



Massachusetts Department of Public Health

MA EMS TRAINING OFFICER GUIDE 2022

Duties and Responsibilities

Training officers play a critical role in supporting EMS agency staff's EMS certifications and recertifications.

- ▶ Training Officers maintain agency rosters on **NREMT.org** and facilitate the **submission, review, and approval of the required Continuing Education for recertification**
- ▶ Each EMS agency listed on NREMT.org must have **at least two designated Training Officers listed on the site**
 - ▶ An EMS agency is defined as a service actively engaged in ambulance/rescue service or health/patient care activity
 - ▶ At least one Training Officer must be currently certified by the Department as an EMT (at any level); and
 - ▶ At least one Training Officer must be a member of the agency. An additional Training Officer may be a member of the agency or may be a third-party vendor or a member of another ambulance service
 - ▶ EMS Personnel with or without National Registry (NREMT) certification use NREMT.org
- ▶ Although Training Officers play a large role, **maintaining EMT certification is ultimately the individual EMT's responsibility**

Recertification: Overview

The Training Officers shall at minimum be responsible for the following related to the Department-designated continuing education tracking website:

- ▶ Maintaining the EMS agency's demographic information
- ▶ Reviewing and approving affiliation requests for all levels of EMTs and maintaining an accurate roster of affiliated and due to recertify EMTs
- ▶ Reviewing submitted continuing education recertification packets for accuracy based on proof of proper documentation in the form of a properly completed MA OEMS roster or a certificate of completion
- ▶ Training Officers are encouraged to require all education to be uploaded to NREMT.org either by the EMT or retained by the Training Officer
- ▶ NOTE: A Training Officer may not verify his or her own continuing education packet for recertification and/or skills. Another Training Officer with the agency must review and approve
- ▶ The Training Officers shall make sure that current NREMT Advanced EMTs and EMT Paramedics, receive Medical Director approval of skills

Recertification: Two Steps to Recertify (Step A)

There are **2 required steps** on **2 different websites** to be completed in order to recertify.

Step A: Training (Education) Profile on www.nremt.org

- ▶ With or without NREMT certification, EMTs will track, assign, upload course completion certificates, and submit the education on NREMT.org to be approved by the Training Officer
- ▶ Without application submission and Training Officer approval, an EMT will not be recertified
- ▶ EMT will pay NREMT application fee of \$25-\$32 (based on level)
- ▶ Late application submissions
 - ▶ After 03/31, late application accepted with \$50 late fee, must be received before 04/30
 - ▶ Applications submitted, but not approved, before 04/01 will not be charged a late fee

Recertification: Two Steps to Recertify (Step B)

Step B: State Application on eLicensing

- ▶ On the eLicensing website on <https://madph.mylicense.com/eGov>
- ▶ The state application and fee is required for recertification for all MA EMT levels. EMTs will update address information, answer compliance questions, and submit the non-refundable \$125 state recertification fee
- ▶ Both Step A and Step B need to be completed in order to recertify. Both NREMT.org and eLicensing should have an updated expiration date upon successful recertification
- ▶ After an updated expiration date is visible on the eLicensing website, a new MA EMS certification card is mailed out the following week. EMTs generally receive their physical card within 10 to 14 business days.
- ▶ EMTs do not need to carry their printed card when staffing an ambulance, if they are able to show their certification status on <https://madph.mylicense.com/verification/>

Recertification: Agency Affiliation and Rosters

Agency Affiliation

- ▶ EMTs will need to affiliate with an approved agency in order for their Training Officer to review and approve their continuing education
 - ▶ EMTs must request affiliation to appear on your NREMT.org agency roster. On the EMT's NREMT dashboard, select "Manage Affiliations" and have them select your agency. After they request affiliation, go into your "Affiliation Requests" tab to approve the affiliation. (see page 20)
- ▶ After affiliation is approved, contact the EMT (email preferable for documentation purposes) regarding information on their recertification requirements

Roster

- ▶ The agency roster shows who is affiliated with your agency, their level, and expiration year
 - ▶ Those with NREMT certification **may have a different expiration date** than their actual MA EMS certification (Look for One Year Alignment on FAQ page for details)
 - ▶ Verify state certification expiration dates on <https://madph.mylicense.com/verification/>
- ▶ Select an EMT on the roster to "View Education Record" and "View Recert Progress" to see what education the EMT has uploaded (View Education Record) and what categories they have assigned said courses to (View Recert Progress)
 - ▶ View "Application Status" to see if the individual has submitted

Recertification: Review and Approval on NREMT.org

Review

- ▶ All submitted applications will appear under the “Verification” tab
- ▶ Review the submitted application and ensure:
 - ▶ All courses have either a CAPCE or OEMS approval
 - ▶ Courses were taken within the EMT’s “Recert Cycle”
 - ▶ All NCCR content requirements were met
 - ▶ Ensure courses are assigned to the correct sub-topics
 - ▶ LCCR and ICCR hour requirements are met
- ▶ Education can be reviewed from the “Roster” or “Verification” view
- ▶ Training Officers should retain or have access to course completion documentation for all affiliated EMTs, prior to approving education
 - ▶ Training Officer, per NREMT policy, can assign courses, **but cannot upload the course completion documentation. Uploading course completion documentation is the EMTs responsibility**

Approval

- ▶ After education is reviewed, select “Approve” on the Verification tab before or after EMT submission
 - ▶ If corrections are needed, select “Deny” in order to allow the EMT to make updates as needed
 - ▶ After updates are made, the EMT must resubmit their application. No additional NREMT fee required
- ▶ Once approved, an updated expiration date will appear on NREMT.org for the EMT. **An updated expiration date on NREMT.org does not indicate successful recertification.**
- ▶ After education is approved and application is submitted, instruct the EMT to complete the **State Application and \$125 fee on the eLicensing website** at <https://madph.mylicense.com/eGov>
- ▶ Once an updated expiration date is visible on <https://madph.mylicense.com/eGov>, the EMT has successfully recertified
 - ▶ Training officers can confirm on the online verification site at <https://madph.mylicense.com/verification/>

Recertification Guide for EMTs

STEP A: TRAINING PROFILE	STEP B: STATE APPLICATION
<p>1. Log into your NREMT account through NREMT.org.</p> <p>All EMTs, with or without National Registry Certification, use NREMT.org for education submission.</p>	<p>1. Log into state's eLicensing website at:</p> <p>https://madph.mylicense.com/eGov</p> <p>Find your eLicensing account using your username or SSN and birthdate.</p>
<p>2. Affiliate with your EMS agency (employer).</p> <p>If you are unaffiliated (not working as an EMT and do not hold National Registry Certification): select unaffiliated based on your region (more info available on https://www.mass.gov/how-to/renew-your-emt-advanced-emt-or-paramedic-certification)</p>	<p>2. Review, attest & pay state recertification fee.</p> <p>Review your information for accuracy, answer questions, and submit the recertification fee (\$125) electronically.</p>
<p>3. Enter <u>all</u> required continuing education hours.</p> <p>Hours can be used if completed within this Recert Cycle and must have CAPCE or state approval. Your Recert Cycle is visible on your NREMT dashboard.</p>	<p>3. Submit your state application by 03/31/2023.</p> <p>Once all the steps are complete, your application will be processed. You can check your recertification status on the eLicensing website.</p>
<p>4. Pay for Training Profile for Training Officer (TO) review and approval.</p> <p>Send your Training Profile & associated fee electronically using the Department designated site (NREMT.org).</p> <p>PLEASE REMEMBER TO CLICK THE "SUBMIT" BUTTON ON YOUR TRAINING PROFILE.</p> <p>Work with your Training Officer for profile review and submission of continuing education. Your EMS agency TO will review your Training Profile for accuracy and document the proficiency of your skills (if applicable).</p> <p style="text-align: right;">Submission Fee: EMT Basic: \$25 Advanced EMT: \$26 EMT Paramedic: \$32</p> <p><u>DO NOT FORGET TO COMPLETE STEP B.</u></p>	<p>YOU ARE NOT RENEWED UNTIL STATE APPLICATION IS COMPLETE!</p> <p>As you approach the expiration of your current state EMS certification, be sure to login to eLicensing to ensure you have renewed!</p> <p>Once you see you have 03/31/2025 expiration on eLicensing NOT NREMT.org, you have successfully renewed.</p> <p>https://madph.mylicense.com/eGov</p> <p>A NREMT Expiration date of 03/31/2025 DOES NOT mean you have recertified your MA EMS Certification.</p>

Recertification Timeline

VARIES	OCTOBER 1, 2022	FEBRUARY 15, 2023	MARCH 31, 2023	APRIL 30, 2023
Check your NREMT.org dashboard for Con-Ed eligibility dates.	Training profile (Step A) & state application (Step B) open for submission & online payment.	<p>Recommended Recertification completion date.</p> <p>Submitting early increases opportunity to resolve any outstanding issues.</p>	<p><u>LAST DAY</u> to complete continuing <u>education</u>. Last day to submit recertification application on NREMT.org and eLicensing without penalty.</p> <p>After midnight, if you have not recertified, you <u>cannot staff an ambulance</u>.</p>	<p>LAST DAY to complete <u>all</u> renewal steps.</p> <p>Late Fees if submitted after March 31, 2023: NREMT (Step A) \$50 MA (Step B) \$50</p>

Continuing Education: Proper Documentation (MA OEMS Approval)

- ▶ OEMS Course completion certificates must include the following (must be legible in blue or black ink or typed):
 - ▶ Attendee's full name as it appears on their certification card; and
 - ▶ Course instructor's full name and signature; and
 - ▶ Date of course completion and if applicable, dates of all course sessions; and
 - ▶ Number of approved hours; and
 - ▶ Which portion of the course, if any, meets any of the National Continued Competency Requirements (NCCR) for the specific level of EMS personnel and which NCCR version it follows; and
 - ▶ OEMS Continuing Education Approval Number
- ▶ More information can be found in Administrative Requirement 2-212 (I)(E) available on our website at <https://www.mass.gov/lists/oems-administrative-requirements>

Continuing Education: Proper Documentation (CAPCE Approval)

- ▶ The following must appear on all CAPCE certificates
 - ▶ Name of CE EMT and CE EMT number assigned by CAPCE Participant's name
 - ▶ Activity title
 - ▶ Date(s) of activity
 - ▶ Number and category of CEH
 - ▶ CAPCE activity number
 - ▶ Name and signature of the program coordinator
 - ▶ Participant's license/certification number
 - ▶ Participant's state of licensure/certification
 - ▶ Participant's NREMT number (if applicable)
 - ▶ For full course completion requirements, please visit CAPCE

Continuing Education: National Continued Competency Requirement (NCCR)

The NCCR makes up 50% of the required Continuing Education for recertification. The NCCR is the only category with required course content. The national category requirements are determined by the NREMT Board of Directors based upon data and input from EMS researchers, EMS physician and EMS EMT stakeholders

- ▶ The NCCR is made up of 5 categories with required sub-topics for each
 - ▶ Airway/Respiration/Ventilation
 - ▶ Cardiovascular
 - ▶ Trauma
 - ▶ Medical
 - ▶ Operations
 - ▶ Example: EMT Basic - Airway/Respiration/Ventilation – 1.5 hours
 - ▶ Sub-topics
 - ▶ Ventilation
 - ▶ Oxygenation
- ▶ NCCR syllabus, content topics, and required hours for each can be located on nremt.org
- ▶ Required hours and sub-topics for each increase for Advanced and Paramedic certifications
- ▶ All content areas and hours must be met
- ▶ All the continuing education hours for the NCCR may be done through distributive education (DE)
- ▶ Often NCCR courses are offered in “bundles” over the course of a few days which cover all content topics as opposed to individual modules for each topic

Continuing Education: Local and Individual Continued Competency Requirement (LCCR/ICCR)

LCCR

- ▶ The Local Course Competency Requirement (LCCR) makes up 25% of the required Continuing Education for recertification. While there is no official required course content for the LCCR, **agency-level administrators (for example Medical Directors and Training Officers) may require specific courses for the LCCR**
- ▶ All the continuing education hours for the LCCR may be done through distributive education

ICCR

- ▶ The Individual Course Competency Requirement (ICCR) makes up 25% of the required Continuing Education for recertification. EMTs may choose their own electives for the ICCR
- ▶ All the continuing education hours for the ICCR may be done through distributive education

Continuing Education: Types of ConEd

- ▶ **In person; single occurrence**
 - ▶ T1 (OEMS), F1 (CAPCE)
 - ▶ “In-person” course with a single occurrence (may be a course made up of single or multiple days)
- ▶ **In person; repeated occurrences**
 - ▶ T2 (OEMS), F2 (CAPCE)
 - ▶ A course sponsor is responsible for notifying the applicable Regional EMS Council office of their intention of using the existing OEMS course approval number with the date and time via email in advance
- ▶ **Pre-approved Department-issued ConEd course approval**
 - ▶ T4 (OEMS), No CAPCE
 - ▶ For standardized courses with set curricula
 - ▶ This area is limited to widely distributed courses with consistent content and evaluation tools developed by a central organization (example: FEMA-NIMS: IS-**)
 - ▶ Must notify MA EMS Region before holding T4 courses
 - ▶ Please see chart in [Administrative Requirement 2-212 \(III\)](#) for the full listing of courses
- ▶ **Distributive Education (DE) course**
 - ▶ T3 (OEMS), F3 (CAPCE)
 - ▶ DE courses are **online, self-paced courses without a live instructor**
 - ▶ All DE course restrictions have been lifted. All continuing education may be completed using DE courses
- ▶ **Virtual Instructor Lead Training (VILT)**
 - ▶ T5 (OEMS), F5 (CAPCE)
 - ▶ VILT courses are **online with a live instructor**
 - ▶ VILT courses are considered of equal value to in-person courses

Continuing Education: Where to Find Courses

OEMS cannot recommend any specific courses, but do have resources to help EMTs find a course sponsor offering courses. We recommend that EMTs ask the entity they plan on taking the class with, if they have Massachusetts OEMS continuing education approval as documented by a MA or CAPCE (formerly CECBEMS) approval number

- ▶ We maintain a list of the (close to 70) EMT programs on our website. This list is interactive and will link EMTs to the Accredited Training Institutions' webpages which may list the courses available. You can find the full listing here: <https://www.mass.gov/service-details/find-an-accredited-emt-training-institution>
- ▶ Reach out to a local hospital, EMS, or Fire agency. Many of these entities offer EMS continuing education and may allow non-employees to attend
- ▶ Reach out to the local EMS regional council. The local EMS regional council is the entity which reviews and approves all in-person continuing education in their respective areas, and they might be able to recommend some options. EMTs can find the list of regional EMS councils here: <https://www.mass.gov/service-details/ems-regions-in-Massachusetts>
- ▶ CAPCE maintains a list of approved course sponsors (and vendors), available at <http://capce.org/Home/FindCourse>

Recertify by Exam: With NREMT Certification

If a MA EMT with NREMT certification wishes to “Recert by Exam,” they will complete a cognitive (written) exam which will meet their continuing education requirements (Step A)

- ▶ Log in to their NREMT account on www.nremt.org and select “My Certification.” Complete a Recertification By Exam application and pay the exam fee. Contact NREMT for specific/updated instructions
 - ▶ After 24-48 hours, login to their NREMT account and print their Authorization to Test (ATT) letter. Follow the directions in the letter to schedule an exam
 - ▶ Beginning April 1, one year prior to expiration, they may make one attempt to pass the exam. Upon successful completion of the exam, a cognitive competency by exam form will become available through their NREMT account
 - ▶ Return the completed cognitive competency by exam form by March 31 with signatures (from Training Officer and, if ALS, Medical Director) and supporting documentation (CPR and ACLS, if applicable). All other recertification requirements (including criminal conviction statement, verification of skills, etc.) must still be met and verified
 - ▶ If unsuccessful on the exam, there is no impact on their MA EMS certification, however, they must complete and document Continuing Education in order to recertify
 - ▶ After they successfully complete their cognitive exam and renew their NREMT (Step A), they must still complete the state application and fee (Step B) on the eLicensing website at <https://madph.mylicense.com/eGov>

Recertify by Exam: Without NREMT (MA Only) 1 of 2

If a MA EMT, without NREMT certification (MA EMS only), wishes to “Recert by Exam,” they will need to gain NREMT certification as a current state certified EMT

- ▶ Log in to their NREMT account on www.nremt.org. Select the “Candidate” role from the drop-down box
 - ▶ Click on “Create Certification Application”
- ▶ Complete and submit the NCCR continuing education requirement for their level within the past two years
- ▶ Complete a NREMT cognitive exam
 - ▶ After the EMT applies to the National Registry with their NCCR documentation, they will receive instructions and permission to take the NREMT cognitive exam
- ▶ Complete a psychomotor requirement
 - ▶ EMT Basic: Complete a psychomotor skills verification.
 - ▶ The EMT will need the appropriate paperwork and skill sheets emailed to him/her from the NREMT or they can find the forms on our website at <https://www.mass.gov/service-details/verify-psychomotor-skills-for-nremt-certification>
 - ▶ Those skills sheets will need to be completed and signed by his/her affiliated agency’s Training Officer or I/C at any MA ATI
 - ▶ The EMT will need to complete any further steps required by the NREMT. In most circumstances, the EMT will email the skills sheets to the NREMT
 - ▶ Advanced EMTs or Paramedics will need to complete the full NREMT psychomotor exam

Recertify by Exam: Without NREMT (MA Only) 2 of 2

- ▶ After the NCCR, Cognitive, and psychomotor requirements are complete, NREMT certification will be issued
 - ▶ EMTs will need to notify OEMS of their new NREMT certification status by emailing oems.recert@mass.gov
- ▶ Once NREMT is issued and OEMS notified, complete the State Recertification Application and \$125 fee (Step B) on the eLicensing website at <https://madph.mylicense.com/eGov>. Step B must be completed for the EMT to recertify their MA State EMS certification

Using NREMT.org: Individual EMTs

Instructions and videos are available for EMTs who are struggling to navigate their Continuing Education submission on nremt.org. EMTs can find resources at <https://nremt.org/document/recertification#howdoirecertify>

Home

The Registry ▾

Certification ▾

Recertification ▾

Store ▾

Resources ▾

Contact Us

How Do I Submit My Recertification Application

On-Line Recertification [Preferred]

Processing time is generally within 24 hours of submission.

STEP 1: LOGIN TO YOUR NATIONAL REGISTRY ACCOUNT

From the homepage, [login to your account](#). If you do not already have a National Registry account with a username and password, create a [New Account](#) on the National Registry homepage. If you forgot your username or password, use the [Password Recovery Page](#) for assistance.


[Login To My Account](#)

STEP 2: UPDATE USER PROFILE

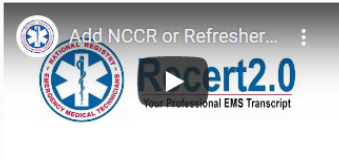
When prompted, update your user profile information.

Verify we have your correct email and mailing address.


Learn About Recert 2.0



Add a NCCR Class



Print Your Card



Home

The Registry ▾

Certification ▾

Recertification ▾

Store ▾

Resources ▾

Contact Us

STEP 3: SUBMIT ELECTRONIC RECERTIFICATION

Click on 'Recertification' to

- Enter your education, and
- Submit your application

Keep all recertification supporting documentation for at least three years. The National Registry is required to conduct random [audits](#) of applications.

You must submit your application no later than midnight, Eastern Standard Time, on the day your certification expires.

STEP 4: PAYMENT

Submit online payment with a credit card for your recertification.

STEP 5: PRINT YOUR CARD

After your education and skills are validated by your Training Officer and/or Medical Director, your application will be processed. Check your account and print your new National EMS Certification!

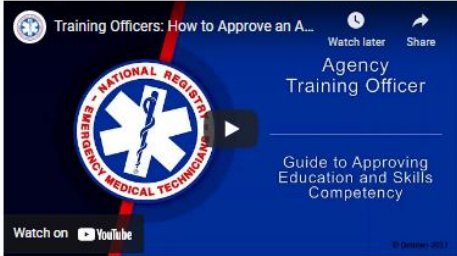
Using NREMT.org: Training Officers

Instructions and videos are available for Training Officers who need help navigating the NREMT website including how to create an account, affiliate, approve education, add a course for your agency, etc.. Training Officers can find resources at <https://nremt.org/partners/training-officers>

- Home
- The Registry ▾
- Certification ▾
- Recertification ▾
- Store ▾
- Resources ▾
- Contact Us

The Role of a NREMT Training Officer


Agency Training Officer: Approving Education and Skills in Recert2.0



Watch on YouTube

This video shows Agency Training Officers how to use the National Registry's Recert2.0 system.

Agency Training Officer: Adding Courses in Recert2.0



Watch on YouTube

This video shows Agency Training Officers how to add courses and assign topics in the National Registry's Recert2.0 system.

Training Officers validate the continued competency of Nationally Registered EMS personnel by approving continuing education records entered by agency affiliates. In some agencies, Training Officers enter course records on behalf of affiliated personnel. The role of Training Officer is to be treated responsibly, with attentiveness given to all affiliates seeking NREMT recertification.

Resources

Recertification Guide

[Recertification Guide](#)

National Component Guides

[National-NCCP-2016](#)
[NCCR 2016 V3 - Standardized Course Guide](#)

- ▶ HOW TO CREATE A TRAINING OFFICER ACCOUNT
- ▶ HOW TO ADD THE TRAINING OFFICER ROLE TO MY NREMT ACCOUNT
- ▶ HOW TO CREATE AN AGENCY FOR ONLINE NREMT RECERTIFICATION
- ▶ HOW TO AFFILIATE AS A TRAINING OFFICER AT AN EXISTING AGENCY
- ▶ HOW TO APPROVE AN AFFILIATION REQUEST (TRAINING OFFICER/MEDICAL DIRECTOR/PROVIDER)
- ▶ HOW TO REMOVE A TRAINING OFFICER OR MEDICAL DIRECTOR FROM THE ROSTER
- ▶ HOW TO APPROVE A RECERTIFICATION APPLICATION AS A TRAINING OFFICER
- ▶ WHO APPROVES THE CONTINUING EDUCATION OF TRAINING OFFICERS?
- ▶ HOW DO I APPROVE AN ELECTRONIC INACTIVE TO ACTIVE REQUEST?

Inactive Recertification

When an EMT, with NREMT certification, leaves an agency and is no longer working as an EMT, they can still recertify but with an Inactive status

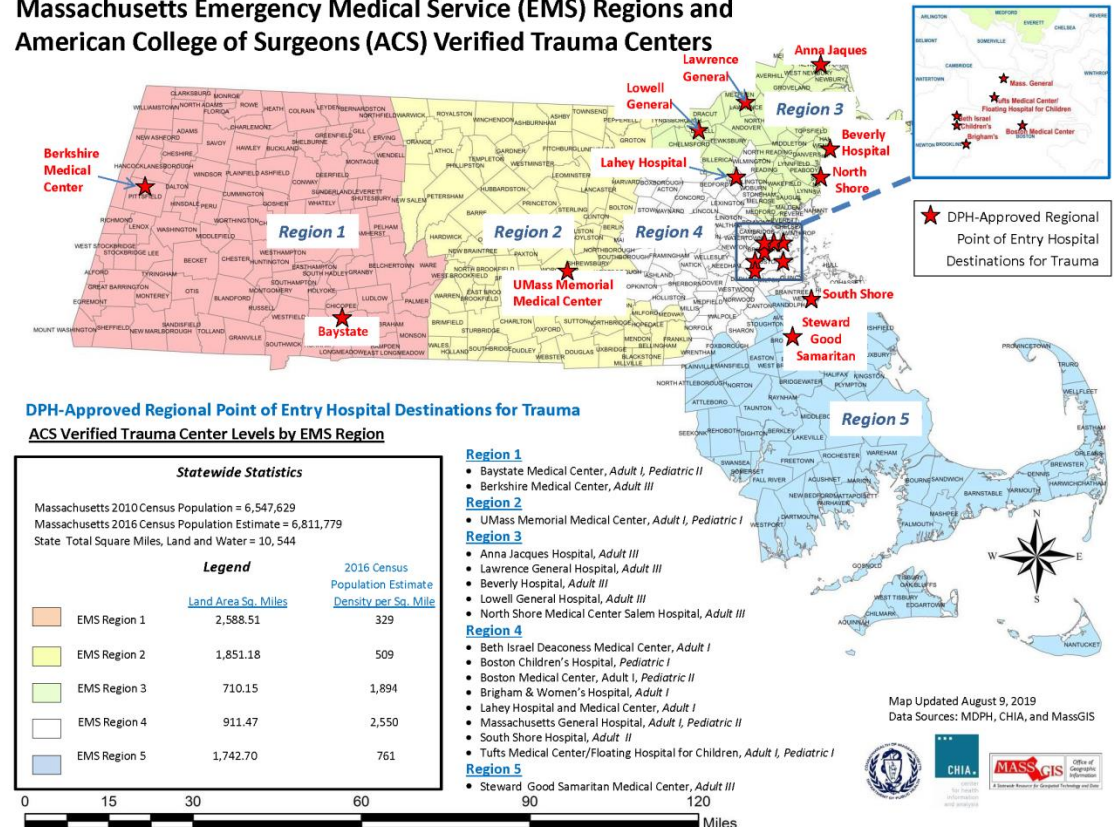
- ▶ An inactive status is designated for those with NREMT certification who are currently not providing patient care at their certification level. For example, inactive status may be helpful for EMS professionals who:
 - ▶ are not actively engaged in an EMS service or healthcare/patient care activity
 - ▶ are not actively treating patients at their certification level but are involved as educators, administrators or regulators
 - ▶ are unable to actively provide patient care for any variety of reasons - such as, moving, illness, pursuit of education, family responsibilities, etc.
- ▶ The NREMT will act as the Training Officer for Inactive NREMT recertification. Registrants who wish to declare inactive status must continue to meet the NREMT continuing education recertification requirements in subsequent cycles
 - ▶ If renewing as Inactive, **please contact the NREMT for specific requirements and assistance**
 - ▶ When returning to “Active” status, please contact the NREMT for the request form
 - ▶ support@nremt.org or 614-888-4484
- ▶ Inactive EMTs must still complete the state application and fee (Step B) on the MA eLicensing website upon renewal of the NREMT certification

Unaffiliated Recertification

When an EMT, without NREMT certification (MA certified only), leaves an agency and is no longer working as an EMT, they can still recertify, but as an Unaffiliated EMT

- ▶ MA EMS certified only without NREMT (Unaffiliated)
 - ▶ An Unaffiliated status is for MA EMTs without National Registry certification who are not currently working as an EMT
 - ▶ If an EMT is Unaffiliated, the regional EMS office will act as their training officer and review and approve their continuing education records
 - ▶ Affiliate with your region using the dropdown on your Certification Dashboard. Contact your region for specific instructions and training profile assistance
 - ▶ Find the regional office for your residential address and their contact information at <https://www.mass.gov/service-details/ems-regions-in-Massachusetts>
 - ▶ You may find it listed as “Unaffiliated-Region [X]”
 - ▶ Unaffiliated EMTs living out of state will affiliate with “MA Unaffiliated-Out of State”
- ▶ Unaffiliated EMTs must still complete the state application and fee (Step B) upon approval of their continuing education on NREMT.org

Massachusetts Emergency Medical Service (EMS) Regions and American College of Surgeons (ACS) Verified Trauma Centers



Applying for Continuing Education: Overview

EMS Agency may receive approval from OEMS to run their own Continuing Education course

- ▶ EMS Agencies must submit:
 - ▶ Application, course outline, and supporting references
 - ▶ Application is to be sent to the applicable Regional EMS Council (find your Regional Office at <https://www.mass.gov/service-details/ems-regions-in-Massachusetts>) if the program sponsor's primary place of business is within MA
 - ▶ If the sponsor is outside of MA or is a state agency, submit directly to OEMS (oems.coned@mass.gov)
- ▶ Please note, prior to receipt of Department approval for a training program, no program shall:
 - ▶ Advertise such a training program as approved by the Department;
 - ▶ Accept applications from prospective students; or
 - ▶ Conduct any classes for such a training program
 - ▶ If a course is held without first obtaining approval, students may not be eligible for credit

Applying for Continuing Education Approval: Method of Instruction

▶ T1 Approval Number

- ▶ In person; single occurrence
- ▶ “In-person” course with a single occurrence (may be a course made up of single or multiple days)

▶ T2 Approval

- ▶ In person; repeated occurrences
- ▶ A course sponsor is responsible for notifying the applicable Regional EMS Council office of their intention of using the existing OEMS course approval number with the date and time via email in advance

▶ T3 Approval

- ▶ Distributive Education (DE) course
- ▶ DE courses are online, self-paced courses without a live instructor

▶ T4 Approval

- ▶ Pre-approved Department-issued ConEd course approval
- ▶ For standardized courses with set curricula.
- ▶ This area is limited to widely distributed courses with consistent content and evaluation tools developed by a central organization (example: FEMA-NIMS: IS-**)
- ▶ Must notify MA EMS Region before holding T4 courses
- ▶ Please see chart in AR 2-212 (III) for the full listing of courses

▶ T5 Approval

- ▶ Virtual Instructor Lead Training (VILT)
- ▶ VILT courses are online with a live instructor

Full details can be found in [Administrative Requirement 2-212](#)

Applying for Continuing Education Approval: Application

- ▶ Application is available at <https://www.mass.gov/service-details/ems-continuing-education>
- ▶ Section 1: General Information
- ▶ Section 2: Method of Instruction – Please only select one option
- ▶ Section 3: Program Type – Only enter number of hours that apply to topics related to EMS scope of practice, do not include breaks
- ▶ Section 4: Dates & Location of Program – Please check if outside EMTs can attend
- ▶ Section 5: Affirmations – Please print, sign & date
- ▶ Outline and Supporting Documentation

MASSACHUSETTS OFFICE OF EMERGENCY MEDICAL SERVICES <small>DEPARTMENT OF PUBLIC HEALTH</small>				DPH/OEMS 200-46 ConEd App 06/2019	
APPLICATION FOR MASSACHUSETTS DPH APPROVAL FOR CONTINUING EDUCATION PROGRAM					
1) GENERAL INFORMATION: (Type or print legibly in black or blue ink)					
TITLE OF PROGRAM		NAME OF SPONSOR			
SPONSOR'S EMAIL		SPONSOR'S PHONE #			
SPONSOR'S MAILING ADDRESS (STREET)		CITY		STATE	
NAME OF PRIMARY INSTRUCTOR		INSTRUCTOR'S CERTIFICATION # (if applicable)			
PRIMARY INSTRUCTOR'S EMAIL		INSTRUCTOR'S PHONE #			
2) METHOD OF INSTRUCTION (SELECT ONLY ONE): (Refer to AR 2-212 for definition of instructional methods)					
<input type="checkbox"/> T1 – In Person, Single Occurrence	<input type="checkbox"/> T2 – In Person, Blanket (Multiple Occurrences)	<input type="checkbox"/> T3 – Distributive Education (DE)	<input type="checkbox"/> T4 – Pre-identified Standardized Courses (To be issued by OEMS)	<input type="checkbox"/> T5 – Virtual Instructor Led Training (VILT)	
3) PROGRAM TYPE (SELECT ONLY ONE):					
<input type="checkbox"/> 30 Hour Paramedic NCCR		<input type="checkbox"/> 20 Hour EMT NCCR		<input type="checkbox"/> Continuing Education Program Hours:	
<small>**Please note, when entering number of hours do not include breaks or topics that are not eligible for credit hours in accordance with AR 2-212. You may apply for half and quarter hours**</small>					
4) DATES AND LOCATION OF PROGRAM:					
START DATE: (MM/DD/YY)		START TIME:		END DATE: (MM/DD/YY)	
ADDITIONAL DATES AND TIMES		CAN EMTs OUTSIDE YOUR AGENCY ATTEND: <input type="checkbox"/> Yes <input type="checkbox"/> No			
PHYSICAL LOCATION ADDRESS (STREET)		CITY		STATE	
5) AFFIRMATIONS:					
a. The applicant hereby affirms that they comply with, and will continue to comply with, all relevant federal and state laws, including but not limited to, federal and state anti-discrimination statutes, M.G.L. c. 111C; regulations, including but not limited to 105 CMR 170.000 and 105 CMR 700.000, and the Department's Administrative Requirements, the Statewide Treatment Protocols, policies and advisories.					
b. The applicant hereby affirms that the information on this application is true and correct and that the course will conform with the standards set forth in the attached outline.					
<small>NOTE: The individual whose name appears below is the listed official representative of the applicant, and must have authority to sign all necessary program documents.</small>					
Sponsor's Official Representative: (Print)		Signature:		Date:	
OFFICIAL USE ONLY:					
Regional Council or OEMS Reviewer: (Print)		Regional Council or OEMS Reviewer: (Signature)			
Approval Number: _____ - R - _____ - T _____		Date Approved:			

Applying for Continuing Education Approval: Application Example

M A S S A C H U S E T T S OFFICE OF EMERGENCY MEDICAL SERVICES <small>DEPARTMENT OF PUBLIC HEALTH</small> APPLICATION FOR MASSACHUSETTS DPH APPROVAL FOR CONTINUING EDUCATION PROGRAM			DPH/OEMS 200-46 ConEd App 06/2019
1) GENERAL INFORMATION: (Type or print legibly in black or blue ink)			
TITLE OF PROGRAM Stair Chair Familiarization		NAME OF SPONSOR EMT ABCs	
SPONSOR'S EMAIL emtabcs@email.com		SPONSOR'S PHONE # 781-555-1234	
SPONSOR'S MAILING ADDRESS (STREET) 123 Alpha Street	CITY Townsville	STATE MA	
NAME OF PRIMARY INSTRUCTOR Jane Doe		INSTRUCTOR'S CERTIFICATION # (if applicable) E123456	
PRIMARY INSTRUCTOR'S EMAIL janedoe@email.com		INSTRUCTOR'S PHONE # 781-555-1234	
2) METHOD OF INSTRUCTION (SELECT ONLY ONE): (Refer to AR 2-212 for definition of instructional methods)			
<input checked="" type="checkbox"/> T1 – In Person, Single Occurrence	<input type="checkbox"/> T2 – In Person, Blanket (Multiple Occurrences)	<input type="checkbox"/> T3 – Distributive Education (DE)	<input type="checkbox"/> T4 – Pre-Identified Standardized Courses (To be issued by OEMS)
<input type="checkbox"/> T5 – Virtual Instructor Led Training (VILT)			
3) PROGRAM TYPE (SELECT ONLY ONE):			
<input type="checkbox"/> 30 Hour Paramedic NCCR	<input type="checkbox"/> 20 Hour EMT NCCR	<input checked="" type="checkbox"/> Continuing Education Program Hours: 3.0 hours	
<small>**Please note, when entering number of hours do not include breaks or topics that are not eligible for credit hours in accordance with AR 2-212. You may apply for half and quarter hours**</small>			

Applying for Continuing Education Approval: Application Example Continued

4) DATES AND LOCATION OF PROGRAM:

START DATE: (MM/DD/YY) 01/01/2022	START TIME: 8:00 a.m.	END DATE: (MM/DD/YY) 01/01/2022	END TIME: 11:30 a.m.
ADDITIONAL DATES AND TIMES N/A			CAN EMTs OUTSIDE YOUR AGENCY ATTEND?: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
PHYSICAL LOCATION ADDRESS (STREET) 123 Alpha Street		CITY Townsville	STATE MA

5) AFFIRMATIONS:

- The applicant hereby affirms that they comply with, and will continue to comply with, all relevant federal and state laws, including but not limited to, federal and state anti-discrimination statutes, M.G.L. c. 111C; regulations, including but not limited to 105 CMR 170.000 and 105 CMR 700.000, and the Department's Administrative Requirements, the Statewide Treatment Protocols, policies and advisories.
- The applicant hereby affirms that the information on this application is true and correct and that the course will conform with the standards set forth in the attached outline.

NOTE: The individual whose name appears below is the listed official representative of the applicant, and must have authority to sign all necessary program documents.

Sponsor's Official Representative: (Print) Jane Doe	Signature: <i>Jane Doe</i>	Date: 11/01/2021
--	-------------------------------	---------------------

OFFICIAL USE ONLY:

Regional Council or OEMS Reviewer: (Print)	Regional Council or OEMS Reviewer: (Signature)
Approval Number: ____ - R__ - ____ - T__	Date Approved:

Applying for Continuing Education Approval: Continuing Education Outline

- ▶ **TOPIC** - Write a brief descriptive title of the program/subject to be covered
- ▶ **PREREQUISITE** - These are the minimum requirements (if any) for participation in the program (e.g., if there is a prior course EMTs must attend or prior sessions of a multi-session program)
- ▶ **PURPOSE** - State why the program is being offered
- ▶ **OBJECTIVES** - List what you expect the student to be able to do or know after s/he has completed the program. Objectives should be stated explicitly to the students at the beginning of the course and also serve to determine what the instructor will evaluate at the end of the program. Examples: “The student will demonstrate appropriate application of a traction splint.” “The student will explain the pathophysiology of COPD versus CHF”
- ▶ **EVALUATION** - Indicate how the course objectives will be measured with examples to review (e.g., written exam/quiz, verbal evaluation through question/answer, skills demonstration)
- ▶ **CONTENT** - Provide details outlining the material to be presented and give the exact times devoted to each section to ensure the course content will meet the desired learning objectives. Outlines should be sufficiently detailed so that the range of material to be covered is clear and logically presented. Please include supporting documentation

Applying for Continuing Education Approval: Outline – Topic, Prerequisite, Purpose, Objectives Example

▶ Topic

- ▶ Stair Chair Familiarization

▶ Prerequisite

- ▶ Be able to perform the defined roles and responsibilities of an EMT

▶ Purpose

- ▶ To familiarize EMTs with safe handling and operation of the Stair Chair, for the purpose of prehospital EMS care

▶ Objectives

- ▶ Review lifting and moving methods for patients
- ▶ Understand the technical skills and functionality of the Stair Chair
- ▶ EMTs to demonstrate the technical skills of Stair Chair functions

Applying for Continuing Education Approval: Outline – Course Content Requirements:

- ▶ Provide details outlining the material to be presented
- ▶ Give the exact times devoted to each section to ensure the course content will meet the desired learning objectives
- ▶ Outlines should be sufficiently detailed so that the range of material to be covered is clear and logically presented
- ▶ Content must be:
 - ▶ Related to delivery of patient care within the EMS scope of practice, or
 - ▶ Within the defined roles and responsibilities of the EMT, or
 - ▶ Related to vaccine administration, in accordance with Special Protocols issued pursuant to a Commissioner's Order under 105 CMR 700.003(H)
- ▶ Include evaluation of course objectives
- ▶ Refer to [Administrative Requirement 2-212](#), EMS Continuing Education Standards for what topics are not eligible to receive approval for continuing education credit hours. This can be found on our website: <https://www.mass.gov/lists/laws-and-regulations-for-oems>

Applying for Continuing Education Approval: Course Content Example:

- ▶ Introduction 0800 – 0805 (5 mins)
- ▶ Stair Chair Review 0805 – 0830 (25 mins)
 - ▶ Components of stair chair, including handles and locking mechanisms
- ▶ Operation of Stair Chair 0830 – 0900 (30 mins)
 - ▶ Lifting and moving techniques, with and without patients
 - ▶ {other content for stair chair operation for sponsor's course}
- ▶ Break 0900 – 0915 (15 mins) - not included in total number of con-ed hours
- ▶ Instructor demonstration of stair chair 0915 – 1015 (60 mins)
 - ▶ Instructors will demonstrate the proper stair chair techniques with and without patients
 - ▶ Verbal discussion with EMTs (Q&A) of instructor demonstrated techniques
- ▶ Break 1015 – 1030 (15 mins) - not included in total number of con-ed hours
- ▶ EMTs demonstration of Stair Chair techniques 1030 – 1050 (20 mins)
 - ▶ EMTs will perform proper Stair Chair techniques
 - ▶ EMTs will have the ability to work with the instructor to ensure best practices
- ▶ Written quiz evaluation 1050 – 1115 (25 mins)
- ▶ Verbal review of quiz results 1115 – 1130 (15 mins)
 - ▶ More detail and review will be provided for underperforming topic areas

Total Number of Con-Ed Hours = 3.0 hours

Applying for Continuing Education Approval: Supporting Documentation (Faculty, References, Resources) Example:

▶ Faculty:

- ▶ Instructor qualifications
- ▶ Jane Doe – NREMT E654321, MA EMT Basic E123456, Training Officer for EMT ABCs
- ▶ Instructor resume (if applicable)
 - ▶ Including, but not limited to, instructors without EMS certification or guest lecturers

▶ Course references – list the material(s) that the instructor used to plan the course (e.g., textbooks, journal articles, online references)


- ▶ EMS Education Standards – Workforce Safety and Wellness (V)
- ▶ Stair Chair Vendor Instructional Manual (All)
- ▶ Newspaper Globe – “How Stair Chair Saved My Life” – 10/18/2021 (link, if available)

▶ Resources

- ▶ Stair Chair model XX
- ▶ Volunteer patients (EMT ABCs staff)
- ▶ Quiz booklets
 - ▶ Answers to be retained electronically by course sponsor

Applying for Continuing Education Approval: Receiving an OEMS Approval Number

- ▶ Approval Number:
 - ▶ Cycle: 2122
 - ▶ Approved between 04/01/2021 and 03/31/2022
 - ▶ Courses with multiple varying dates (T2 and T3) may only be taken for credit with 04/01/2021 and 03/31/2022
- ▶ Region: “R0”
 - ▶ “R0” is for the State OEMS office
 - ▶ “R[1-5]” corresponds to the Regional EMS Council issuing the approval
- ▶ Number: 0001
 - ▶ Unique approval number assigned to your course
- ▶ Method of Instruction: “T1”
 - ▶ See page 24

5) AFFIRMATIONS:		
a. The applicant hereby affirms that they comply with, and will continue to comply with, all relevant federal and state laws, including but not limited to, federal and state anti-discrimination statutes, M.G.L. c. 111C; regulations, including but not limited to 105 CMR 170.000 and 105 CMR 700.000, and the Department’s Administrative Requirements, the Statewide Treatment Protocols, policies and advisories.		
b. The applicant hereby affirms that the information on this application is true and correct and that the course will conform with the standards set forth in the attached outline.		
NOTE: The individual whose name appears below is the listed official representative of the applicant, and must have authority to sign all necessary program documents.		
Sponsor’s Official Representative: (Print) Jane Doe	Signature: <i>Jane Doe</i>	Date: 11/01/2021
OFFICIAL USE ONLY:		
Regional Council or OEMS Reviewer: (Print) Evan Paicopoulos	Regional Council or OEMS Reviewer: (Signature)  Digitally signed by Evan Paicopoulos Date: 2021.11.09 16:22:46 -05'00'	
Approval Number: <u>2122</u> - <u>R0</u> - <u>0001</u> - <u>T1</u>	Date Approved: 11/08/2021	

Issuing Continuing Education Course Completion: Overview

- ▶ Course sponsors must provide a completion certificate or copy of completed roster to all students at the end of the course
 - ▶ For T1, T2 or T4 courses, sponsors must ensure students and instructors sign an OEMS approved roster at each course meeting
 - ▶ For T3 or T5 courses, sponsors must ensure course attendance. This course attendance document must be retained by the course sponsor and is subject to audit
- ▶ All continuing education records, including outlines and rosters must be retained by the sponsor for seven years. Students should use their MA EMT certification number (including prefix; E, A, or P) on the roster

Issuing Continuing Education Course Completion: Course Completion Certificate Example

EMT ABCS

This Course Completion Certificate is awarded to

Theodor Geisel

For the completion of Stair Chair Familiarization on 01/01/2022

MA EMT Number: E413413

Course Approval Number: 2122-R0-0001-T1

CEU: 3.0 hours

Jane Doe

Jane Doe, MA EMT Basic, E123456

01/01/2022

DATE

Issuing Continuing Education Course Completion: Course Roster Example

MASSACHUSETTS OFFICE OF EMERGENCY MEDICAL SERVICES DEPARTMENT OF PUBLIC HEALTH

DPH/OEMS 200-59
CONED ROSTER
01/2016

Program Information: (This roster is for use with training programs that have DPH/OEMS continuing education numbers)

PROGRAM TITLE (Print): Stair Chair Familiarization	PROGRAM SPONSOR (Print): EMT ABCs		
PROGRAM LOCATION (Print): 123 Alpha Street	PROGRAM DATE: 01/01/2022	PROGRAM TIMES: 8:00	
OEMS CONED NUMBER: 2122-R0-0001-T1	<input type="checkbox"/> 30 Hour Paramedic NCCR	<input type="checkbox"/> 20 Hour EMT/AEMT NCCR	<input checked="" type="checkbox"/> ConEd Program Hours: 3.0 hours

Instructions:

LEAD INSTRUCTOR MUST:

- 1) Sign this roster in the space provided, attesting that you have conducted this training program in accordance with applicable Massachusetts EMS regulations, the course outline, and DPH/OEMS Administrative Requirement (AR) 2-212.
- 2) Issue course completion documentation to the EMTs once the program is completed. Program sponsors may issue course completion certificates or may provide attendees with a copy of the roster signed by the instructor and student.
- 3) Ensure an original signed roster is retained by the program sponsor for each session of the program
- 4) Cross off any unused lines after the last student has signed in at the completion of the course.

EMTs ATTENDING PROGRAM MUST:

- 1) Legibly PRINT and SIGN your name after your Massachusetts EMT number (if you have one), attesting that you attended course as described above. Remember to include the letter prefix of your EMT number.
- 2) Ensure you receive and retain course completion documentation from course sponsor or instructor.
- 3) Any program lacking an approval number may never receive credit. Attendance is at your own risk!
 - a. Note: regardless of approval, there are limitations to the types of continuing education, such as Distributive Education, that can be used for renewal of EMT certification. Please reference AR 2-212 or the OEMS Renewal Guides found on <http://www.mass.gov/dph/oems>.
- 4) FAILURE TO SIGN THE ATTENDANCE ROSTER MEANS THAT NO CREDIT CAN BE AWARDED.

	EMT NUMBER:	EMT NAME (Print):	EMT SIGNATURE:
1	E 413 413	Theodor Seuss Geisel	[Signature]
2	P 017 857	Tommy Magliozzi	[Signature]
3	A 857 617	Johnny Appleseed	[Signature]
4	P 339 978	Nathaniel Bowditch	[Signature]
5			
6			
7			
8			
9			
10			
11			
12			

Under the pains and penalties of perjury, I attest that this is a true and accurate record of the conduct, hours, and actual attendance for this training course.

INSTRUCTOR NAME (Print): Jane Doe	INSTRUCTOR Signature: [Signature]	INSTRUCTOR EMT Number: E123456
--------------------------------------	--------------------------------------	-----------------------------------

Page 1 of 1

Frequently Asked Questions (FAQ)

- ▶ **“An EMT has paid the NREMT fee, but I cannot see nor approve their application in my ‘Verification’ tab?”**
 - ▶ Payment for NREMT.org is separate from submission. If they have paid, please ensure they click the “Submit” button on their “Recert Application.” After the application is submitted, you can approve
- ▶ **“I cannot see an EMT on my NREMT.org roster, but they are a part of my agency”**
 - ▶ EMTs must request affiliation to appear on your NREMT.org agency roster. On the EMT’s NREMT dashboard, select “Manage Affiliations” and have them select your agency. After they request affiliation, go into your “Affiliation Requests” tab to approve the affiliation
- ▶ **“I see an updated expiration date on NREMT.org, but the Massachusetts site still shows their original expiration date. Will they update automatically?”**
 - ▶ If NREMT.org indicates a renewed expiration date, Step A has been completed. Please ensure Step B (MA State Application and \$125 fee) is completed on the MA eLicensing site, <https://madph.mylicense.com/eGov>. Only updated expiration dates on eLicensing indicate recertification is complete
- ▶ **“My NREMT and MA expiration dates are different, how can I recertify?”**
 - ▶ If the MA EMS certification is one year before the NREMT expiration date, contact OEMS for a One Year Alignment form to extend the MA EMS certification to match the NREMT expiration date. See <https://www.mass.gov/doc/one-year-alignment-instructions-1/download> for instructions
 - ▶ If the MA EMS certification is one year after the NREMT expiration date, renew the NREMT certification as normal and wait for the next year to align the MA EMS certification

Frequently Asked Questions (FAQ)

- ▶ **“How do I change my address and/or request a duplicate card?”**
 - ▶ Address changes can be completed on the eLicensing website at <https://madph.mylicense.com/eGov>
 - ▶ If you need a duplicate card sent, please email a Duplicate Card request form available at <https://www.mass.gov/how-to/change-information-on-your-ems-certification-card-or-request-a-duplicate-card>
- ▶ **“How long will it take for my card to arrive in the mail?”**
 - ▶ Initial certification, recertification, and duplicate certification cards are batch printed once a week and we ask EMTs to wait 10 to 14 business days to receive their card in the mail
- ▶ **“I submitted my recertification application, but it has not processed yet. What’s wrong?”**
 - ▶ If NREMT.org indicates a renewed expiration date, Step A has been completed. Please ensure Step B (MA State Application and \$125 fee) is completed on the MA eLicensing site, <https://madph.mylicense.com/eGov>. Only updated expiration dates on eLicensing mean recertification is complete
 - ▶ If both Steps A (NREMT.org) and Step B (eLicensing) are complete, but your MA EMS recertification has not processed yet, please contact OEMS at oems.recert@mass.gov
- ▶ **“What happens if I have been arrested?”**
 - ▶ If you have been convicted (which includes admission to sufficient facts or guilty plea) of a misdemeanor or felony, had your driver’s license suspended or revoked, been disciplined by another governmental licensing jurisdiction, or had your authorization to practice as an EMT suspended, you must report to your service and OEMS within five days. Please email oems.recert@mass.gov. Full details are at 105 CMR 170.937
- ▶ **“When do I have to submit a CORI authorization?”**
 - ▶ If you answer “yes” to Question 4 (for initial certification) or Question 2 (for recertification), you must submit the OEMS specific CORI form available at <https://www.mass.gov/media/1086761> (notarized) and provide a written explanation and supporting documents (if available)

Frequently Asked Questions (FAQ)

- ▶ **“I need a receipt for my payment (initial or recertification)”**
 - ▶ Receipts are generated only at the time of payment. Don't forget to enter your email address/phone number on the payment submission page, in order to receive a receipt. Our office cannot issue official receipts, but we can issue unofficial payment confirmations
- ▶ **“Can I use my college/another healthcare provider course (non-EMS) for recertification?”**
 - ▶ Any courses that have not been approved with an OEMS number can be submitted for special continuing education review (Special Credit) by completing the application found on our website at <https://www.mass.gov/service-details/ems-continuing-education>
 - ▶ In terms of non-approved EMS credit for recertification, it is the individual EMS personnel's responsibility to take classes that have been pre-approved or understand that there is a chance any special credit submission may not be awarded credit. Courses run with OEMS approval follow the AR 2-212 for Continuing Education Standards
- ▶ **“Can I receive Continuing Education credit for completing AEMT/Paramedic school?”**
 - ▶ If the entire course is completed within one Recertification Cycle, you can receive full NCCR, LCCR, and ICCR ConEd credit, meeting your EMT Basic or Advanced EMT Continuing Education requirements. If only part of the course was completed within your Recert Cycle, you may be eligible for LCCR and ICCR credit
 - ▶ Please contact your program director for the Continuing Education certificate and approval number
- ▶ **“Can I receive Continuing Education credit for teaching a class?”**
 - ▶ For continuing education, instructors may receive credit for courses holding OEMS approval, on a credit hour-for-credit hour basis, for one occurrence per recertification cycle
 - ▶ For initial course instructors, full recertification credit is available if you have taught a complete course at your level of certification. Obtain a letter attesting to dates/hours and course registration number, from the Program Director, and submit to oems.coned@mass.gov

References, Regulations, Educational Standards, etc.

- ▶ **Laws and regulations for OEMS**
 - ▶ <https://www.mass.gov/lists/laws-and-regulations-for-oems>
 - ▶ EMS Systems Regulations, 105 CMR 170.000
 - ▶ Administrative Requirement 2-212, EMT Continuing Education Standards
- ▶ **National EMS Education Standards**
 - ▶ <https://nremt.org/Document/resources>
- ▶ **eLicensing (State certification site; Step B)**
 - ▶ <https://madph.mylicense.com/eGov/Login.aspx>
- ▶ **National Registry (NREMT; Step A)**
 - ▶ <https://nremt.org/>
- ▶ **MA OEMS Information**
 - ▶ <https://www.mass.gov/orgs/office-of-emergency-medical-services>
- ▶ **Online Verification Site**
 - ▶ <https://madph.mylicense.com/verification>
 - ▶ This would allow you to show your current EMT status on a smartphone, in lieu of carrying your physical card when staffing an ambulance.
- ▶ **Regional EMS Offices**
 - ▶ <https://www.mass.gov/service-details/ems-regions-in-massachusetts>

Contact Information

- ▶ **Initial, Recertification, and General Questions:**
 - ▶ Oems.recert@mass.gov
 - ▶ 617-753-7309
- ▶ **Continuing Education:**
 - ▶ Oems.coned@mass.gov
- ▶ **eLicensing HelpDesk (I.T. login and payment issues):**
 - ▶ elicensing.helpdesk@state.ma.us
 - ▶ 617-973-0935
- ▶ **National Registry:**
 - ▶ support@nremt.org
 - ▶ 614-888-4484
- ▶ **Ambulance Regulation Program:**
 - ▶ Oems.ambulance@mass.gov
 - ▶ 617-753-8051
- ▶ **Initial Training Programs:**
 - ▶ Lynne.doyle@mass.gov
- ▶ **Regional EMS Offices:**
 - ▶ **Region I:**
 - ▶ <https://wmems.org/contact>
 - ▶ **Region II:**
 - ▶ <https://www.cmemsc.org/index.php/our-team-2>
 - ▶ **Region III:**
 - ▶ <https://www.neems.org/contact-us/>
 - ▶ **Region IV:**
 - ▶ <https://www.mbemsc.org/contact>
 - ▶ **Region V:**
 - ▶ <https://www.semaems.com/contact/>
 - ▶ **All OEMS Contacts:**
 - ▶ <https://www.mass.gov/service-details/contact-the-oems-team>

Connect with DPH



@MassDPH



Massachusetts Department of Public Health



mass.gov/dph