Vermont EMS LIGHTS

(Licensing InteGrated with otHer daTa Systems)



User Guide

Version 1.3 **Updated June 11, 2021**

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Introduction

The Vermont EMS LIGHTS database is an online EMS license management system built by ImageTrend, the creators of the Vermont SIREN incident reporting system. Its web-based functionality replaces paper applications and allows users to apply for and manage agency and personnel licenses, enroll in EMS courses and exam sites, update demographic information and look up licensing records.

Access the LIGHTS Public Portal at https://vtems.imagetrendlicense.com/lms/public/portal#/login.

LIGHTS and SIREN: Integration of Licensing and Incident Reporting Databases

In a sense, LIGHTS and SIREN are parts of a single database. Your login is the same for both systems, and data common to both systems are automatically synchronized to ensure that their functions are based on consistent and current information.

Information pertaining to personnel, ambulances and agencies is managed only in the LIGHTS system and changes are automatically updated in the SIREN system. These updates are no longer made in SIREN system. **NOTE**: Records for non-transporting vehicles can still be managed in SIREN.

Browsers

The Vermont LIGHTS system operates best in Google Chrome but will function in other browsers. If you have difficulty with functionality, try using a different browser before seeking technical assistance.

Section One: Getting Started

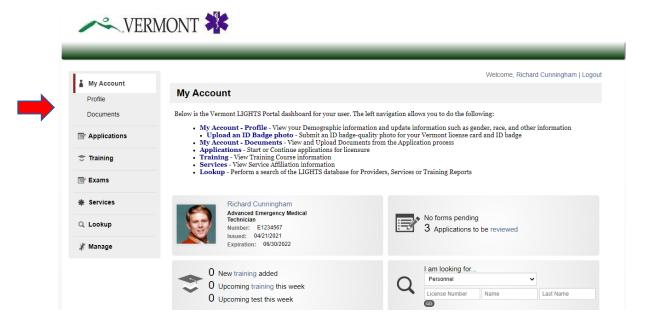
Logging In for the First Time

If you have ever taken a Vermont EMS course or held a Vermont EMS license, you already have a LIGHTS account. If you have a SIREN account, your login information will also open LIGHTS. If you don't have a SIREN account, click on the **Forgot Username** option.

If you are new to the Vermont EMS system, click on the Create Account button.



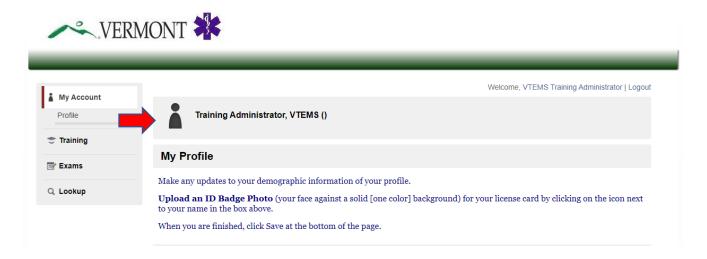
Click on **My Account** in the left-hand navigation menu, then **Profile**. Verify that your license information, agency affiliations, demographic information is correct.



Upload an ID Photo for your License Card

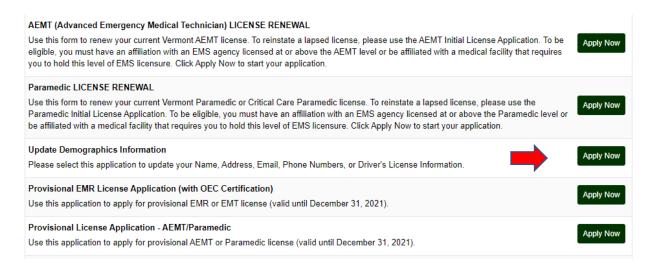
Click on the Person icon next to your name in the top box and follow the prompts for uploading your photo. Be sure the image is of your full face (no sunglasses or hats) against a solid (one color) background.

Photos with a portrait orientation work better than landscape. If your photo doesn't load, look up file converter programs that turn images into .jpg files or others that LIGHTS will accept.



Update Contact Information and Other Demographics

If you want to change your contact information or other demographics, go to **Applications**, select the **Update Demographics Information** application, and click on the **Apply Now** button.



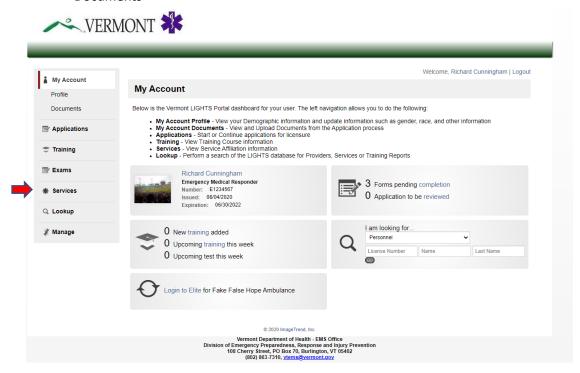
Fill out the information, date and sign the application and click on the **Submit** button. Your record will be automatically updated with the new information.

Section Two: Head of Service

Accessing the Agency's LIGHTS Core Record

As Head of Service, you may access your agency's records from the home screen of the LIGHTS Public Portal by selecting "Services" from the left-hand navigation menu. The following sub-topics will appear:

- Details
- Policies
- Medical Directors
- Personnel
- Vehicles
- Documents



Details: This section shows the agency's demographics, organizational structure and its appointed staff positions

Policies: If desired, use this section to keep your agency's policies, procedures and protocols

Medical Directors: Use this section to record your agency's medical director(s)

Personnel: This is a list of your agency's personnel. You can add or remove members from your agency's roster here, but use the **Update Personnel/Officers/Positions** application to assign Positions to staff members

Vehicles: This is a list of the vehicles currently on your agency's fleet roster

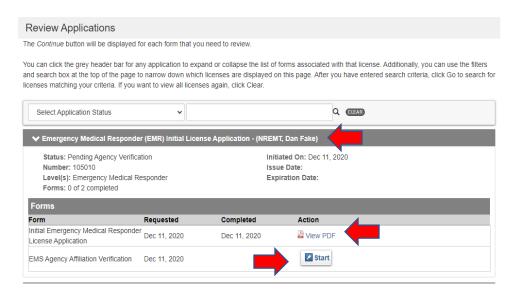
Documents: This is a list of documents generated for your agency by the LIGHTS database

Verifying an Applicant's Agency Affiliation

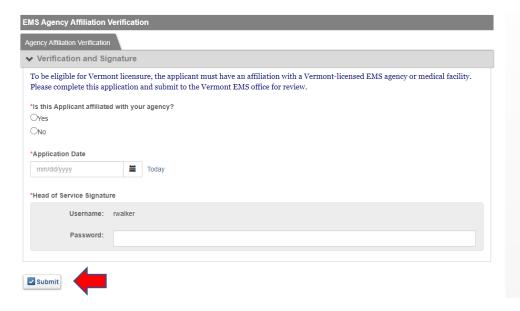
When a person selects your EMS agency as their primary affiliation on a license application, you will need to verify that affiliation. You will receive an email from noreply@imagetrend.com notifying you that an agency affiliation request is waiting for your verification.

After logging into your account, select **Applications**, then **Review** from the left-hand navigation menu to reach the screen below. The name of the application and the applicant will appear in the first dark gray bar. You can review the application by clicking on the **View PDF** link in the Forms section (second dark gray bar). To initiate the affiliation verification, click on the **Start** button.

You can filter the list by selecting "Pending Agency Verification" in the Select Application Status field.



At the next screen, answer the question, record the date, enter your LIGHTS password and click Submit.

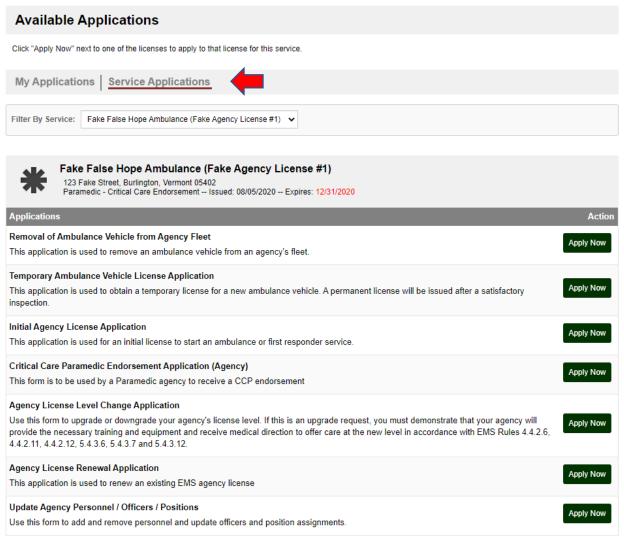


Agency Licensing Applications

Using your LIGHTS account as the Head of Service, you can perform several functions on behalf of your agency:

- Apply to renew your agency's license
- Apply for a temporary ambulance vehicle license, which is required whenever you acquire a new ambulance
- Remove a vehicle from your roster when you retire it from your fleet
- Apply to change your agency's license level
- Apply for a Critical Care Paramedic agency endorsement
- Update your LIGHTS personnel roster

After logging into your account, select **Applications** in the left-hand navigation menu to access the screen below, then click on **Service Applications** (in the gray bar).



Records 1-7 of 7

Agency License Renewal Application

After logging into your LIGHTS account, select **Applications** from the left-hand navigation menu and select *Agency License Renewal Application*. The application will be pre-populated with existing data in the system. Review the information on each page and edit as necessary. The application is separated into several sections. As you complete each page, click on the **Save and Continue** button at the bottom of the page. At the end of each section, click on the **Submit** button.

As you complete each section, you will be returned to the *Continue My Applications* screen. Begin the next section by clicking on the **Start** button. You may complete each section in any order.



When all sections are complete, a new screen will appear on the *Continue My Applications* list with an added section called Additional Forms. Click on the **Start** button for "Statements of Compliance and Signature Form" to complete the application process.



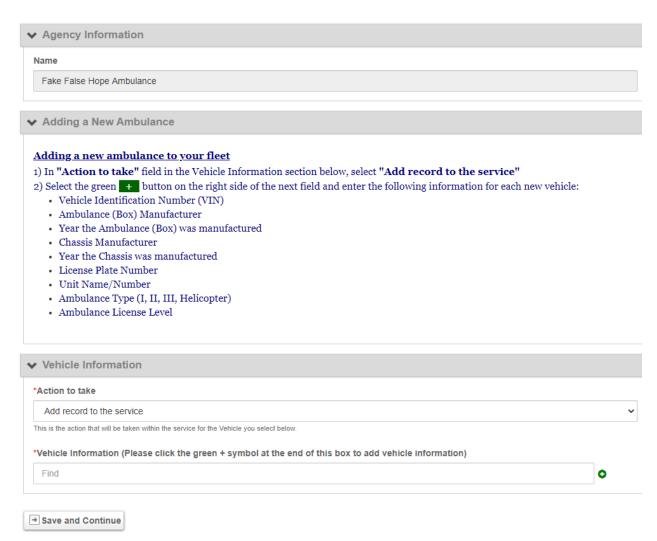
Upon submission of your agency license renewal application, notifications will be emailed to the District Chairperson and District Medical Advisor to verify the EMS District's support of your agency's continued licensure.

Temporary Ambulance Vehicle License Application

All ambulances (including loaner vehicles) that transport patients must be licensed. When an EMS agency obtains an ambulance, the agency must apply for and receive a temporary license before putting the ambulance into operation. A temporary ambulance license is valid from the date of issuance until the vehicle is inspected by the EMS Office and a new license is issued.

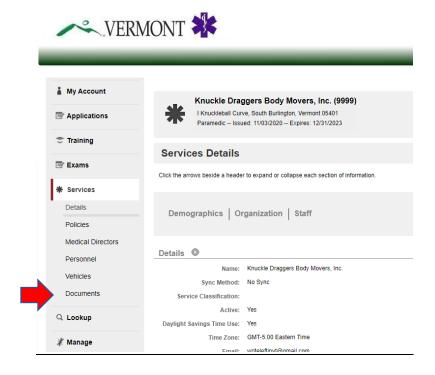
After logging into your LIGHTS account, select **Applications** from the left-hand navigation menu. Select **Temporary Ambulance Vehicle License Application** and follow the directions on the screen. After selecting "Add record to the service" in the **Action to Take** box, do one of the following:

- If the ambulance was previously licensed in Vermont, begin entering the Vehicle Identification Number (VIN) in the Find field
- If the ambulance was not licensed in Vermont, click on the green Plus Sign to the right of the Vehicle Information box to enter a new vehicle's information.



Click on **Save and Continue**, sign and date the application on the next screen and click on the **Submit** button.

Once approved, the ambulance license will appear in your agency's LIGHTS record in **Documents** (in the left-hand navigation menu). Be sure to print this license and keep it in the vehicle with its other registration records.

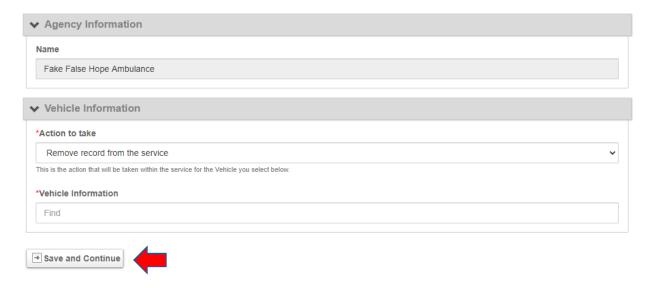


NOTE: Do not enter ambulance vehicle records directly into SIREN.

Removing an Ambulance Vehicle from Agency Fleet

When your agency retires an ambulance, you must update your fleet record in LIGHTS. After logging into your LIGHTS account, select **Applications** from the left-hand navigation menu, select your agency's record, then select "Removal of Ambulance Vehicle from Agency Fleet."

In the **Action to Take** field, select "**Remove record from the service**" and enter the Vehicle Identification Number in the Vehicle Information field. Do not add, change or delete any information for this vehicle.



Click on the **Save and Continue** button, sign and date the application on the next screen and click on the **Submit** button. The vehicle will be removed from your agency's vehicle fleet roster.

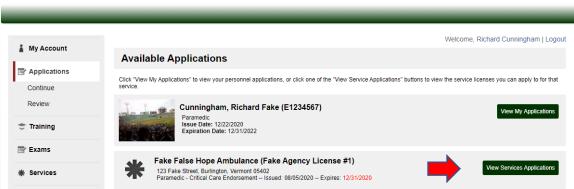
Agency License Level Change

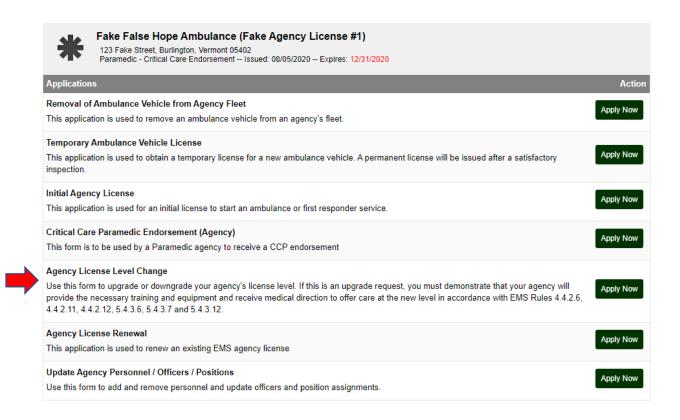
When your agency wishes to upgrade or downgrade its license level, you will need the approval of the EMS District Board and District Medical Advisor.

NOTE: You cannot use this application to apply for a Critical Care Paramedic endorsement. There is a separate application for this level.

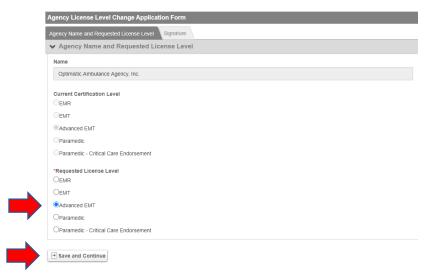
After logging into your LIGHTS account, select **Applications** from the left-hand navigation menu, open your agency's record and select "**Agency License Level Change Application**."



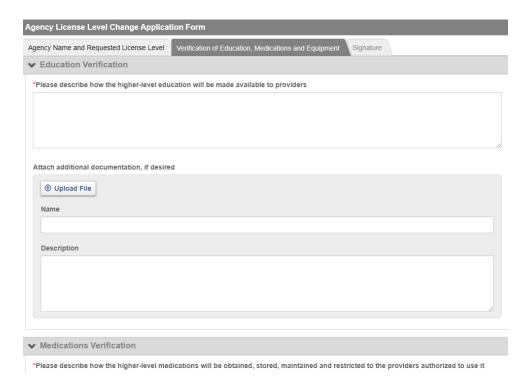




Choose the Requested License Level and click on the Save and Continue button.



On Upgrade applications, a new tab will appear on the application. On the new tab, describe how the agency will obtain the necessary training, supplies, medication and equipment. If you wish, you may upload additional documents. Click on **Save and Continue** (at the bottom of the page), then sign and submit the application.



Your District Chairperson and District Medical Advisor will be notified by email to review and approve your application. Once they have done so, the EMS office will review the application and issue the new license if all requirements are satisfactorily met.

Update Agency Personnel / Officers / Positions

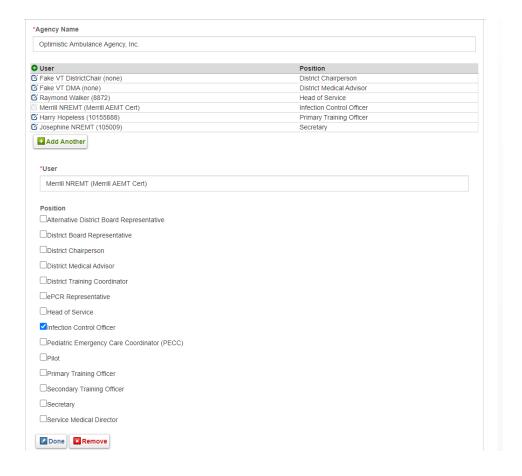
directly into SIREN.

The agency's Head of Service and Secretary are permitted to update your agency's Personnel List, which includes the assignment of Officers and other Positions. To enable District Chairpersons and District Medical Advisors to approve license applications, these persons are included on your agency's Personnel List.

After logging into your LIGHTS account, select **Applications** from the left-hand navigation menu and select **"Update Personnel/Officers/Positions."**

To add a new person to the roster, click on the **Add Another** button. To edit an existing person's record, click on the blue **Edit Icon** to the left of the person's name. A list of Positions will appear – de-select any Positions the person will no longer hold and select the person's new Position(s). When you are finished, click on the **Done** button. To remove a person from the Personnel List, click on the **Remove** button.

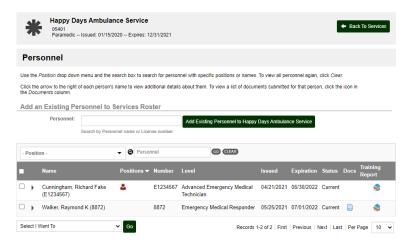
NOTE: Do not enter new personnel records (other than billing and administrative staff)



At the bottom of the screen, answer the question, record the date, enter your LIGHTS password and click **Submit.** All changes will become effective immediately.

Adding and Removing Personnel

In the left-hand navigation menu, go to **Services**, click on the agency name hyperlink and then select **Personnel** from the left-hand menu.



Use the **Add an Existing Personnel to Services Roster** fields to add personnel and use the **"Select I Want To..."** field to remove personnel. A person must have a LIGHTS account to be added to an agency roster.

Quarterly Records Updates

It is important that agencies keep their LIGHTS record updated and accurate. The EMS office sends a quarterly email to Heads of Service and Secretaries reminding them to review the *Demographics*, *Organization* and *Staff* information. This information can be found by clicking on **Services** in the left-hand navigation menu.

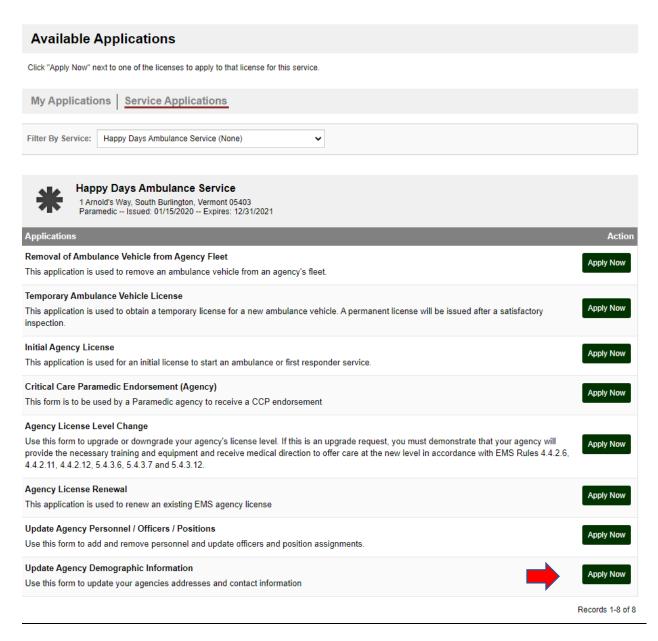


Demographic and Organization information should not change often, but if they do, see the next section for information on updating these data.

Update the Staff information using the "Update Personnel/Officers/Positions" form in Applications.

Update Agency Demographics

In the left-hand navigation menu, go to Applications, the Service Applications, select the **Update Agency Demographic Information** application and click on the **Apply Now** button.

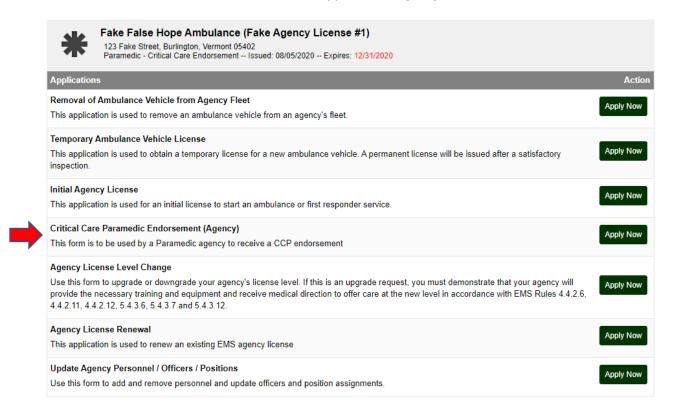


Enter the new information and sign the application. Your agency records will be updated accordingly.

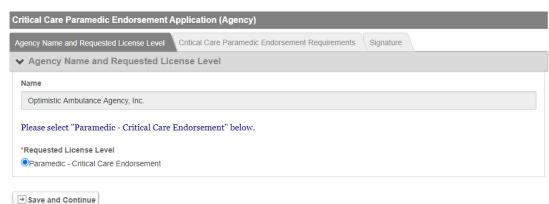
Critical Care Paramedic Agency Endorsement

A Paramedic level ambulance agency may apply for an endorsement to operate at the Critical Care Paramedic level. To qualify, your agency must have CCP protocols that have been approved by your agency's District Medical Advisor and the State EMS Medical Director.

After logging into your LIGHTS account, select **Applications** from the left-hand navigation menu and select **"Critical Care Paramedic Endorsement Application (Agency)."**

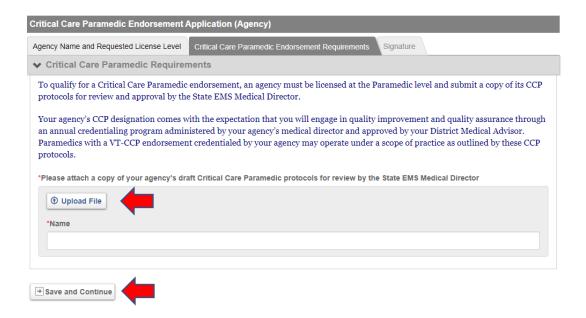


On the first tab, select "Paramedic – Critical Care Endorsement" then click on the **Save and Continue** button.





On the next tab, upload and name your agency's CCP protocols document, then click on the **Save and Continue** button.



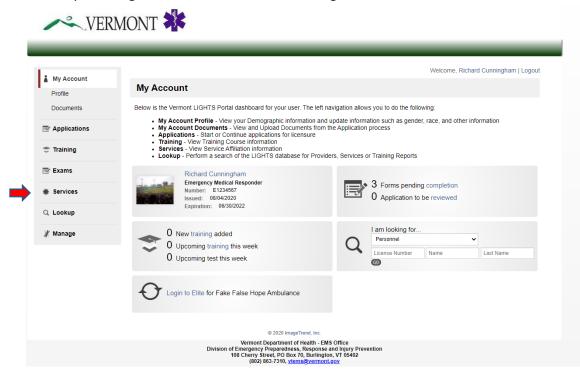
On the last tab, sign the application and click on the **Submit** button. Your District Medical Advisor and the State Medical Director will be notified to review and approve the application.

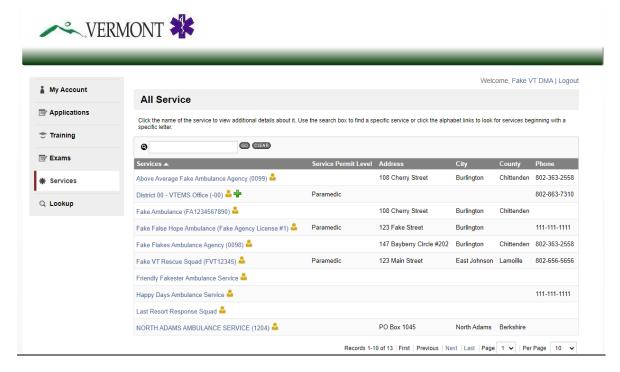
Upon final approval, you will receive an email from noreply@imagetrend.com, and a license certificate will be issued. You can access and print this certificate from **Documents** in the left-hand navigation menu.

Section Three: District Medical Advisor

Accessing Agency LIGHTS Core Records

You may access the records of each agency in your district from the home screen of the LIGHTS Public Portal by selecting **Services** from the left-hand navigation menu.





District Medical Advisor Responsibilities for EMS Licenses

As District Medical Advisor, you are responsible for reviewing license applications for agencies and personnel in your district and verifying that you will provide medical direction to the applicant.

Agency applications include initial licensure, renewed licensure, license level change and Critical Care Paramedic endorsement. Personnel applications include advanced level licensure at the AEMT, Paramedic and Critical Care Paramedic levels.

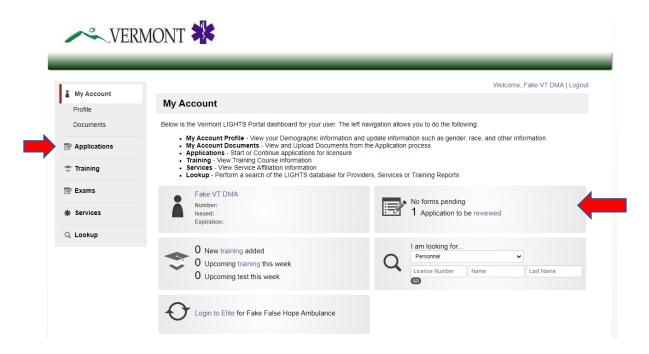
Agency Affiliations

LIGHTS does not have entities called Districts. You are linked to every agency in your district as a "member" on their Personnel list.

Verifying Medical Direction

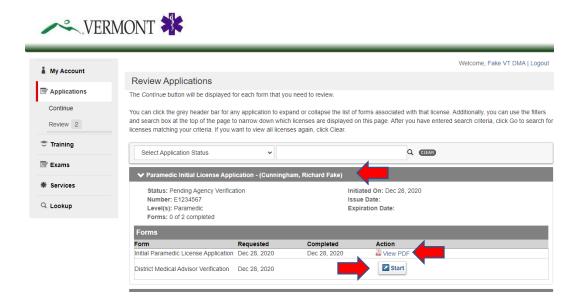
When an EMS agency or an advanced license level candidate applies for a license, you will receive an email from noreply@imagetrend.com notifying you that a request for medical direction verification is awaiting your response.

After logging into your account, select **Applications**, then **Review** from the left-hand navigation menu to reach the screen below. (Alternatively, you can access the application in the top right box by clicking on the "[X] **Application(s) to be reviewed**" link.)

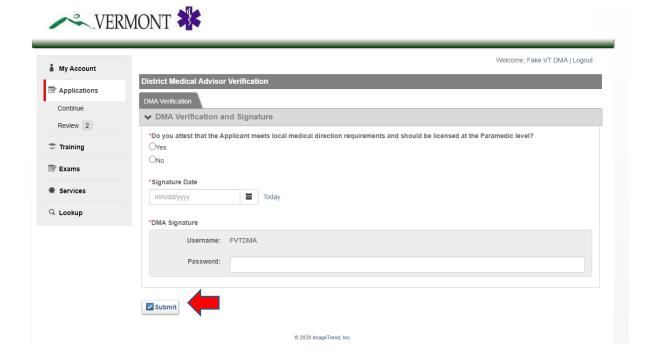


The name of the application and the applicant will appear in the first dark gray bar. You can review the application by clicking on the **View PDF** link in the **Forms** section (second dark gray bar). To initiate the medical direction verification, click on the **Start** button.

You can filter the list by selecting "Pending District Medical Advisor Verification" in the **Select Application Status** field.

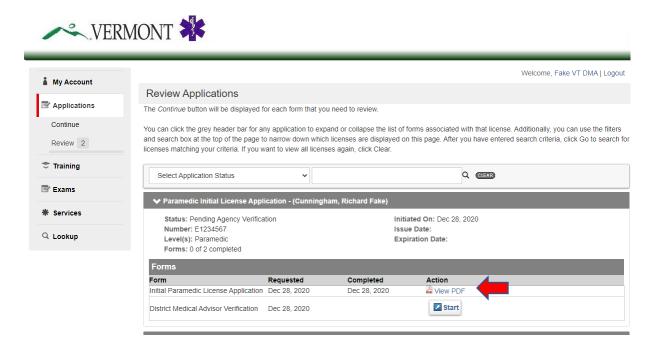


At the next screen, answer the question, record the date, enter your LIGHTS password and click Submit.

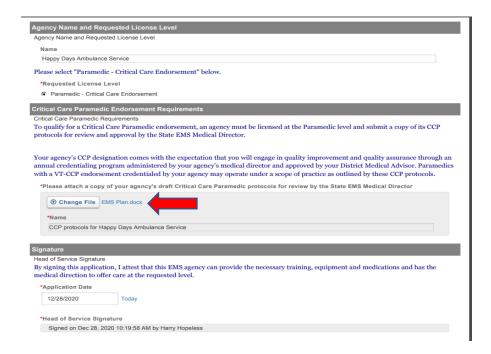


Agency Critical Care Paramedic Endorsement

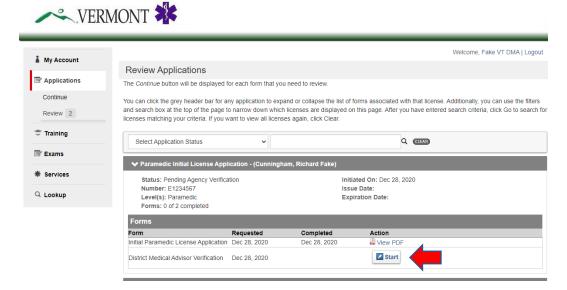
If the agency application is for a CCP Endorsement, you must review the agency's proposed CCP Protocols before verifying medical direction for the agency. On the **Review Applications** page, select **"View PDF"** to open the application.



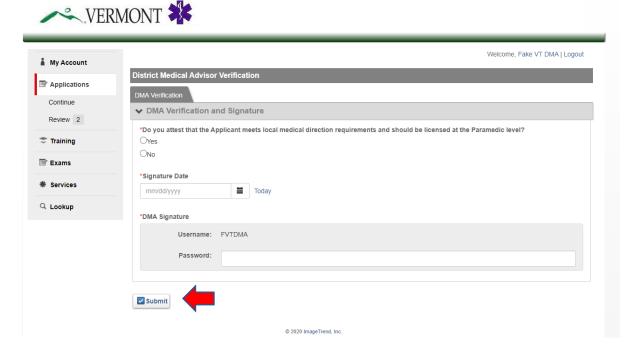
Locate the hyperlink to the proposed protocols in the *Critical Care Paramedic Endorsement Requirements* section (second dark gray bar).



Go back to the Review Applications page and click on the Start button.



Indicate your support for the endorsement, date and sign the application then click on the **Submit** button.



The final step in the Agency CCP Endorsement application process is approval by the State EMS Medical Director. After you submit the application, the State Medical Director will be notified by LIGHTS via email that the application is awaiting their approval.

Course Medical Director Approval for EMS Courses

If you are serving as a Medical Director for a course leading to state EMS licensure, please see **Section Seven: District Support for EMS Courses**.

Section Four: District Chairperson

District Chairperson Responsibilities for EMS Licenses

As District Chairperson, you are responsible for reviewing license applications for agencies in your district and conveying the District Board's support. Agency applications include initial licensure, renewed licensure, license level change and Critical Care Paramedic endorsement.

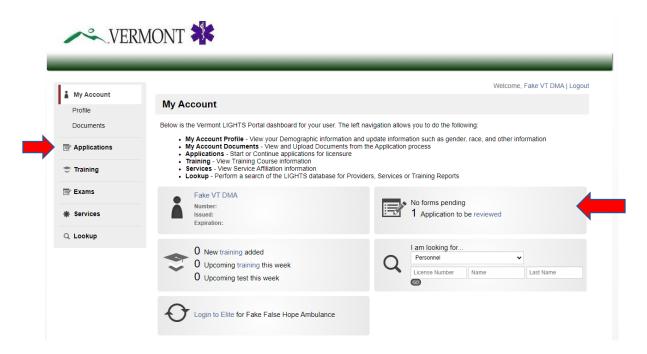
Agency Affiliations

LIGHTS does not have entities called Districts. You are linked to every agency in your district as a "member" on their Personnel list.

District Board Review and Recommendations

When an EMS agency applies for a license, you will receive an email from noreply@imagetrend.com notifying you that a request for the District Board's recommendation is awaiting your response.

After logging into your account, select **Applications**, then **Review** from the left-hand navigation menu to reach the screen below. (Alternatively, you can access the application in the top right box by clicking on the "[X] **Application(s) to be reviewed**" link.)

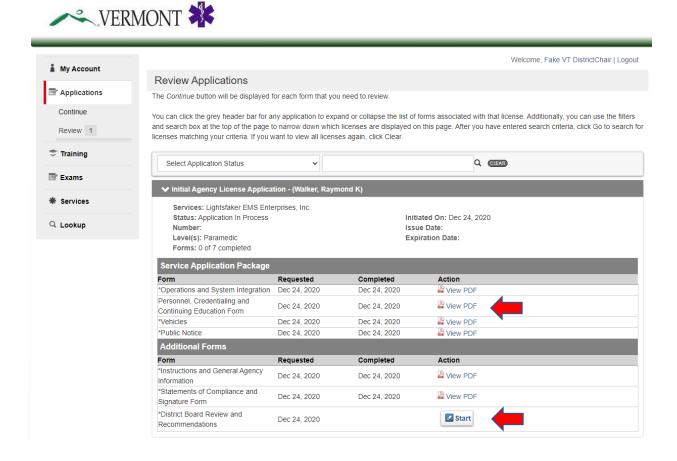


Initial and Renewal Agency License Applications

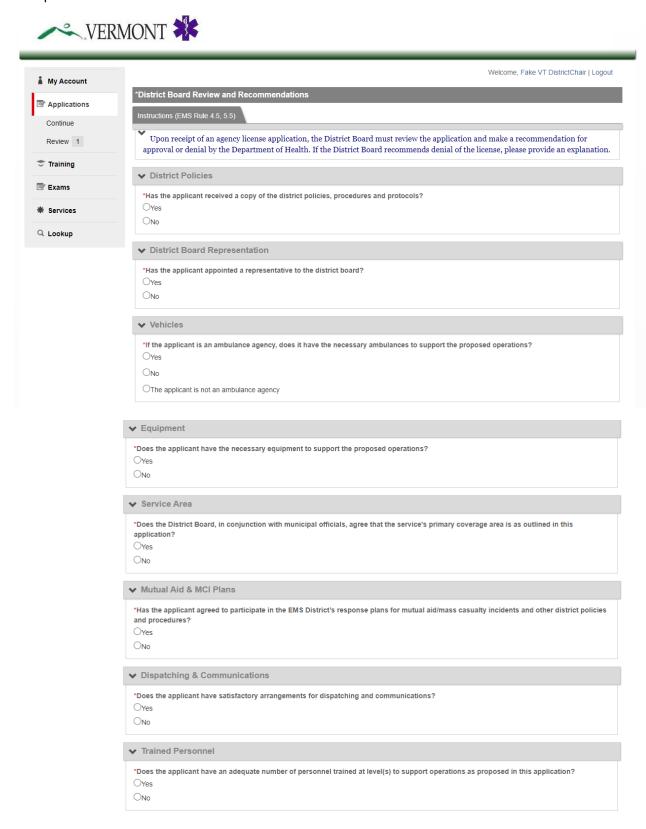
The agency license application is comprised of several sections:

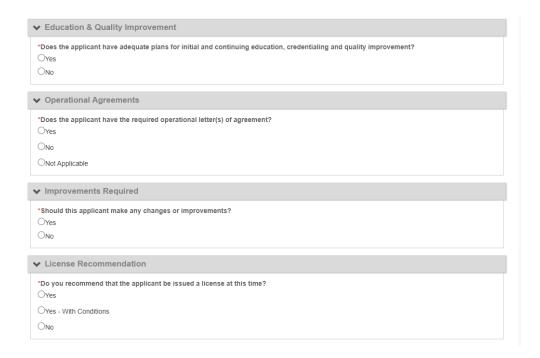
- Instructions and General Agency Information
- Operations and Systems Integration
- Personnel Credentialing and Continuing Education
- Vehicles
- Public Notice (For Initial Licenses)
- Statements of Compliance

You can review the application components by clicking on the **View PDF** links. To initiate the District Review and Recommendation, click on the **Start** button.

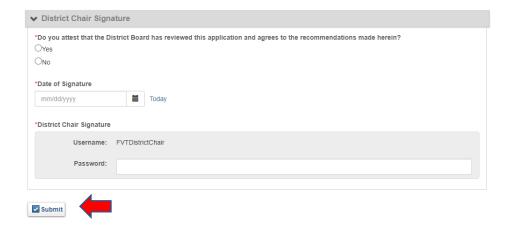


A list of questions will appear. If any of your responses reflect adversely on the agency, you will be asked to explain.





At the next screen, indicate the District Board's support, record the date, enter your LIGHTS password and click **Submit.**

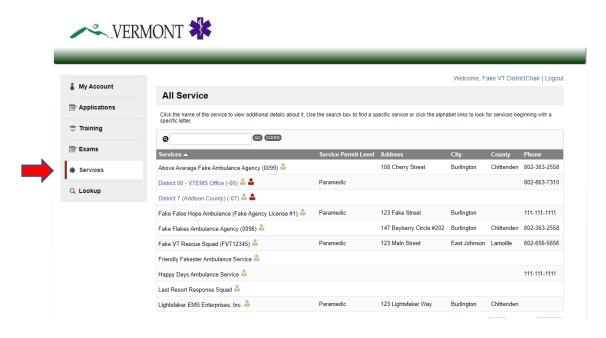


District Approval for EMS Courses

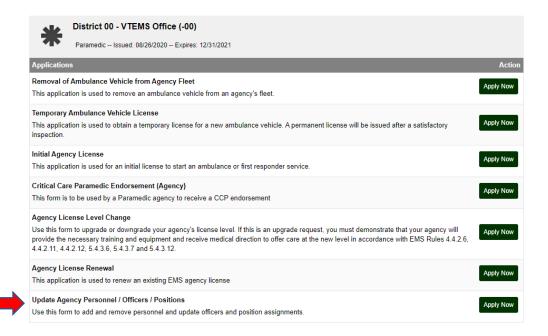
The District Chairperson must verify the District's support for all courses leading to state EMS licensure. Please see *Section Seven: District Support for EMS Courses*.

Quarterly Records Updates

It is important that Districts keep their LIGHTS record updated and accurate. The EMS office sends a quarterly email to District Chairs reminding them to review the *Demographics, Organization* and *Staff* information. This information can be found by clicking on **Services** in the left-hand navigation menu (Districts are "Services" in LIGHTS).

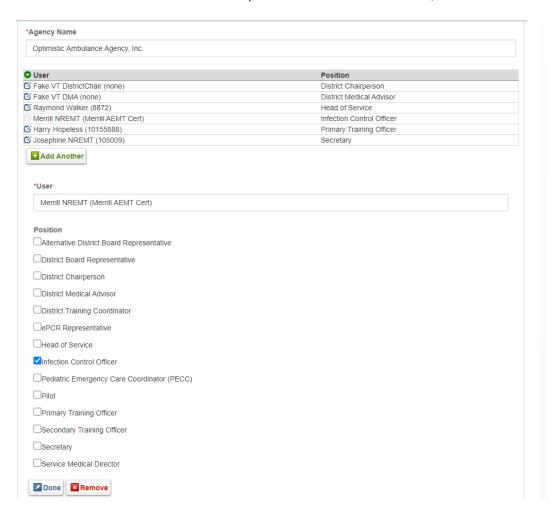


Demographic and Organization information should not change often, but if they do, please contact the EMS office to update the record. To make changes to District personnel, the District Chair can submit an "Update Personnel/Officers/Positions" form in **Applications**.



After logging into your LIGHTS account, select **Applications** from the left-hand navigation menu and select **"Update Personnel/Officers/Positions."**

To add a new person to the roster, click on the **Add Another** button. To edit an existing person's record, click on the blue **Edit Icon** to the left of the person's name. A list of Positions will appear – de-select any Positions the person will no longer hold and select the person's new Position(s). When you are finished, click on the **Done** button. To remove a person from the Personnel List, click on the **Remove** button.



At the bottom of the screen, answer the question, record the date, enter your LIGHTS password and click **Submit.**

All changes will become effective immediately.

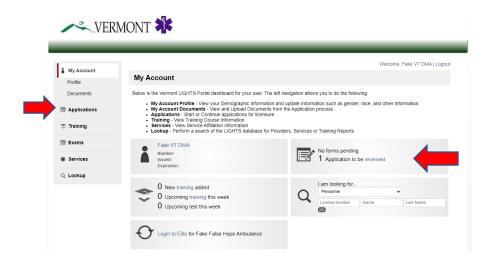
Section Five: Training Officer

Verifying Continuing Education

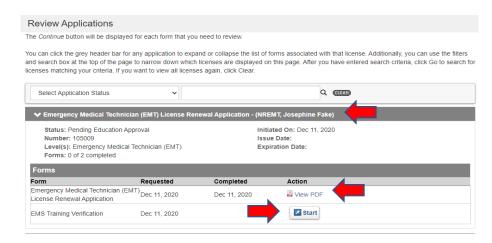
If a member of your agency does not hold a National Registry of EMTs certification matching their Vermont license level, they are required to submit documentation of continuing education on their state license renewal application. It is the training officer's responsibility to review and verify continuing education. When an application is ready for your review, you will receive an email notification from noreply@imagetrend.com.

NOTE: For AEMTs with a National Registry EMT certification, LIGHTS will only require them to document the 10 hours of gap material between the EMT and AEMT National Continued Competency Requirements.

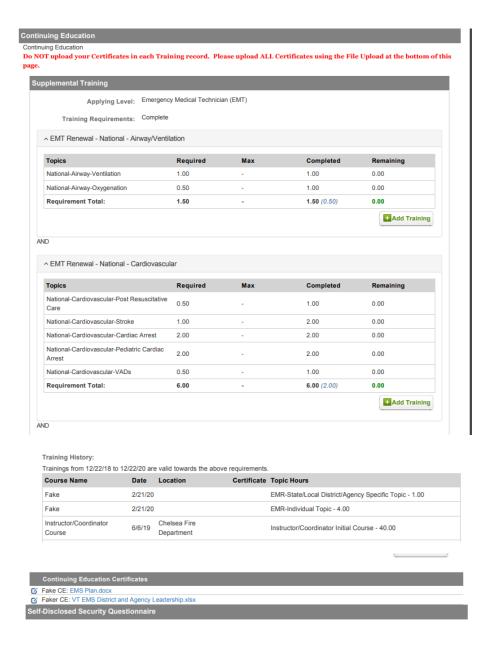
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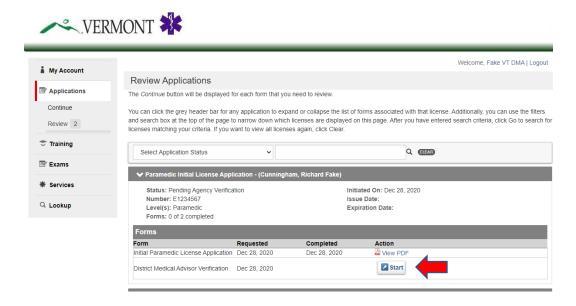
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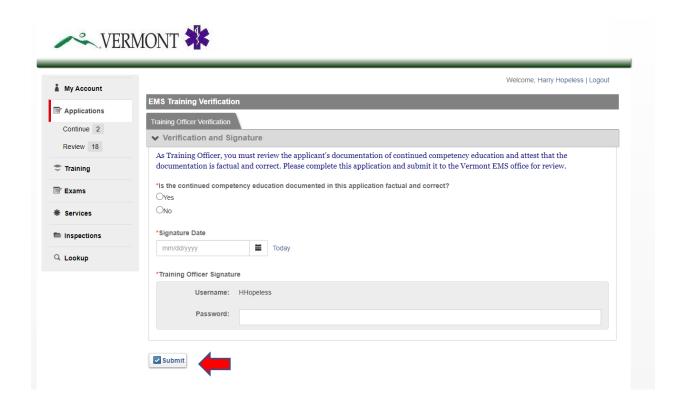
The record of continuing education begins on page 3 of the application PDF. It shows a breakdown of the required topics and hours for the license level and the applicant's completion status, followed by a Training History section (training name, date, location and topic) and PDFs of continuing education certificates.



Once you have verified the training has met all license renewal requirements, close the application PDF. Return to the **Review Applications** page and click on the **Start** button.



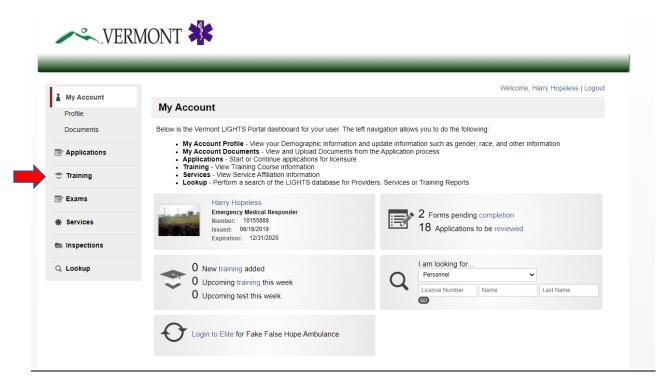
At the next screen, answer the question, record the date, enter your LIGHTS password and click Submit.

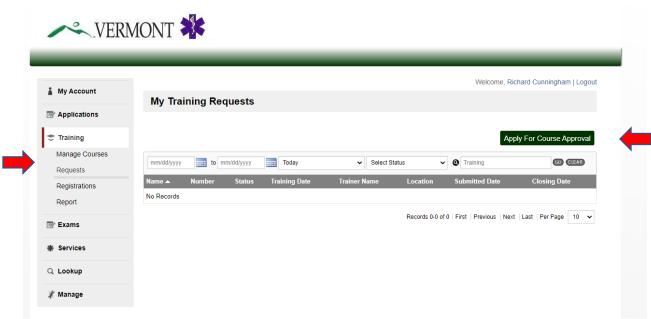


Section Six: Instructor/Coordinator

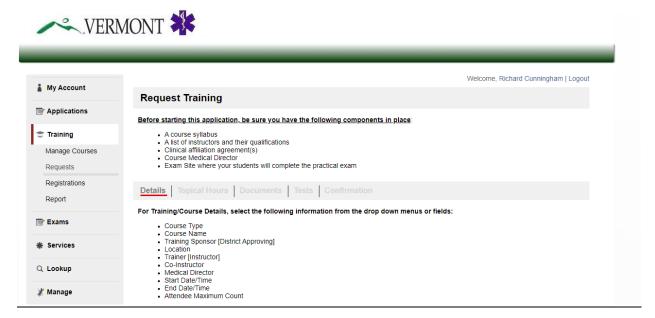
Applying for EMS Course Approval

After logging into your account, select **Applications**, then **Training** from the left-hand navigation menu to reach the screen below. At the next screen, select **Manage Courses** (or **Requests**), then click on the **Apply for Course Approval** button.

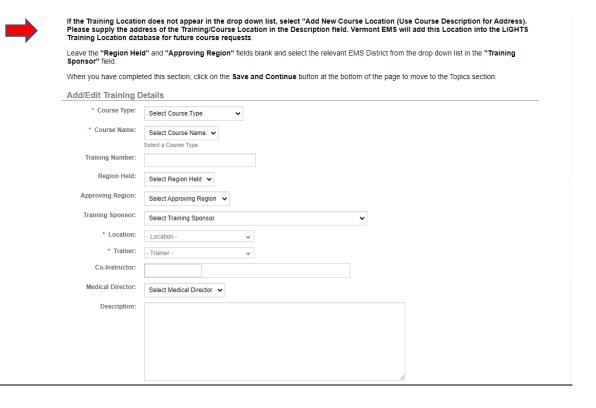


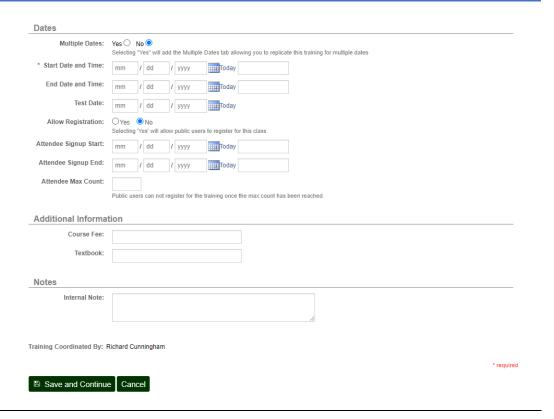


Before starting the course approval application, be sure you have all the necessary information listed below.

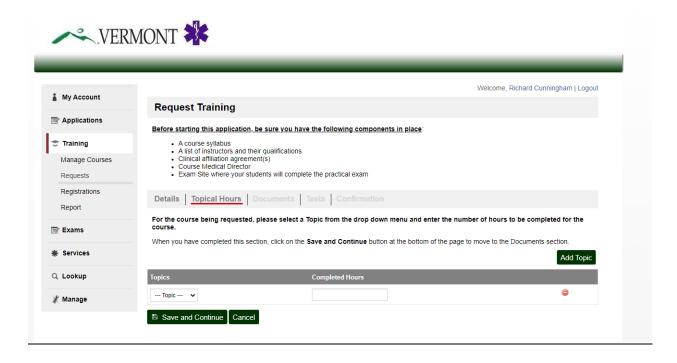


The current version of the Training Module in LIGHTS has some limitations, and not all fields below are relevant to Vermont EMS courses. Pay close attention to the instructions about how to complete this section. NOTE: If the Medical Director drop-down field does not include your course's Medical Director, notify the EMS office so that they may be added. When you have entered all the information, click on the **Save and Continue** button.

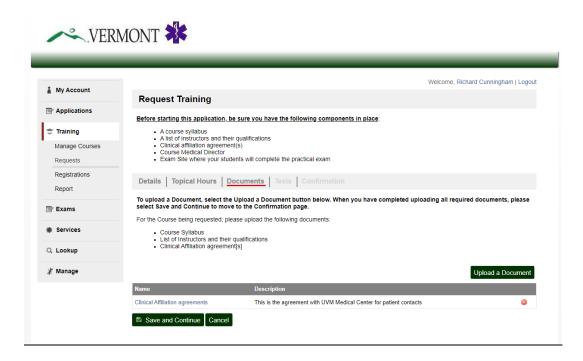




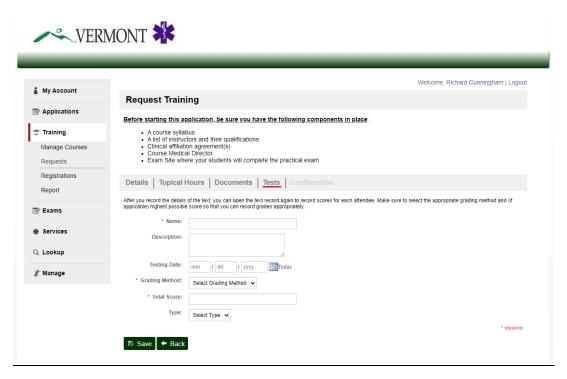
On the next screen, select the course name from the Topic window and the number of course hours, then click on the **Save and Continue** button.



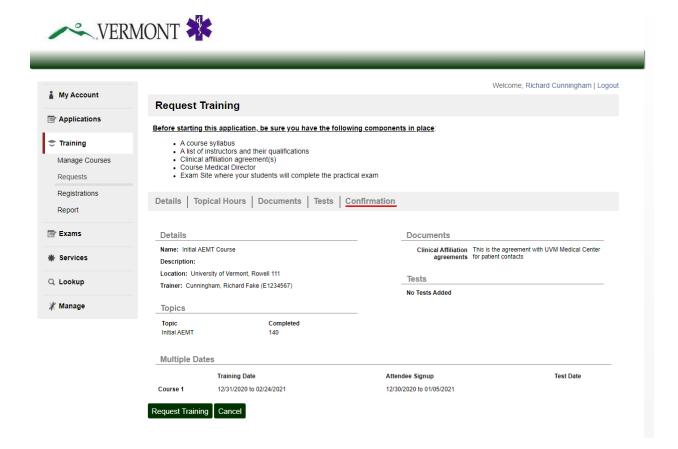
Use the next screen to upload the Course Syllabus, a list of your instructors (if applicable) and the clinical affiliation agreement(s) for student clinical internships and patient contacts. These documents must be included before your application can be approved. When all documents are uploaded, click on the **Save and Continue** button.



The next screen provides the option for attaching Tests to your application. This page is not required but is available for your use.



Use the next screen to review the components of your application. If you need to revise a section, click on the header in the light gray bar (Details, Topical Hours, Documents, Tests) to return to that page. If the application is complete, click on the **Request Training** button.



District Approval

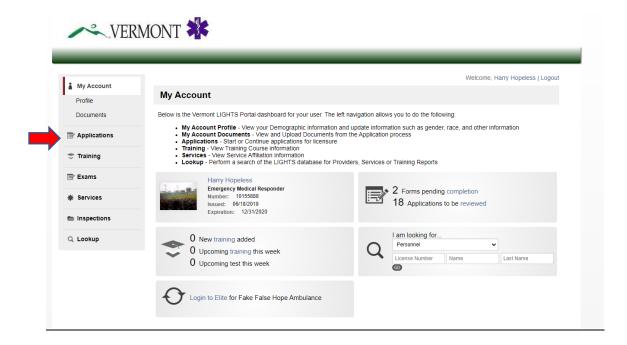
The chairperson of the EMS District (Training Sponsor) must verify that the District has reviewed and supports your application. Additionally, your Course Medical Director must verify that he or she has agreed to serve in that role. They will receive an email from LIGHTS with instructions.

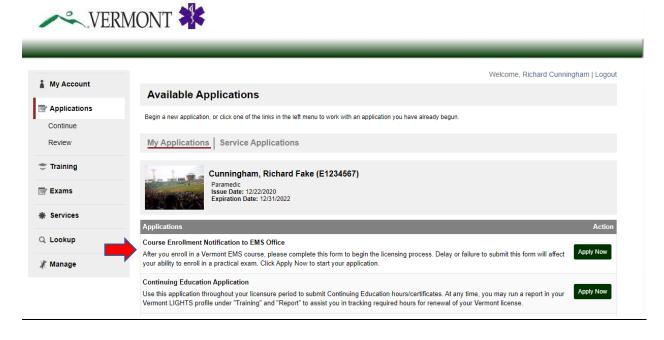
When your course is approved, you will receive an email from noreply@imagetrend.com with your course number and other important information. Return to Manage Courses on the main Training page to see a list of all your approved courses.

Student Enrollment

When a student has successfully enrolled in your course, direct them to create a LIGHTS account at https://vtems.imagetrendlicense.com/lms/public/portal#/login. Please ensure they do so before the enrollment period closes.

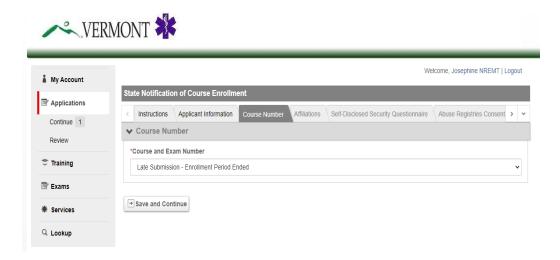
In the left-hand navigation menu, they must select **Applications**, then open the "Course Enrollment Notification to EMS Office." Be sure they know the course number. This will add the student to the course roster in LIGHTS.





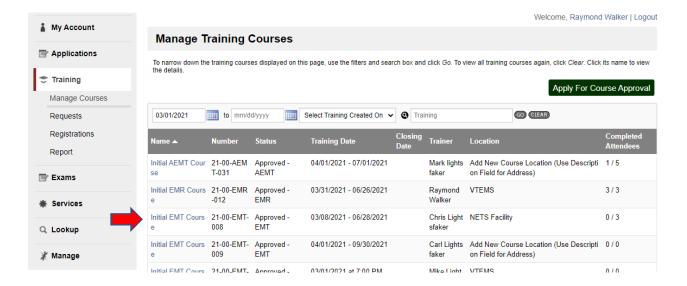
Late Student Enrollments

Students can select your course number only while the course enrollment window is open. After it closes, students must select "Late Submission – Enrollment Period Ended" as the Course Number, and you must add them to the LIGHTS course roster manually.



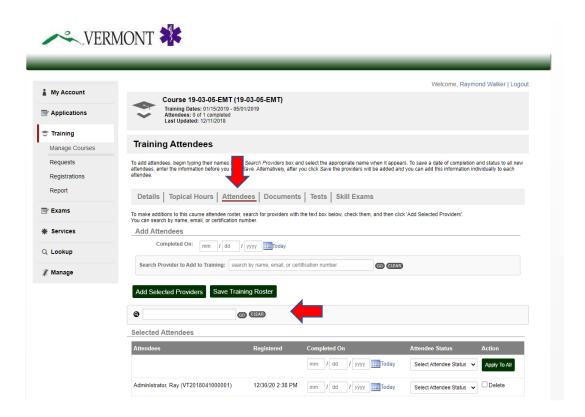
Manual Roster Entries

In the left-hand menu from your home screen, select **Training > Manage Courses**, then select the course.



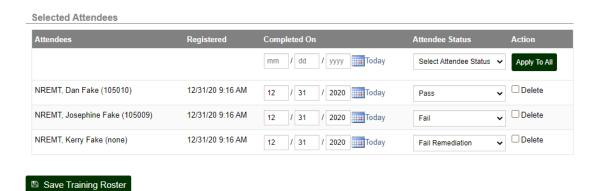
Select **Attendees**. Under the <u>Add Attendees</u> header, enter the student's name and click on the **GO** button. Click on the **Add Selected Providers** button, then the **Save Training Roster** button. Do not enter a date in the *Completed On* field.

NOTE: A student must have a LIGHTS account to be added to the Course Roster.



Course Completion Verification

Use the bottom section of this page to manage the roster, including the students' Pass/Fail statuses, then click on the **Save Training Roster** button. This information will be used to verify your students' eligibility to register for the practical examination.



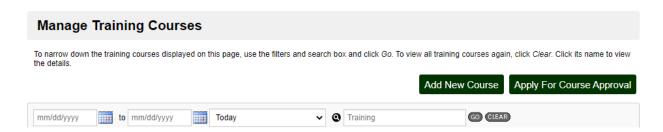
Registered Nurse/Physician Assistant/Military Medic Exam Challenge

A Registered Nurse, Physician Assistant or Military Medic can challenge the NREMT exam and obtain a Vermont EMS license without taking a state-approved course as long as a NREMT Program Director verifies to NREMT that the person's prior training meets the education standards for that license level.

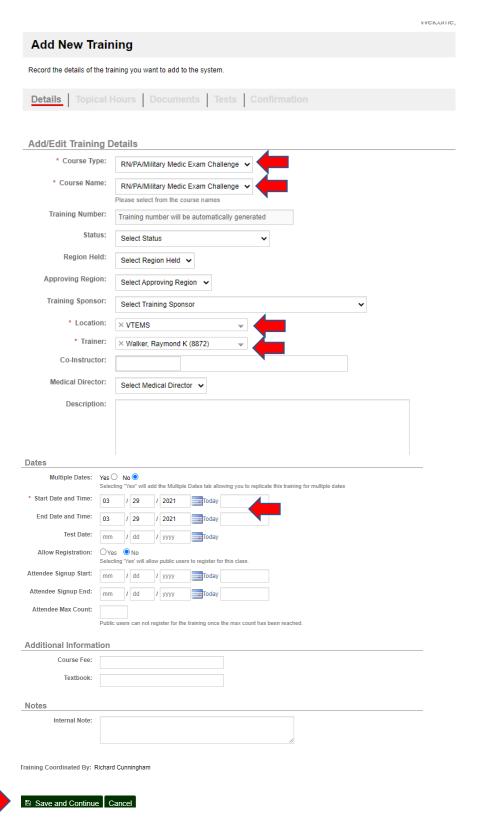
To facilitate verification of the EMR or EMT candidate's eligibility for the psychomotor exam, an Instructor/Coordinator must create a *RN/PA/Military Medic Exam Challenge* "course". This course does not need district or EMS office pre-approval and is intended only as a vehicle for the Instructor/Coordinator to tell the EMS office that the candidate is eligible for a EMR or EMT practical exam.

NOTE: At the AEMT and Paramedic levels, exam eligibility is arranged entirely and directly with NREMT. There is no state approval component for at these levels.

Log into the LIGHTS Public Portal and go to *Training > Manage Courses*, then click on the **Add New Course** button.

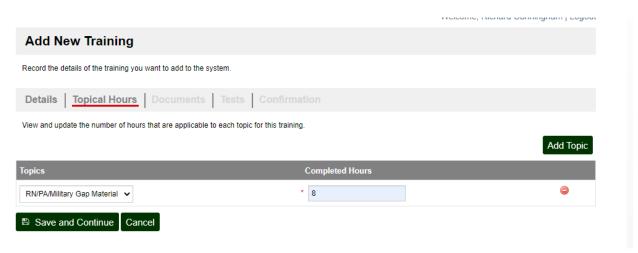


Fill in only the following fields: Course Type, Course Name, Location, Trainer, Start Date, End Date.

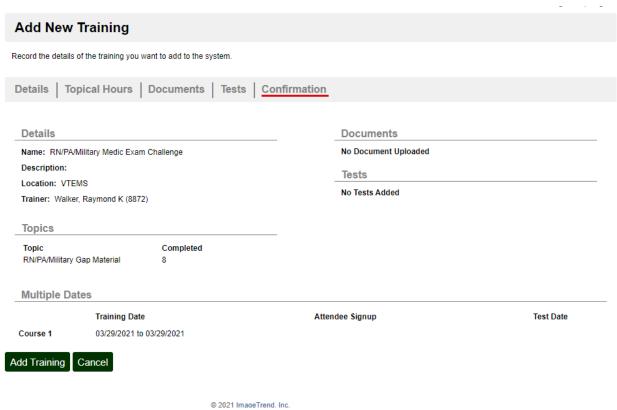


Click on the **Save and Continue** button.

Enter the Topical Hours



Continue through the tabs, as appropriate, hitting the **Save and Continue** button at the end of each screen until you reach the *Confirmation* screen, then click on the **Add Training** button.



Click on the relevant course name, use the Search function to find the candidate(s), then click on the **Add Selected Providers** button.

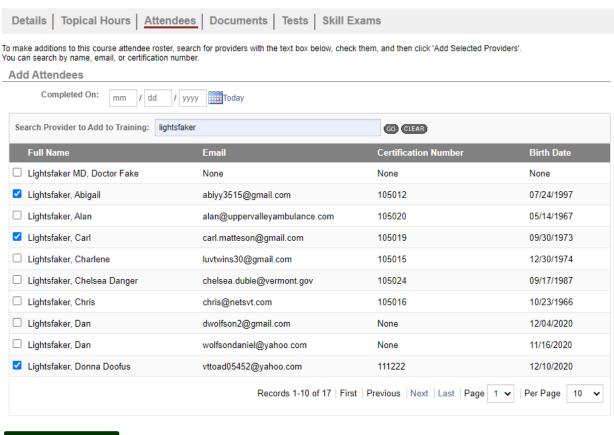


RN/PA/Military Medic Exam Challenge (RN/PA/Military-008)

Training Date: 03/29/2021 Attendees: 0 of 0 completed Last Updated: 03/29/2021

Training Attendees

To add attendees, begin typing their names in the Search Providers box and select the appropriate name when it appears. To save a date of completion and status to all new attendees, enter the information before you click Save. Alternatively, after you click Save the providers will be added and you can add this information individually to each attendee.





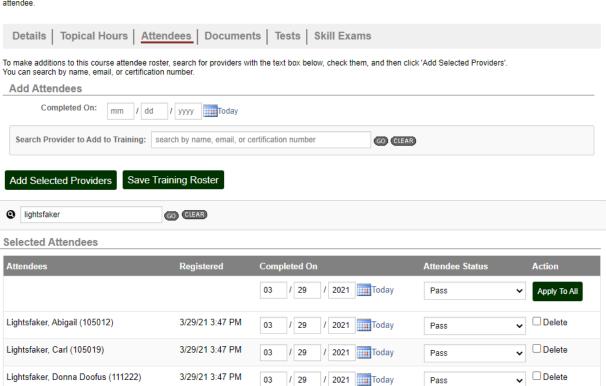
Add Selected Providers

A Changes have not yet been saved

Set the candidate(s)'s course completion status and click on the **Save Training Roster** button.

Training Attendees

To add attendees, begin typing their names in the Search Providers box and select the appropriate name when it appears. To save a date of completion and status to all new attendees, enter the information before you click Save. Alternatively, after you click Save the providers will be added and you can add this information individually to each attendee.





Save Training Roster

Section Seven: District Support for EMS Courses

When an EMS Instructor/Coordinator applies to hold a course in your district, the District Chairperson and the Course Medical Director will receive an email from noreply@imagetrend.com notifying them that a request to review the course approval application is awaiting a response.

District Chairperson Responsibilities

The District Chairperson must indicate the EMS District's support for the course. In LIGHTS, the District Chair is referred to as the **Service Director**.

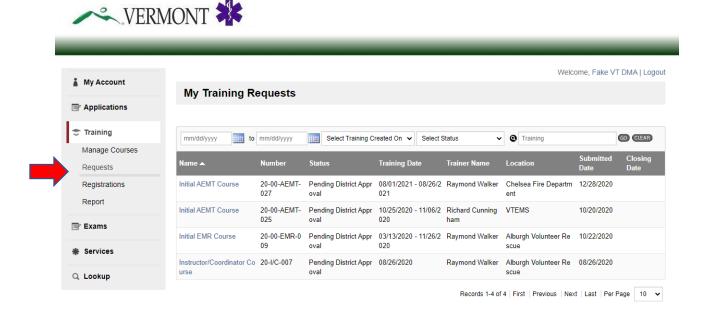
Course Medical Director Responsibilities

All EMS courses leading to a state license must have a Course Medical Director. If you will serve in this role, you are the ultimate medical authority for the course.

Your primary responsibility is to verify students' cognitive and skill competence, but you are also a liaison to the medical community. As such, you can deepen the students' understanding of course topics and their important role in the health care system by bringing in specialists, teaching classes and creating clinical and field opportunities.

Approval Process

Access the application in the menu on the left side of the Portal home screen under **Training/Requests.** Select the relevant course(s) from the list under **My Training Requests.**



Review the course details (See the *Details, Topics* and *Documents* headers), then go to the bottom of the page and click **Approve** under the **Service Director Signoff** (District Chairperson) or **Medical Director Signoff** heading.

