

Policy Title: **System Plan Agreements | Vehicle Service Providers
Ambulance licensure-operation**

No. P - 5

Board approval: EMS Rules

Effective: 8/1/23

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References: Multiple sections of the EMS Rules

I. Vehicle Service Provider Licensure: Section 515.800

- A. An application for a Vehicle Service Provider license shall be submitted on a form prescribed by IDPH. The application shall include, but not be limited to, licensee name, address e-mail address, and telephone number; and, for each vehicle to be covered by the license, include the make, model, year, vehicle identification number (VIN), State vehicle license number, and level of service (BLS, ILS, or ALS).
- B. The application shall be accompanied by a fee in the amount set by IDPH for each vehicle included in the initial license application and due at the time of annual inspection up to 100 individual vehicles. A fee of \$35.00 shall be submitted for initial applications and due at annual inspection for providers with 100 or more vehicles.
- C. An application for license **renewal** shall be submitted to IDPH in accordance with subsections (a) and (b) of the EMS Rules at least 60 days but no more than 90 days prior to license expiration.
- D. The Department shall issue a license valid for four years. The license will remain valid if, after annual inspection, all fee requirements are paid and the Department finds that the vehicle service provider is in full compliance with the Act and this Part of the EMS Rules. If the Department finds that the vehicle service provider is not in full compliance, in addition to all other actions authorized by the Act and this Part, the Department may issue a license for a shorter interval.
- E. IDPH shall have the right to make inspections and investigations as necessary to determine compliance with the Act and this Part. Pursuant to any inspection or investigation, a licensee shall allow IDPH access to all records, equipment and vehicles relating to activities addressed by the Act and this Part.
- F. Each license is issued to the licensee for the vehicles identified in the application. The licensee shall notify IDPH, in writing, within 10 days after any changes in the information on the application. Additional vehicles shall not be put in service until an application is submitted with the proper fee and an inspection is conducted. To change a vehicle's level of service, notification must be made in accordance with Subsection (g) of this Section.
- G. Each vehicle covered by an ambulance service provider license shall be approved by IDPH to operate at a specific level of service (BLS, ILS or ALS), To change a level of service for a specific vehicle:
 1. The licensee shall submit a written request to the EMS Medical Director.
 2. The EMS MD or his designee shall submit a copy of that request to IDPH, along with written verification that the licensee meets the equipment and staffing requirements of this Part and the EMS System Plan for the requested level of services.
 3. IDPH shall then amend the provider license and vehicle certificate to reflect the new level of service.
- H. All Vehicle Service Providers shall function within an EMS System. (Section 3.85(b)(1) of the Act)
- I. A Vehicle Service Provider utilizing ambulances shall have a primary affiliation with an EMS System within the EMS Region in which its Primary Service Area is located. This does not apply to Vehicle Service Providers that exclusively utilize Limited Operation Vehicles. (Section 3.85(b)(2) of the Act)

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- J. A Vehicle Service Provider is prohibited from advertising, identifying its vehicles, or disseminating information in a false or misleading manner concerning the Provider's type and level of vehicles, location, primary service area, response times, and level of personnel, licensure status or System participation. (Section 3.85(b)(10) of the Act)
- K. A vehicle service provider, whether municipal, private, or hospital owned, is prohibited from advertising itself as a critical care transport provider unless it participates in a Department-approved EMS System critical care transport plan and provides critical care transport services at a Tier II or Tier III level of care. (Section 3.85(b)(10.5) of the Act)
- L. All Vehicle Service Providers shall have a designated **Pediatric Emergency Care Coordinator (PECC)** who assists in ensuring that their agency and personnel are prepared to care for ill and injured children. Oversight, training and education can be validated by conducting activities such as, confirming the availability of pediatric equipment and supplies, ensuring that personnel follow pediatric protocols and participate in pediatric education, and promoting family-centered care. Each vehicle service provider shall submit the name of the licensed personnel serving as the PECC to their EMS System Coordinator.

II. **EMS Vehicle System Participation: Section 515.810**

For each EMS vehicle participating within the System, the following documentation shall be provided:

- A. A list of the following
 1. The year, model, make, and vehicle identification number (VIN);
 2. The license plate number;
 3. The Department license number;
 4. The base location address; and
 5. The level of service (advanced, intermediate or basic);
- B. A description of the vehicle's role in providing advanced life support, intermediate life support, basic life support and patient transport services with the System;
- C. Definitions of the primary, secondary and outlying areas of response for each EMS vehicle, used within the System;
- D. A map or maps indicating the base locations of each EMS vehicle, the primary, secondary and outlying areas of response for each EMS vehicle, the population base of each service area and the square mileage of each service area;
- E. A commitment to optimum response times up to six minutes in primary coverage areas, 6 to 15 minutes in secondary coverage areas, and 15 to 20 minutes in outlying coverage areas;
- F. A commitment to 24-hour coverage;
- G. A commitment that within one year after Department approval of a new or upgraded vehicle service, each ambulance at the scene of an emergency and during transport of emergency patients to and between hospitals will be staffed in accordance with the requirements of Section 515.830(f)(1) and (2) of this Part and System policy;
- H. Copies of written mutual aid agreements with other providers and/or a description of the provider's own back-up system, which detail how adequate coverage will be ensured when an EMS vehicle is responding to a call and a simultaneous call is received for service within that vehicle's coverage area;
- I. A statement that the emergency services that an EMS vehicle is authorized to provide shall not be denied on the basis of the patient's inability to pay for such services;
- J. An agreement to file an appropriate EMS run sheet or form for each emergency call, as required by the System. Implicit in NWC EMSS membership is an agreement to enter all patient care (run) reports via computer using ImageTrend software and to use the System approved Short Form if the full ePCR cannot be filed before EMS personnel leave the receiving facility. See Policy D4 for additional details

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- K. An agreement to maintain the equipment required by Section 515.830 of the EMS Rules and by the System in working order at all times, and to carry the medication as required by the System as noted on the System Drug and Supply List;
 - L. An agreement to notify the System EMS MD or designee of any changes in personnel providing EMS care in the System in accordance with the policies in the System Manual.
 - M. A copy of its current FCC license(s) or application. Contact the IDPH EMS Communications Administrator or <https://www.fcc.gov/general/public-safety-frequency-coordinators> for assistance in filing an FCC request.
 - N. A description of the mechanism and specific procedures used to access and dispatch the EMS vehicles within their respective service areas;
 - O. A list of all personnel providing pre-hospital care, their license numbers, expiration dates and levels of licensure (EMT, EMT-I, A-EMT, Paramedic), and PHRN, PHPA, PHAPRN, or physician. Each person must be granted System EMS privileges through the Resource Hospital EMS office in accordance with System Policy E-3, Entry Into System;
 - P. An agreement to allow IDPH access to all records, equipment and vehicles relating to the System during any Department inspection, investigation or site survey;
 - Q. An agreement to allow the EMS MD or designee access to all records, equipment and vehicles relating to the System during any inspection or investigation by the EMS MD or designee to determine compliance with the System Program Plan;
 - R. Documentation that its communications capabilities meet the requirements of Section 515.410 of the Rules;
 - S. Documentation that each EMS vehicle participating in the System complies with the vehicle design, equipment and extrication criteria as provided in Section 515.830(a)(I) and (b) of this Part; and
 - T. An agreement to follow the approved EMS policies and protocols of the System.
 - U. The names of a Chief/EMS Chief Executive Office, Provider EMS Coordinator (PEMSC), Pediatric Emergency Care Coordinator (PECC), DICO, and representatives for the Provider-Based Performance Improvement (PBPI), Education, Computer Aided Reporting System (CARS), Research and Development, and Cardiac Arrest Committees.
- III. **Denial, Nonrenewal, Suspension, and Revocation of a Vehicle Service Provider License:**
See Section 515.820
- IV. **Alternate Response Vehicle:** See Section 515.825
- A. **Ambulance Assistance Vehicles** are dispatched simultaneously with an ambulance and assist with patient care prior to the arrival of the ambulance. Ambulance assistance vehicles include fire engines, trucks, squad cars or chief's cars that contain the staff and equipment required by this Section. Ambulance assistance vehicles shall not function as assist vehicles if staff and equipment required by this Section are not available. The agency shall identify ambulance assistance vehicles as a program plan amendment outlining the type and level of response that is planned. The ambulance assistance vehicle shall not transport or be a primary response vehicle but a supplementary vehicle to support EMS services. The ambulance assistance vehicle shall be dispatched only if needed. Ambulance assistance vehicles shall be classified as either Advanced, Intermediate, Basic or First Responder Assist Vehicles and at a minimum shall be staffed as specified in this section of the EMS Rules.
 - B. **Non-Transport Vehicles** are dispatched prior to dispatch of a transporting ambulance and include ambulances and fire engines that contain the staff and equipment required by this Section. The vehicle service provider shall identify non-transport vehicles as a program plan amendment outlining the type and level of response that is planned.

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Non-transport vehicles shall be staffed 24 hours per day, every day of the year with at least the minimum staffing as specified in this section of the EMS Rules.

- C. See System Policy M9 MedEngines (Alternate response vehicles) for System-specific requirements. The System supports and endorses the supplies and equipment specified for use on these vehicles in the EMS Rules plus those items required in System Policy M9.
 - D. Registration of Non-transport Provider Agencies: Each non-transport provider shall complete and submit to the Department either the EMS Non-Transport Provider Application or EMS non-transport application for an existing transport provider, available on the Department's Division of EMS website.
 - E. Inspection of Non-transport EMS Providers: IDPH will schedule initial inspections. Thereafter, non-transport ambulance assist providers shall perform annual self-inspections, using forms provided by IDPH, and shall submit the form to the EMS System for submission to IDPH upon completion of the inspection. IDPH will perform inspections randomly or as the result of a complaint.
 - F. Issuance and Renewal of License: Upon payment of the appropriate fee, qualifying non-transport providers shall be issued a provider license that lists a number for each level of care approved. Licenses will not be issued for individual Non-Transport Vehicles. Providers shall inform the EMS System and the Department of any modifications to the application, using the System Modification forms (sys-mod). Licenses will be issued for one year and will be renewed upon completion of the self-inspection.
- V. Ambulance Assistance Vehicle Provider Upgrades: See Section 515.827
- A. An ambulance assistance vehicle provider may submit a written proposal to the EMS MD requesting approval of an ambulance assistance vehicle provider in-field service level upgrade. (Section 3.88(b) of the Act)
 - B. An ambulance assistance vehicle provider may be upgraded, as defined by the EMS MD in a written policy or procedure, as long as the EMS MD and IDPH have approved the proposal, to the highest level of EMT license (ALS/paramedic, ILS, or BLS) or PHRN, PHAPRN, or PPHA certification held by any person staffing that provider's ambulance assistance vehicle. The ambulance assistance vehicle provider's proposal for an upgrade must include all of the requirements in Section 3.88(b-1) of the Act and this part:
 - C. The NWC EMS System supports and agrees to comply with this section of the Rules.
- VI. Ambulance licensing/Operational requirements: See Section 515.830
- A. The NWC EMS System, supports, endorses, and requires all Vehicle Services Providers to meet the requirements in this Part with respect to vehicle design, BLS equipment and medical supply requirements, Rescue and/or Extrication requirements; Communications capabilities; epinephrine stock and use; personnel and staffing requirements for all transport and non-transport vehicles as defined in the Rules and System policy S3; and EMS Service operational requirements.
 - B. ALS drugs, equipment and medical supply requirements are specified on the System Drug and Supply List.
 - C. The NWC EMSS does not qualify for Alternate Rural Staffing Authorization nor do not use volunteer personnel. Rural population staffing credentialing does not apply to our System.
 - D. Alternate Staffing for Private Ambulance Providers, excluding local government employees is defined in detail in **System Policy S3** (p. 7).

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- VII. **To be in compliance with Section 515.800, 515.810, 515.820, 515.825, and 515.830 for EMS Vehicle System Participation**, each EMS Provider must complete the IDPH-required "Transport Provider Ambulance Application", include all requested documentation and submit modifications and updates to vehicles, levels or hours of operation, and personnel as required.
- A. At the time of application for initial or renewal licensure, and upon annual inspection, the applicant or licensee shall submit to the Department for approval a list containing the anticipated hours of operation for each vehicle covered by the license.
 - B. A current roster shall also be submitted that lists the System authorized EMTs, A-EMTs, EMT-Is, Paramedics, PHRNs, PHPAs, PHAPNs or physicians who are employed or available to staff each vehicle during its hours of operation. The roster shall include each staff person's name, license number, license expiration date and telephone number, and shall state whether the person is scheduled to be on site or on call.
 - C. An actual or proposed four-week staffing schedule shall also be submitted that covers all vehicles, includes staff names from the submitted roster, and states whether each staff member is scheduled to be on site or on call during each work shift.
 - D. All agencies shall have their vehicles inspected by a designated HEMSC/Educator and the IDPH Regional EMS Coordinator or designee as specified by IDPH and System policy; and have EMS personnel approved for NWC EMSS privileges.
 - E. A Vehicle Service Provider shall provide documentation of procedures to be followed when a call for service is received and a vehicle is not available, including **copies of mutual aid agreements with other ambulance providers.** (See Section 515.810(h).)
 - F. A Vehicle Service Provider shall not operate its ambulance at a level exceeding the level for which it is licensed (BLS, ILS, ALS), unless the vehicle is operated pursuant to an EMS System-approved in-field service level upgrade.
 - G. Any provider may request a waiver of any requirements in this Section under the provisions of Section 515.150 of the EMS Rules.
- VIII. **Reserve Ambulances: See EMS Rules Section 515.850**
- A. "Reserve ambulance" means a vehicle that meets all criteria set forth in Section 515.830 of this Part, except for the required inventory of medical supplies and durable medical equipment, which may be rapidly transferred from a fully functional ambulance to a reserve ambulance without the use of tools or special mechanical expertise. (Section 3.85(a)(3)(C) of the Act)
 - B. The NWC EMS System, supports, endorses, and agrees to comply with the provisions of this section of the Rules. Specific clauses with timing requirements:
 1. The vehicle provider shall notify the EMS System within 48 hours after a reserve ambulance is placed into service. A copy of the vehicle inventory form shall be provided to the EMS System.
 2. A licensee may use a replacement vehicle for up to 10 days without a Department inspection, provided that the EMS System and the Department are notified of the use of the vehicle by the second working day.
 3. Any reserve ambulance placed into service for 10 days or more shall be inspected by the EMS System, and the System shall provide notification to IDPH on a Department prescribed form.