the second class session. This allows for any corrections to be made, any students who are ineligible to be notified and any students who could not sign the application to complete the process to be cleared. Student applications must be submitted by the deadline posted on the DOH website, which is eight weeks prior to the written exam date. If student applications are received after the deadline, the course exam date will be postponed until the next available exam date and the Sponsor will be penalized by having the course funding reduced by 50%.

During the Course

Maintain the supplies and equipment, making sure there is enough and it is all in good working order. Assure course preceptors are qualified and are familiar with the clinical and internship objectives. Schedule observation and clinical time for the students. Maintain continual evaluation of each student's progress and performance. Maintain student files and course file. Meet with lab instructors to evaluate each student's progress and identify, address and correct any problems.

Ending the Course

Class List – The Sponsor will receive the class list a few weeks after the student applications are submitted. Review this list for accuracy. If there are students missing, please call the Certification and Testing Unit immediately. At the completion of the course, the CIC should mark the status of each student on the class list (eligible, missed sessions, withdrew, failed). Make a copy of this for the course file and give the original to the exam proctor.

Exam Tickets – 2 to 3 weeks before the written exam, the CIC will receive the Student Examination Tickets. These should be given to the student after you have verified that the student has met all the requirements of the course and passed the practical skills exam. Any incorrect information should be corrected on the exam ticket.

Practical Skills Exam – Assign a Practical Skills Exam Coordinator. Assist the PSE Coordinator in setting up and administering the practical skills exam as per the Practical Skills Administrative Manual. Assure the eligibility of each student to take the PSE. This includes completing all course requirements, attendance, acceptable grade average, internship and clinical hours. Anyone enrolled in the course must take the practical skills exam including any instructor enrolled in the class. A student must take the practical skills exam with the course in which he/she is enrolled. For example, a student has taken an original course and failed the written exam twice and is now enrolled in a refresher course. The student must take the practical skills exam with the refresher course even though he had taken and passed the PSE within one year. A student who fails three or more stations on the Basic PSE has failed the practical skills exam. A student who fails one or two stations may re-test those stations at that time. If a station is failed a second time, the student must be remediated and tested on another date.

Confirm Written Exam – Check the class list for the correct date, time and location of the written exam. Make sure the location for the exam is available and accessible for the date and time of the exam. If you need to change the location of the exam, contact the Certification and Testing Unit immediately. Do not change the location of the exam without prior approval from DOH.

Written Exam Proctor – All proctors are hired by DOH. Contact information for the CIC is sent to the proctor who will contact the CIC for directions and any special instructions. You should hear from the proctor a few days before the exam. If you do not hear from your proctor at least two days before the exam, call the Certification and Testing Unit. Do not wait until the night of the exam.

Exam Night

Arrive early and meet the proctor. Arrange test site as needed. Orient the proctor to the location pointing out emergency exits, restrooms, thermostats, etc. Assist the proctor in maintaining order during the sign-in process. Give the end of course paperwork to the proctor. This should include a completed practical skills exam summary, completed class list, list of students ineligible, unused exam tickets and Medical Director's Approval for ALS courses. Only the students sitting for the exam are allowed to see the exam. Do not ask the proctor to let you see the exam. For exam security reasons, this is not allowed.

Wrapping Up

Exam results will be sent to the sponsor in 4 to 6 weeks. The CIC is allowed to notify the students of their grades. However, the student may not begin to practice until the certification card has been received.

The CIC should meet with the lab instructors for a final evaluation of the course. This is a good time to review best practices, consider suggestions for improvement and make recommendations for future courses. This is also a good time to inventory, clean, repair and replace supplies and equipment.

Requesting Reimbursement

Reimbursement may only be requested for those students who have completed DOH 3312 – Verification of Membership in an EMS Agency. This form must be kept in the course file. The EMS Agency code must be included on the student application.

After completion of the practical skills exam, you may submit a voucher for all the students who completed the exam along with a copy of the PSE Summary.

When you have received the results of the written exam, you may submit the voucher for the number of students who passed the exam. You must attach a copy of the exam results highlighting the students who are eligible for funding.

You may voucher for the practical skills exam and the written exam on the same voucher.

As of January 1, 2008, DOH BEMS is no longer allowing the “First” Voucher for fifty percent of the potential reimbursement. The Sponsor will only be allowed to submit vouchers for students who have completed the practical skills exam and/or passed the written exam.

If the sponsor is charging tuition and will not be seeking reimbursement from DOH, the student may be able to seek reimbursement through their EMS Agency. Reimbursement will not be made directly to students. In order for an EMS agency to be reimbursed for tuition paid: they must submit proof of the member’s certification and the receipt for payment of the member’s tuition. Refer to Policy Statement 09-06 for further information on Course Funding.

Student Files

A file should be kept for each student to include the following items:

- Copy of student application
- Original of Verification of Membership in an EMS Agency
- Health Forms
- Attendance record
- Graded quizzes and exams
- CPR test and skill sheets
- Skills Checksheets
- Learning contract
- Record of counseling and/or remediation
- Preceptor evaluations
- Practical skills exam sheets
- Any other documentation pertaining to the student’s participation and completion of the course.

The student files must be kept by the sponsor for five years.

The Course File

A file must be kept for each course which includes the following:

- Copy of course application
- Copy of course schedule
- Approval notification with course number
- Attendance records for students

Attendance records for faculty
Copy of course policies and procedures
Record of student grades
Copies of quizzes, modular exams and final exam
Completed class list
Practical Skills Exam Summary
List of Students Ineligible
Copies of vouchers requesting reimbursement from DOH
Time sheets for faculty
Financial records for the course
Any other documents pertaining to the course
The course file must be maintained by the Sponsor for five years.

What if...

My course application gets denied?

The course application may be denied for a number of reasons. It will be returned to the sponsor with a letter explaining why it was denied. Make the necessary corrections and re-submit the application. If you have any questions, call the BEMS at (518) 402-0996.

My course application gets lost?

You should receive a course number or letter from BEMS within two weeks after submission. If you have not received a response, call BEMS. You may have to submit a copy of the application with original signature

The student applications are late?

Student applications should be submitted after the second class session. They must be submitted by the deadline, eight weeks before the exam. If student applications are received after the deadline, the exam date will be rescheduled to the next exam date and the sponsor will be penalized 50% of the course reimbursement.

The student applications are lost?

Student applications should be sent by certified mail. In the event they are lost, new student applications would have to be completed and submitted.

I don't get the class list?

Call BEMS Certification and Testing Unit for a replacement.

I don't get exam tickets?

Call BEMS Certification and Testing Unit.

I don't hear from the exam proctor?

Wait until two days before the exam. If you still have not been contacted, call BEMS Certification and Testing Unit.

I have to change the location or test date?

Submit a letter of request signed by the Sponsor's Administrator and the CIC of record.

I need to change the CIC?

Submit a letter of request signed by both CIC's

And finally...

What If... I get a call from “the State”?

RETURN the CALL. We are here to help.

IMPORTANT CONTACT INFORMATION

New York State Bureau of EMS Central Office

518-402-0996

New York State Bureau of EMS Fax

518-402-0985

Testing Registration Line

1-800-628-0193

Quick Reference Checklist

One month prior to the start date

- _____ Develop course schedule, complete course application and get sponsor approval
- _____ Submit course application to DOH at least 30 days prior to start date
- _____ Review all teaching materials (curriculum, protocols, objectives)
- _____ Review policies and procedures for students and all quizzes and exams
- _____ Inventory and test all training equipment and meet with staff
- _____ Assure preceptor agreements are in order and up to date
- _____ Order course materials (textbooks, protocols, student manuals)
- _____ When course number is received, advertise the class.

At the beginning of the course

- _____ Have students complete student application
- _____ Hand out textbooks, protocols, and student reference guides
- _____ Review policies, procedures, course requirements with students
- _____ Prepare learning contracts
- _____ Submit students applications with Course Memorandum to BEMS

At the end of the course

- _____ Review student files for eligibility to take the practical exam
- _____ Assist the Practical Skills Exam Coordinator with the PSE
- _____ Complete the class list, review the PSE Summary, complete list of students ineligible and compile the Medical Director's Approval form (ALS courses only).
- _____ Submit end of course paperwork to the exam proctor
- _____ Assist sponsor with reimbursement requests.

