



TO: Ambulance Providers, Base Hospitals and Fire Departments

FROM: Karen Petrilla, EMS Specialist

RE: Certification, Authorization, and Accreditation

DATE: 3 July 2014

We understand that recertification, reauthorization, and reverification can be a somewhat stressful process for your personnel, especially when their expiration date is drawing near and you, as their employer, are asking for proof of their updated credential status. This is why we very specifically and distinctly spell out the process for renewal in our policies and on our website. This is also why, in policy, on our website, and in all discussions, we urge personnel to apply a minimum of 30 days in advance of their credential's expiration date. Applying 30 days in advance allows sufficient processing time for the applicants to receive their cards prior to expiration, particularly if there are any deficiencies. This lead time has become particularly important due to recent technical difficulties with our certification system and staffing issues.

Due to the aforementioned factors, our processing times have been extended, and we are asking EMS personnel for their understanding and their civility. Our credentialing staff is working diligently to process applications as quickly as possible. Despite the difficulties they have remained courteous and professional, and REMSA expects that all applicants also display the same courtesy and professionalism. Applicants expressing rude or unprofessional behavior will be asked to leave and their employers will be notified.

