

**OEMS** | OFFICE OF EMERGENCY  
MEDICAL SERVICES

Division of  
EMS Licensure  
and Certification

West Virginia Department of  
Health and Human Resources



# TRAINING PROGRAM FOR EMS TRAINING OFFICERS

350 Capitol Street, Room 425  
Charleston, WV 25301-3714  
(304) 558-3956  
[www.wvoems.org](http://www.wvoems.org)

## Contents

EMS Training Officer and Assistant Training Officer Program .....	1
EMS Training Officer and Assistant Training Officer Requirements .....	3
Maintaining Personnel Education and Training Records .....	5
NREMT Training Officer Requirements and Responsibilities.....	7
How to Add Training Officer Role to your NREMT Account: .....	8
How to Affiliate as a Training Officer at an Existing EMS Agency.....	8
How to Remove a Training Officer or Medical Director from Roster: .....	9
How to Approve an Affiliation Request (Training Officer, Medical Director, or Provider) .....	9
How to Approve NREMT Recertification Applications as the Training Officer.....	10
How to Approve their Own NREMT Application.....	10
How to Approve an Individual Provider from NREMT Inactive Status to Active Status.....	10
Training Officer Responsibilities for State Education Tracking System (SETS) Application .....	12
Facts About SETS .....	12
How to Complete and Submit a SETS Application .....	14
Training Officer Responsibilities for ImageTrend Application.....	16
Facts Regarding ImageTrend .....	16
Completing Various ImageTrend Applications.....	17

## **EMS Training Officer and Assistant Training Officer Program**

**Purpose:** The Purpose of the EMS Training Officer (EMSTO) Program is to maintain and assist EMS personnel affiliated within the EMS agency in continuing education certification re through requirement of training, increased proficiency, introduction of new or revised concepts and broadened knowledge of EMS operations both West Virginia and agency wide.

**Goal:** The overall goal is to ensure all EMS personnel affiliated within the EMS agency are completing, maintaining, and certifying their respective certification level in a timely manner as prescribed by Legislative Rule 64 CSR 48-7 and WVOEMS Certification and Recertification policies. It is the goal of the Training Officer to ensure that EMS personnel do not lapse either their National Registry of Emergency Medical Technicians (NREMT) or West Virginia certification.

### **Objectives:**

1. Establish a means for all EMS personnel certification levels to complete their required educational requirements in a timely manner as prescribed in WVOEMS Certification Policies. This can be established by:
  - a. EMS agency becoming an Endorsed Educational Institute
  - b. EMS agency having an agreement with an Endorsed Educational Institute to provide timely training
  - c. Ensuring that EMS personnel schedule and complete educational requirements for certification through the Continuing Education Blackboard courses offered by RETI
2. Establish and maintain individual's training/certification files with paper or electronic or a combination there of
3. Schedule regular training sessions to ensure all personnel have an opportunity to attend and complete required training for NREMT and WVOEMS certification
4. Train and assist individuals in completing their NREMT recertification application
5. Train and assist individuals in completing their West Virginia State Education Tracking System (SETS) application
6. Train and assist individuals in completing their ImageTrend Certification Application
7. Maintain and track personnel recertification expiration periods to ensure completion 90 days prior to certification level's expiration dates as prescribed by Legislative Rule 64 CSR 48-6.4.1 as follows:

- a. **EMVO:** WVOEMS recertification completed 90 days prior to December 31 every four years
  - b. **EMR:** NREMT recertification completed prior to September 30 every two years. WVOEMS recertification completed 90 days prior to September 30 every four years
  - c. **EMT/AEMT/Paramedics/CCT:** NREMT recertification completed prior to March 31 every two years. WVOEMS recertification completed 90 days prior to March 31 every four years
8. Ensure all affiliated providers maintain and update their ImageTrend personnel page on a regular basis
  9. Announce and maintain all ImageTrend Memorandums released by WVOEMS to affiliated personnel sent to the EMSTO/EMSATO
  10. Recommended to attend either in person or via video all schedule Emergency Medical Service Advisory Committee (EMSAC) meetings
  11. Knowledgeable of Legislative Rule 64 CSR 48-6, WVOEMS Certification Policies relevant to your EMS providers, and [EMS Recertification Quick Guide Manual](#)

## EMS Training Officer and Assistant Training Officer Requirements

**Purpose:** WVOEMS must approve all candidates for both EMSTO and EMSATO who will be assigned by their respective affiliated agency to service as either an EMSTO or EMSATO as prescribe by Legislative Rule 64 CSR 48-4.28.2.

**Goal:** EMSTO and EMSATO must meet and successfully complete the WVOEMS approved EMSTO/EMSATO training prior to being assigned by their agency to serve as an EMSTO or EMSATO. Complete yearly WVOEMS EMSTO/EMSATO.

### Requirements:

1. Be a certified EMT as a minimum and in good standing. Exceptions to EMT certification may be granted by WVOEMS if:
  - a. The agency only provides Rapid Response services at the EMR level. These agency's may be granted by WVOEMS to utilize either a certified EMVO or EMR
  - b. Non-certified individual possesses excellent organizational and coordination skills to manage educational records, acquire instructors, and coordinate educational activities. These individuals must have an ImageTrend account and maintain a WV number.
2. Complete the WVOEMS approved EMSTO/EMSATO program
3. Be duly appointed by the agency principal official as documented in a format specified by WVOEMS. This currently will be the EMS Agency Licensure and Modification Application
4. Be approved as the ESMTO/EMSATO with NREMT in order to approve or deny NREMT certification applications
5. Knowledgeable of Legislative Rule 64 CSR 48-6 Personnel
6. Knowledgeable and maintain all certification policies required for their specific agency
7. Knowledgeable in assisting or completing NREMT applications for EMS personnel
8. Knowledgeable in assisting or completing SETS application for EMS personnel
9. Knowledgeable in assisting or completing ImageTrend application for EMS personnel
10. Maintains their ImageTrend personnel information page
11. Completes any required updates or training programs to maintain active EMSTO status

12. Maintain Personnel Education Records for all certified personnel affiliated with the agency

13. Maintain Course Education Records if the EMS agency is a WVOEMS Approved Educational Institute

An EMS Agency may use EMSATOs. However, the official EMSTO is responsible for all EMSTO duties and responsibilities set by WVOEMS.

## Maintaining Personnel Education and Training Records

**Purpose:** EMSTO are responsible for maintaining EMS personnel education and records for their respective EMS agency. EMSTO are to utilize these records to assist EMS providers during their respective NREMT or WVOEMS certification.

**Requirements:** There are two types of records: Educational Institute Course Records and EMS Agency Personnel Education Records.

A. Records that an EMSTO shall be responsible for, fall into three categories:

1. **WVOEMS approved Educational Institute ONLY:** The records required are in accordance with WVOEMS Educational Institute and Instructor Endorsement and Education Approval Policies. These types of Educational Institutes are not WVOEMS Licensed EMS Agencies and only provide educational training:
  - a. Community and Technical Colleges
  - b. West Virginia Public Service Training Centers
2. **WVOEMS Licensed EMS Agency that are WVOEMS Endorsed Educational Institutes:** Licensed EMS Agencies that are approved Educational Institutes shall maintain two types of records.
  - a. Educational Course Records of all courses provided in accordance with WVOEMS Educational Institute and Instructor Endorsement and Educational Approval Policies.
  - b. EMS Personnel Education Records
3. **WVOEMS Licensed EMS Agency ONLY:** EMSTOs for only licensed EMS agencies shall maintain EMS Personnel Education Records.

B. EMS Personnel Education Record Requirements: The minimum documentation that shall be maintained within an EMS personnel's records are:

1. Certificate of Completion for EMS Initial Course (EMVO, EMR, AEMT, Paramedic, CCT). These certificates can be obtained on the individual's Continuum
2. NREMT Certification or NREMT State Licensed Only (SLO) Certification
3. WVOEMS Certification
4. WVOEMS Endorsements (C2IFT, C3IFT, MCCP/MCCN, and Community Paramedic)

5. If applicable, Lead/Supervisor Instructor Certification to include:
  - a. NAEMSE Methodology Certificate
  - b. WVPST Methodology Certificate
  - c. WV Department of Education Adult Teaching Permit, if applicable
  - d. Instructor In-service Certificates
  - e. Proof of 16-hour student teaching for new Instructors
  - f. Instructor endorsement cards, if applicable for:
    - i. CPR/AED
    - ii. ALS
    - iii. PAL
    - iv. ITLS, PHTLIS, AMLS
    - v. EVOC
    - vi. First Aid
    - vii. Any other WVOEMS approved endorsement instructor cards
6. Certificate of Completion for all WVOEMS approved EMS related continuing education. Certificates of Completion required for the individual's certification period for both NREMT and WVOEMS may also include:
  - a. Commission on Accreditation for Prehospital Continuing Education (CAPCE)
  - b. International Board of Specialty Certification (IBSC) **ONLY** for CCT Refresher

Certificate of Completion must be kept for 7-years, for example, individuals that may be seeking reinstatement can utilize Certificates of Completion that are within two years of their reinstatement application for both NREMT and WVOEMS and the EMSTO may be the only source in which these individuals can locate their Certificate(s) of Completion

7. Any other education required by the EMS agency that are not required for NREMT or WVOEMS certification.



## NREMT Training Officer Requirements and Responsibilities

**Purpose:** EMSTOs validate the continued competency of Nationally Registered EMS personnel by approving continuing education records entered by agency affiliates. In some agencies, EMSTOs may assumed the responsibility to enter course records on behalf of affiliated personnel, this may be determined by each agency internal policy. However, it remains the responsibility of EMS personnel to maintain and certify their own NREMT certification every two years per Legislative Rule and WVOEMS policy. EMSTOs remain responsible for ensuring that affiliated EMS providers meet and complete their NREMT certification prior to expiration.

**Goal:** EMSTOs assume the duties and responsibility per Legislative Rule and WVOEMS policy to act as an extension of WVOEMS to ensure that all affiliated EMS providers do not lapse their NREMT Certification or SLO Certification which are required every two years as prescribe within this manual EMS Training Officer and Assistant Training Officer Program, Objective 7.

**Requirements:** NREMT EMSTOs shall have a working knowledge of the duties and requirements set forth by [NREMT Certification Guide, 2019](#)

### A. Overview:

1. The National Registry encourages online submission of recertification application. EMS personnel can affiliate with the agency, submit an electronic recertification application and have their education and skills approved by the agency's EMSTO or Medical Director (all AEMT and Paramedics.) Having the agency registered with National Registry also provides additional access to information, dashboards, online roles and roster review, timely communications, and additional ways to better serve their providers
2. EMSTO can contact NREMT via Email [support@nremt.org](mailto:support@nremt.org) or call 614-888-4484. This contact information is for any EMSTO, medical director, individual recertifying, or general public. The National Registry is open to receive calls between 8:30AM and 5:00PM EDT.
3. **USERNAME AND PASSWORD ASSISTANCE:** Use this webform to recover your username or password, or you can use the automated system for assistance with your username or password 24 hours a day Call 1-614-888-4484 and press 1.
4. The requirements for an EMS agency to affiliate with National Registry are that the agency must employ individuals who are Nationally Certified and submit electronic recertification applications. The EMSTO of the agency creates the new agency and National Registry will approve the request if appropriate. The agency must have providers who work or volunteer using their EMS skills

5. EMSTOs can have an affiliation with more than one agency. A provider can have multiple affiliations as well
6. The National Registry provides resources specific to the role of EMSTOs and training agencies or organizations. The EMSTO resource page can be found at <https://www.NationalRegistry.org/rwd/public/document/training-officers>
  - a. EMSTOs should frequently visit their Training Officer role under the National Registry login to access agency rosters, input courses, review provider transcripts and applications, approve skills verifications at the NREMR and NREMT levels, and many other features

**B. How to Add Training Officer Role to your NREMT Account:** Use these instructions if you have a NREMT account and need to add an EMSTO role to your existing account. There are 6 steps:

1. Log into NREMT at [www.nremt.org](http://www.nremt.org)
2. Click the “Setting” located at the top right of your account page
3. On the “Account Setting” page locate “Manage Roles” and select “Add Role”
4. From the drop-down box select “Add a Training Officer Role”
5. You will receive a pop-up message and will then select “Add Role”: *You are about to request Training Officer privileges to your account. Once added, you will need to create an EMS Agency or request affiliation with an existing EMS Agency. Your request will be reviewed by the Agency’s current Training Officer or by the NREMT, in the case of new Agencies. Once your request has been approved, you will be able to approve or reject affiliations and applications from EMS professionals.*
6. Once you have added the role you will receive a message that you have added this role and must logout and log back in.
7. **NOTE:** Agency Medical Directors would follow the same process but for “Agency Medical Director”

**C. How to Affiliate as a Training Officer at an Existing EMS Agency:** Use these instructions to add or change an EMSTO of an existing agency. There are 4 steps:

1. Log into NREMT at [www.nremt.org](http://www.nremt.org)

2. Ensure that you are in your Training Officer role and Select “Agency” from the left margin of the page. A drop-down box will provide you with the option to choose:
    - a. Affiliate with an agency
    - b. Edit an agency
    - c. Create an agency
  3. Select Affiliate with Agency from the left margin. Select Affiliate with another Agency, complete the Request Agency Affiliation form and click Submit Affiliation Request
  4. Once submitted the current EMSTO must approve the request. The agency’s Training Officer will approve your request to affiliate as a Training Officer with the agency by logging on to their NREMT Training Officer account
  5. **NOTE:** If the Training Officer currently listed for the agency is no longer with the agency, the agency's Director/Chief/You (if that is you) must send an email from an agency email account (not a generic account i.e. Gmail, Yahoo, etc.) to [support@nremt.org](mailto:support@nremt.org) authorizing you to be added as the Training Officer. Allow 7 business days for a change request to be approved.  
**Do not contact WVOEMS for this issue**
  6. **NOTE:** If you are creating a new EMS agency you will follow the same process but will select “Create an Agency” from step 2 above. Allow at least five business days for NREMT to processing and approve.
- D. **How to Remove a Training Officer or Medical Director from Roster:** Per Legislative Rule 64 CSR 48-4.7.3 any changes to an EMS agency management (Official Representative, Medical Director, or Training Officer) must be submitted to WVOEMS within 10 days of the change. For changes for NREMT there are 4 steps:
1. Log into NREMT at [www.nremt.org](http://www.nremt.org)
  2. Scroll down the left side, select “Agency,” and then select “Edit Agency”
  3. Select “Remove” next to the individual you want to remove. If you are an EMSTO for multiple agencies, ensure you have selected the correct agency before editing the management roster.
  4. Click “Remove” in the pop-up box to confirm you want to remove the individual.
- E. **How to Approve an Affiliation Request (Training Officer, Medical Director, or Provider):** This page should be check frequently, especially during recertification periods or expecting new personnel joining your agency. Staff may not always inform the EMSTO that they have submitted their NREMT recertification. this page will also provide you with messages at the top of the page of certifications due to expire. There are 3 steps:
1. Log into NREMT at [www.nremt.org](http://www.nremt.org)

2. From your Training Officer page, you will have “Pending Actions and Request” select “View”
3. On the next screen, you can approve affiliation requests or deny affiliation requests and then save your changes

F. How to Approve NREMT Recertification Applications as the Training Officer:

1. Ensure you are logged on to your NREMT Training Officer account and from the dashboard, select “Education and Skills Verification” under “Pending Actions & Request” this is where you will approve the continuing education and skills of the BLS level or the continuing education of the ALS level (AEMT and Paramedic will require approval by both the EMSTO and Agency Medical Director.) You can review the video at [Approving NREMT Certification Applications](#)

2. NREMT utilizes two options:

- a. **Recert 1.0:** Most common form for West Virginia EMSTO consisting of:
  - i. The individual providers are responsible for uploading their own courses into their transcript and application and submits
  - ii. Then the EMSTO approves or denies all EMR and EMT NREMT applications or the EMSTO and Agency Medical Director approves or denies all AEMT or Paramedic NREMT applications
- b. **Recert 2.0:** Not as common for West Virginia EMSTOs of EMS Agencies, this is more common for Initial Training Educational Institutes in which they load up all courses for a specific group of students. EMS agency EMSTO can choose this option if they are only loading up their agency’s staff that are all required and taught at the same time. To view the video [How to Add Courses Recert 2.0](#)

G. **How to Approve their Own NREMT Application:** Training Officers may not approve their own continuing education. The continuing education of Training Officers must be approved by another Training Officer at their agency. If there is only one Training Officer, it is recommended that the agency's Medical Director add the Training Officer role to their NREMT account in order to approve the continuing education of the Training Officer. WVOEMS recommends that each EMS Agency have a different EMSATO for this purpose.

H. **How to Approve an Individual Provider from NREMT Inactive Status to Active Status:** This is for EMS Providers who are returning from NREMT Inactive Status to Active Status. These providers must have continued to meet all NREMT recertification requirements every 2 years and not have allowed their NREMT to lapse. There are 3 steps to the process:

1. Log into NREMT at [www.nremet.org](http://www.nremet.org)

2. Select Training Officer for My Current Role to ensure you are using your Training Officer dashboard, select the agency, and select view next to Inactive to Active Request under Pending Actions and Requests.
3. Read the instructions at the top of the screen, select approve or deny, and click submit.
4. **NOTE:** If an EMS provider returns to Active NREMT certification status, the EMSTO must then ensure that they meet all WVOEMS Reinstatement Policy Continuing Education Requirements in order to obtain their WV Certification.

## Training Officer Responsibilities for State Education Tracking System (SETS) Application

**Purpose:** EMSTOs validate the continued competency of West Virginia EMS personnel by approving continuing education records entered by agency affiliates. In some agencies, EMSTOs may assumed the responsibility to enter course records on behalf of affiliated personnel, this may be determined by each agency internal policy. However, it remains the responsibility of EMS personnel to maintain and certify their own West Virginia certification every four years per Legislative Rule and WVOEMS policy. EMSTOs remain responsible for ensuring that affiliated EMS providers meet and complete their SETS Application for certification prior to expiration as stated in Legislative Rule 64 CSR 48-6.4.1, WVOEMS Recertification Policy for each respective provider level, and within this manual under EMS Training Officer and Assistant Training Officer Program, Objective 7.

**Goal:** The duties and responsibilities of EMSTOs are to ensure that all EMS providers that are affiliated with their EMS agency do not lapse their NREMT or WVOEMS certification. Per Legislative Rule 64 CSR 48-6.4.8 and WVOEMS Recertification Policies that all EMS providers excluding EMVOs to maintain continuous NREMT and WVOEMS certification in order to practice within West Virginia. It is the responsibility of all EMS providers to maintain their own NREMT and WVOEMS certification but is the duty and responsibility of all EMSTOs to monitor and ensure that NREMT and WVOEMS certifications applications are maintained, completed, and approved.

**Requirements:** EMSTOs must ensure that all **affiliated EMS providers** for their respective EMS Agency are provided continuing education courses either through the EMS agency or made available through agreements with WVOEMS Educational Institutes. EMSTOs must ensure that all continuing education requirements, timelines, and applications are submitted within specified timeframe in accordance with Legislative Rule 64 CRS 48-6.4.1.

**SETS:** WVOEMS in cooperation with NREMT utilizes the State Education Tracking System (SETS) application for all certification, recertification, credential recognition, and reinstatement for all EMS levels (EMVO, EMR, EMT, AEMT, Paramedic, RN to Paramedic, MCCP, and MCCN.)

A. **Facts About SETS:** The following are misconceptions about utilizing the SETS application:

1. SETS application shall be submitted prior to completing a ImageTrend Application
2. All EMS providers must have a NREMT account in order to utilize the SETS application this includes EMVOs

3. Individuals or the EMSTO can create SETS application for the specific EMS level and keep it opened throughout the WVOEMS certification period to add courses as they are completed
4. Only courses between the EMS Providers WVOEMS issue date and expiration date can be utilized for recertification
5. SETS will not allow an individual to submit the application until it is completed
6. SETS will not allow an individual to submit the application if they are within 6-month of either NREMT recertification or NREMT SLO application submission
7. Some WV EMS providers who held a continuous EMR, or EMT certification prior to January 2019 are NOT required to obtain their NREMT certification. These individuals are categorized as SLO's. However, these individuals are still required to have a NREMT account and submit a NREMT recertification application through NREMT every two years. SLOs who allow their WVOEMS certification to expire must then obtain a NREMT certification prior to WVOEMS reinstatement.
8. Credential Recognition SETS will not allow an individual to submit the application for a 4-year WVOEMS certification without having an agency affiliation
9. NREMT systems conducts an internal audit for each course an individual submits and searches for key items before it will except the course
10. NREMT systems randomly chooses 1 out of 9 SETS to complete an audit on. If this is the case, you will be requested to send all Certificates of Completion to [support@nremt.org](mailto:support@nremt.org) with instructions on which support staff to place in the subject line
11. WVOEMS, EMSTO or Agency Medical Director can choose to audit an EMS provider SETS application
12. Per Legislative Rule 64 CSR 48-6.2.5 and 6.2.6 an EMS provider may not falsify or knowingly allow another EMS provider to falsify information for certification
13. EMS providers or EMSTO may upload courses requiring multiple years or cycle periods in any order. For example, a 4<sup>th</sup> year Protocol Refresher can be loaded within the 1<sup>st</sup> year Protocol Refresher or a cycle 1 ACLS can be loaded in the cycle 2 ACLS. NREMT systems will distinguish between the differences.
14. If an EMS Provider was to inadvertently take a 6-hour MCI 1 & 2 course in the place of 2-hour MCI Drills requirement, the NREMT system will subtract and credit the remaining hours as it does for NREMT certification. For example, an individual would load the 6-hour course and the system will subtract 2-hours from the 6 hours. The individual can then utilize the same course for the second MCI drill requirement and the system will subtract another 2-hours from the 6-hour course

15. EMS Providers and EMSTO shall ensure that all continuing education courses are taken during the timeframe prescribe by WVOEMS certification policies
16. EMSTO cannot approve their own SETS application
17. All other issues will be address on a case-by-case bases between WVOEMS, EMSTO and the EMS Provider
18. All SETS application must be submitted within 1-year of expiration but should not be less than 90-days from expiration to ensure time certification as prescribed by Legislative Rule 64 CSR 48-6.4.1

**B. How to Complete and Submit a SETS Application:**

1. Log in to NREMT at <https://www.nremt.org>
2. Select "My Certification" under current role in your National Registry Account
3. Select "STATE AFFILIATION" located on the left side of the screen. Make sure you have already affiliated with a department in West Virginia
4. Select "Education Tracking"
5. Select "Add New" under pending applications
6. Select the appropriate "initial, refresher, credential recognition, or reinstatement"
7. Select "Begin App"
8. All required WVOEMS courses by year or cycle will be listed with a "red x" to indicate that no proof of completion has been uploaded
9. Click on the course you want to upload and complete the information (if you have uploaded these courses within your NREMT Transcripts, you can select them from the drop-down box)
10. Upload your certificate of completion (if the certificate was already uploaded into your NREMT Transcripts, it will upload into your SETS once selected from the drop-down box)
11. Once the NREMT system has performed its review then a "green checkmark" will appear next to the course
12. Continue to upload all other required courses



13. Once complete, a status bar at the top of the application will indicate 100% completed
14. Click the "Next" at the bottom of the application. **NOTE:** NREMT will verify that you are current on your NREMT certification or current on your NREMT SLO status. If you are not, you will receive a message that you are not current. You must complete the NREMT requirement before you can continue with the submission of your SETS
15. You will then be directed to select your affiliated EMS Agency and select "OK".
16. Then click "Submit"
17. EMSTO are responsible to review and approve all EMS levels for your affiliated EMS providers. During recertification periods, EMSTO shall regularly check their EMSTO NREMT accounts for EMS providers submitting their SETS application in order for WVOEMS to timely process SETS applications
18. EMSTO shall ensure that for all ALS providers that the Agency Medical Director is aware of pending SETS approvals
19. EMSTOs shall instruct their EMS providers that all NREMT and SETS issues should first be addressed by the EMSTO. If an issue cannot be resolved, it is the EMSTO that should contact WVOEMS
20. EMSTO shall then inform the EMS provider that their SETS application has been submitted and approved and ensure that the EMS provider has begun completing the ImageTrend Application for Renewal.

## Training Officer Responsibilities for ImageTrend Application

**Purpose:** EMSTOs validate the continued competency of West Virginia EMS personnel by approving continuing education records entered by agency affiliates. In some agencies, EMSTOs may assumed the responsibility to enter course records on behalf of affiliated personnel, this may be determined by each agency internal policy. However, it remains the responsibility of EMS personnel. Once an EMS provider has met the NREMT and SETS requirements, they must then complete an ImageTrend application and pay their respective fees to the West Virginia Department of Treasury.

**Goal:** Without a submitted and paid ImageTrend Application, WVOEMS does not know that an EMS provider is requesting certification. EMSTOs shall ensure that EMS providers have completed the final process of WVOEMS certification.

**Requirements:** EMSTOs shall ensure that EMS providers have completed the final process of WVOEMS certification

### A. Facts Regarding ImageTrend Certification Application:

1. Is the final process for WVOEMS certification
2. EMS providers are to pay their respective fees online through the West Virginia Department of Treasury, WVOEMS no longer accepts direct payment within the office. Payments received will be returned to the EMS provider and will delay the EMS providers certification completion
3. EMS provides can check the status of their application by selecting “applications” on their ImageTrend account.
4. ImageTrend is also the process in which WVOEMS will verify prior to certification any WVOEMS pending investigations/complaints currently against the EMS providers at the time of receipt of the ImageTrend application
5. As required by Legislative Rule 64 CSR 48-6.2.5, 6.2.6, and 6.2.14 EMS providers shall not withhold any actions that require self-reporting on their ImageTrend application (those are required fields that an applicant must complete)
6. Once an EMS provider has completed all requirements for NREMT, SETS, and ImageTrend, WVOEMS will receive 24 hours AFTER the payment has been processed and will begin the process of certification:
  - a. WVOEMS receives notifications daily of only paid applications.

- b. For recertification, WVOEMS staff review for any WVOEMS pending investigations/complaints. If an EMS provider has a pending issue, WVOEMS will send an email to the individual, Agency Official Representative and Agency Training Officer informing the individuals that they must contact the WVOEMS Investigation Unit. This process can take moments to weeks in order to determine if an EMS Provider will be clear or denied recertification. If an individual's certification expires prior to clearing the investigation issue they shall not be allowed to practice
- c. If the EMS provider has no WVOEMS pending investigations/complaint the WVOEMS Certification Unit will ensure:
  - i. The individual is current on either their NREMT certification or NREMT SLO application
  - ii. The individual has the proper submitted SETS application. NOTE: MCCP/MCCN must have submitted both a Paramedic and CCT SETS
- d. WVOEMS Certification unit will then update the EMS providers new certification into ImageTrend
- e. ImageTrend will send an autogenerated email to the individual, EMSTO and Agency Official Representative that all parties involved can print their WVOEMS certification card from the individual's "document" section within their ImageTrend. Agency representatives may obtain a copy of this card from their agency provider roster. This will be located next to the individuals name and listed as "Doc"

**B. Completing an ImageTrend Certification Application:** Upon completing NREMT requirements, if applicable and submitting a SETS, EMS providers are to complete the final process for WVOEMS certification. ImageTrend Certification Applications are required once every 4-years for WVOEMS certification.

1. Log into the Public Portal of ImageTrend  
<https://westvirginia.imagetrendlicense.com/lms/public/portal#/login> with the EMS provider's username (WV #) and password. If an EMS provider has forgotten their password, they are first to select "forgot my password" if their email address is current, they should receive instructions on resetting their password. If not, they can select "forgot username" this will allow them to reset their email.
2. Select the proper EMS level application
3. Answer all questions
4. Once electronically signed the EMS providers will receive an email stating the application has been received. (It will take approximately 24 hours to process between ImageTrend, DHHR IT, and WV Treasury Department)

5. Once this has been completed, usually at 3:00 am the following day, you will receive an email for payment (this means that the WV Treasury Department has set up your account for the proper payment) This will provide you with instructions and a hyperlink to pay your fee. The individual will use their ImageTrend username and password to sign in to pay the fees.
  - a. Every day the individual will receive this email until the application is paid. If you are an agency and cannot figure out why an application has not been process, ask the individual if they have paid.

C. **Types of ImageTrend Application:** Can be located on your ImageTrend page by selecting “Application” you will have two choices “my application” or “service application”

1. Personnel
  - a. Certification
  - b. Demographic Change
  - c. Military Status
  - d. Up/Downgrade Certification
  - e. Instructor
  - f. Replacement Card
  
2. Agency
  - a. New Agency
  - b. Renewal Agency
  - c. Agency Position (Personnel additional duties)
  - d. Vehicle Inspection Request
  
3. Educational Institute
  - a. Educational Endorsement