

Arizona Department of Health Services Premier EMS Agency Program (PEAP)



MARCH 6, 2019



ARIZONA DEPARTMENT
OF HEALTH SERVICES

PREPAREDNESS

Sponsored by the Arizona Department of Health Services
Bureau of EMS and Trauma System

[Azdhs.gov/preparedness/emergency-medical-services-trauma-system](http://azdhs.gov/preparedness/emergency-medical-services-trauma-system)

WHAT IS THE PEAP?

The PEAP was established in 2009 as an EMS patient care performance improvement (PI) initiative by the Bureau of EMS and Trauma System (Bureau) within the Arizona Department of Health Services (ADHS). PEAP is administered by the Bureau's Services and Development Section. EMS agency participation is voluntary. The Goal of PEAP is

“To further improve patient outcomes in Arizona through implementing evidence-based, highly coordinated and standardized prehospital care”

The PEAP is a voluntary PI initiative that recognizes outstanding Arizona EMS agencies. To receive Premier EMS Agency recognition, EMS agencies **MUST** meet criteria 1-5 below.

1. An electronic patient care report (ePCR) system that submits all incidents/patient contacts to the Arizona Prehospital Information and EMS Registry System (AZ-PIERS) consistent with current data submission guidelines.
2. Attestation of a committed and empowered quality assurance team that reviews 100% of incidents/patient contacts associated with the following time-sensitive emergencies (TSEs):
 - i. Suspected Opioid Overdose
 - ii. Out-of-Hospital Cardiac Arrest (OHCA)
 - iii. ST-segment Elevation Myocardial Infarction (STEMI)
 - iv. Stroke
 - v. Major Trauma
 - vi. Pediatric Resuscitation (criteria are pending development via a new workgroup under TEPI)
3. Attestation of commitment to use data for optimizing patient care, including a process/system using ePCR data to develop training, education, and policies that enhance patient care.
4. Agency annually updates the Bureau Automated Online Services portal with an accurate list of agency affiliated EMCTs, medical directors, EMS coordinators, and other associated personnel (see Exhibit-II).
5. CON holders only: Attestation of having a policy in compliance with the [Safe Transport of Children by EMS Interim Guidance](#).

Why These Six Time-Sensitive Emergencies

An integrated EMS and trauma system can have measurable impacts on patient outcomes, resource deployment/utilization, and costs. Opioid Overdose, OHCA, STEMI, Stroke, Major Trauma, and Pediatric Resuscitation are major causes of death and disability, are time-sensitive, and are responsive to acute treatments and regionalized systems of care.

Benefits of Premier EMS Agency Recognition

- Premier recognition demonstrates and EMS agency's commitment to quality, cost-effective, and responsive patient care and customer service.
- Premier recognition requires EMS agencies to establish evidence-based processes for performance measurement, setting performance improvement targets, staff integration, customer service improvement, inter-agency/provider collaboration, and operational efficiency.
- Premier EMS agencies receive Bureau assistance with examples of QA/PI plans, an overview of the Plan-Do-Check-Act (PDCA) process improvement cycle, determining performance baselines, benchmarks, and gap analyses for the six TSEs, and receipt of performance-based agency and statewide aggregate data reports.

Confidentiality

Data submitted to AZ-PIERS is part of the Bureau's quality improvement/assurance process, and therefore, is protected from civil discoverability and subpoena. Data considered protected health information (PHI) that could identify **the patient, the patient's family, the health care provider, or the Agency** are protected from civil discoverability and subpoena.

APPLICATION PROCESS

EMS agencies interested in receiving Premier EMS Agency recognition must submit to the Bureau a completed PEAP Application (Exhibit-I), including required attachments.

Applications can be submitted directly to Dr. David Harden, JD, NREMT, at david.james.harden@azdhs.gov. Dr. Harden will review each application for completeness and notify the respective applicant of the review results.

Application Description/Instructions

1. The PEAP Application has the following seven sections:

a. Section I. Agency Information

This section provides the Bureau with the applicant EMS agency's legal name, business address/phone number, and main Internet homepage URL. This information will enable the Bureau to assign a PEAP ID number by EMS agency, and prepare the PEAP certificate and cover letter.

b. Section II. Agency Service Information

This section enables the Bureau to organize Premier EMS Agencies by service level and to perform descriptive data analysis based on service levels.

c. Section III. Agency Administration

This section provides the Bureau with the contact information of the Premier EMS agency's senior management and key staff responsible for ensuring the Premier EMS agency meetings PEAP standards.

d. Section IV. Data Collection/Reporting Information

This section informs the Bureau whether the applicant EMS agency's ePCR system is consistent with AZ-PIERS' data submission standards.

e. Section V. Performance Improvement/Quality Assurance Information

This section informs the Bureau that the applicant EMS agency is requesting assistance with their existing QA/PI process.

f. Section VI. Senior Management Attestation

This section has two subsections. Subsection A requires the applicant EMS agency's chief executive officer (CEO) or Fire Chief to place an X or checkmark in the box for each PEAP criterion (the fifth criterion only applies to EMS agencies with a certificate of necessity). Subsection B requires the CEO's or Fire Chief's signature to finalize attestation of the criteria and notification requirements if the Premier EMS agency is unable to meet these criteria. The required medical director's signature serves as the medical director's attestation of criterion 3 of under Section VI of the application.

g. Section VII. Attachments

This section provides the Bureau with copies of the applicant EMS agency's current QA/PI process.

EMS AGENCY DATA SUBMISSION GUIDELINES

For questions regarding the PEAP application process please contact Dr. David Harden, JD, NREMT, at 602-364-3188 or david.james.harden@azdhs.gov. For questions regarding AZ-PIERS data submission standards please contact Anne Vossbrink at 602-364-3164 or Anne.Vossbrink@azdhs.gov.

EXHIBIT-I PEAP APPLICATION
**BUREAU OF EMERGENCY MEDICAL SERVICES & TRAUMA SYSTEM
 PREMIER EMS AGENCY PROGRAM APPLICATION**
SECTION I. AGENCY INFORMATION

1	Agency Name	
2	CON Number (If Applicable)	
3	Business Address	
4	Phone Number	
5	Agency URL	

SECTION II. AGENCY SERVICE INFORMATION

1	Service Level (Select One)	ALS	<input type="checkbox"/>	BLS	<input type="checkbox"/>	ALS & BLS	<input type="checkbox"/>
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SECTION III. AGENCY ADMINISTRATION**III.A. Chief Executive Officer (CEO)/Fire Chief**

1	CEO/Fire Chief Name	
2	Phone Number	
3	E-Mail Address	

III.B. Administrative Medical Director

1	Admin. Medical Director	
2	Phone Number	
3	E-Mail Address	

III.C. Agency ePCR Data Manager

1	Data Manager	
2	Phone Number	
3	E-Mail Address	

III.D. Base Hospital (BH)/Medical Direction Coordinator

1	BH/Med. Direction Coord.	
2	Phone Number	
3	E-Mail Address	

III.E. Performance Improvement (PI) Manager

1	PI Manager	
2	Phone Number	
3	E-Mail Address	

SECTION IV. DATA COLLECTION/REPORTING INFORMATION

1	Name of ePCR Vendor	
	ePCR Product Name & Version	

SECTION V. PERFORMANCE IMPROVEMENT/QUALITY ASSURANCE INFORMATION

1.	The EMS Agency requests Bureau assistance in improving the agency's QA/PI process: Yes <input type="checkbox"/> No <input type="checkbox"/>
----	---

SECTION VI. SENIOR MANAGEMENT ATTESTATION		
A. The senior management's checking the box for each statement signifies attestation		Checkbox
1.	<ul style="list-style-type: none"> An ePCR system that submits all incidents and/or patient contacts to the AZ-PIERS meeting data submission guidelines updated annually. 	<input type="checkbox"/>
2.	<ul style="list-style-type: none"> Attestation of a committed and empowered quality assurance team that reviews 100% of incidents and/or patient contacts associated with the following six time-sensitive emergencies (TSEs): <ul style="list-style-type: none"> Suspected Opioid Overdose Out-of-Hospital Cardiac Arrest ST-segment Elevation Myocardial Infarction Stroke Major Trauma Pediatric Resuscitation(Starting PEAP Year 2 – Date TBD After 9/27/19) 	<input type="checkbox"/>
3.	<ul style="list-style-type: none"> Attestation of commitment to use data for optimizing patient care (including a process or system that uses data from the ePCR system to develop training, education, and policies that enhance patient care (additional detail that coincides to changes implemented by NREMT allowing for local component of CE). 	<input type="checkbox"/>
4.	<ul style="list-style-type: none"> Annually (starting with initial PEAP application), the agency will update the Bureau Automated Online Services portal with an accurate listing of: <ul style="list-style-type: none"> Agency-Affiliated EMCT(s) Medical Director(s) EMS Coordinator(s) Other Associated Personnel 	<input type="checkbox"/>
5.	<ul style="list-style-type: none"> CON-Holders Only: Attestation of policy in compliance with the current Safety Transport of Children by EMS Interim Guidance. 	<input type="checkbox"/>
<p>By signing below, I attest that this EMS agency is committed to the requirements of the recognition level requested. I further attest that if the EMS agency is unable to meet those requirements, I will immediately notify the Bureau.</p>		
B. Required Attestation Signatures		
CEO/Fire Chief Signature		Date:
Medical Director Signature		Date:
SECTION VII. PLEASE ATTACH THE FOLLOWING DOCUMENTS TO THE APPLICATION		
QA/PI Process and Approved Policies Encompassing 100% Review of the Six TSEs (Section IX.A.)		<input type="checkbox"/>

EXHIBIT-II AUTOMATED ONLINE SERVICE PORTAL INSTRUCTIONS

I. EMS Coordinator, Medical Director, and EMCT Assignments Content in Organization Account are Current:

- A. The EMS agency's EMS coordinator must login to the Bureau's Online Services Portal to review the EMS agency's organization account. If the EMS Coordinator, Medical Director, and EMCT Assignments content is current on the date the PEAP application was submitted, the EMS agency's senior management checks Attestation Box 4 in Section VI.A of the PEAP application.

II. EMS Coordinator, Medical Director, EMCT Assignments Listed in Organization Account is NOT Current:

A. EMS Coordinator content is NOT current:

1. The EMS agency's senior management must request on agency letterhead a new user account:
 - a. The agency administrator completes a Provider User Account Authorization Form (Exhibit-III) and emails the form to [David Harden](#) with a statement giving permission to create the new user account.
 - i. David Harden forwards the email request to the Bureau Inspection Coordinator (BIC) assigned to the requesting EMS agency.
 - ii. The EMS agency's assigned BIC pre-registers the new user and emails login credentials to the new user, who completes the online registration process (see Exhibit-IV Creating Coordinator/Fleet Manager Accounts PPT).
 - iii. The BIC reviews the new user account registration request and emails the new user when the account has processed, allowing the new EMS Coordinator to access the organization account.
2. The EMS agency's senior management checks Attestation Box 4 in Section VI.A of the PEAP application.

B. The Medical Director content is NOT current:

1. If the Medical Director contained in Section III.B of the PEAP application is different from the name in the EMS agency's organization account, or the Medical Director field in the organization account is blank, the following steps must be completed:
 - a. David Harden will confirm if the Medical Director contained in Section III.B of the PEAP application is listed in the Bureau's medical director database. If the name is listed, David Harden will enter the name in the EMS agency's organization account.
 - b. If the Medical Director contained in Section III.B of the PEAP application is not listed in the Bureau's medical director database, the EMS agency coordinator completes the following steps:
 - i. Emails [David Harden](#) copies of the physician's current licenses, certificates, and other documentation demonstrating he/she meets the requirements in [A.A.C. §§ R9-25-201\(A\)\(1\)](#).
2. The EMS agency's senior management checks Attestation Box 4 in Section VI.A of the PEAP application.

C. The EMCT Assignments content is NOT current:

1. The EMS agency's administrator (or designee) creates an Excel file of the EMCT Assignments from the organization account by clicking the "Export to Excel" tab of the EMCT Assignments page.
2. The EMS agency administrator updates the Excel file and email it [David Harden](#).
3. David Harden emails the information to [Maria Dominguez](#) at the Bureau to process.
4. Ms. Dominguez emails the EMS agency administrator once the EMCT Assignments in the organization account have been updated.
5. The EMS agency's senior management checks Attestation Box 4 in Section VI.A of the PEAP application.



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Bureau Of Emergency Medical Services & Trauma System

150 N. 18th Avenue, Suite 540,
Phoenix, Arizona 85007-3248
602-364-3150

Exhibit – III Provider User Account Authorization

Agency Requesting User Account			
Agency Street Address	Address:		
	City:	State:	ZIP:
Certificate or License Number			
Administrator Approving Request			
Date of Request			

To create a user accounts the Bureau requires the following information:

Type of User Account Requested	Org Coordinator:	Fleet Manager:	
	<i>Organization are limited to one Org Coordinator</i>		
First Name			
Last Name			
Date of Birth*			
<i>*The user's actual birthdate is not required. A user may select any memorable date, as long as the date makes the user older than 18 years.</i>			
Work Address	Address:		
	City:	State:	ZIP:
Work Phone Number			
Gender			
Email Address			
<i>Email address cannot be the same as or contain the User's EMCT certificate number</i>			
Veteran Status:		Yes:	No:

Once a Bureau staff member has created the account, the user will receive an email containing an account number and registration instructions.

Official Use Only:



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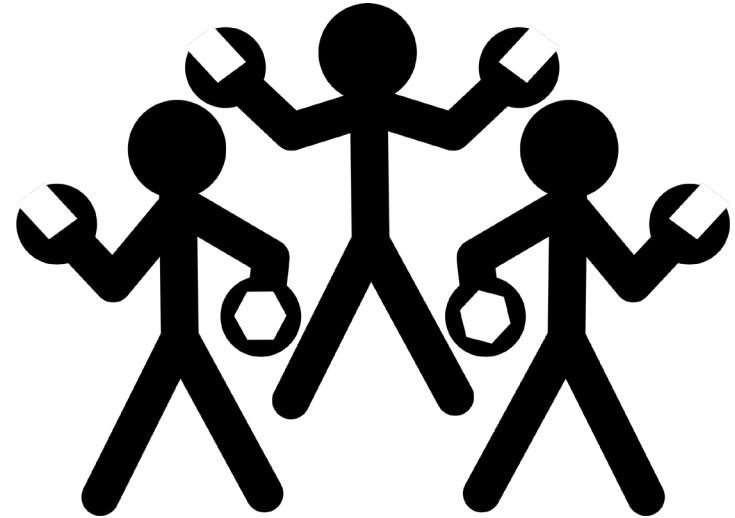
150 N. 18th Avenue, Suite 540,
Phoenix, Arizona 85007-3248
602-364-3150

Use this Page for Entering Additional information

Type of User Account Requested	Org Coordinator:	Fleet Manager:	
	Organization are limited to one Org Coordinator		
First Name			
Last Name			
Date of Birth*			
*The user's actual birthdate is not required. A user may select any memorable date, as long as the date makes the user older than 18 years.			
Work Address	Address:		
	City:	State:	ZIP:
Work Phone Number			
Gender			
Email Address			
Email address cannot be the same as or contain the User's EMCT certificate number			
Veteran Status:		Yes:	No:

Type of User Account Requested	Org Coordinator:	Fleet Manager:	
	Organization are limited to one Org Coordinator		
First Name			
Last Name			
Date of Birth*			
*The user's actual birthdate is not required. A user may select any memorable date, as long as the date makes the user older than 18 years.			
Work Address	Address:		
	City:	State:	ZIP:
Work Phone Number			
Gender			
Email Address			
Email address cannot be the same as or contain the User's EMCT certificate number			
Veteran Status:		Yes:	No:

EXHIBIT-IV Creating Coordinator/Fleet Manager Accounts



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Draft Version
05/11/2018



Alert!



Only Authorized “Organization Coordinator” and/or “Fleet Managers” with an approved account may receive ambulance registration notifications and submit on-Line registration applications.

A separate AZDHS Bureau account other than an EMCT user account is required to access the ambulance registration module.



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Bureau Staff Activation Process

Registering an individual for either a **Org Coordinator or Fleet Manager** requires Bureau staff to obtain authorization from the organization.

Bureau staff will need the First & Last Name; Date of Birth; Gender; and phone number prior to pre-registration.

Authorization must be obtained in writing by email before adding or changing Org Coordinators or Fleet Managers.



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After Bureau staff has pre-registered an individual, the individual will need to register a new account selecting the appropriate role.



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Helpful Hints



Use personal email addresses for EMCT user accounts

Use business email addresses for Coordinator or Fleet Manager user accounts.



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Emergency Medical Services & Trauma System

[ADHS Home](#) / [Public Health Preparedness](#) / [Emergency Medical Services & Trauma System - Home](#)

Home

Online Services

[EMS Education](#)[EMCT Certification](#)[Ambulance Programs](#)[Medical Direction/Base Hospitals](#)[Trauma Centers](#)[Resilience](#)[Community Paramedicine/ Treat and Refer](#)[Public Health Excellence in Law Enforcement](#)

Home



- Get the latest updates on the AZ opioid epidemic emergency response
- Public Health Excellence in Law Enforcement (PHELE) Recognition Program

Online Services

Services for the public and EMS community using a web-based automated system.

EMS Education

Training and education resources as well as reports and guidelines for instruction.

EMCT Certification

Info and resources on the inline application process for EMCT certification in AZ.

Ambulance Programs

Air and ground ambulance information, applications and reports.

Access the Bureau web page by clicking [ADHS - Emergency Medical Services & Trauma System - Home](#)

Access the database by clicking “On-Line Services”.



Using the public page
shown here, click “Login”.

The screenshot shows the Arizona Department of Health Services website. The header includes the department's logo, name, and tagline, along with navigation links and a search bar. A red arrow points from the text 'Using the public page shown here, click “Login”.' to the 'Login' link in the navigation bar. Below the navigation bar, there is a welcome message and a list of services. A search form for EMCTs is visible, with fields for First Name, Last Name, and Arizona Certification Number. At the bottom, there is a logo for AZ-ESAR-VHP and a copyright notice.

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Health and Wellness for All Arizonans

Division of Public Health Services
Bureau of Emergency Medical Services & Trauma System

Home Contact EMCT Profile Search **Login** Search AZDHS

Welcome to the Bureau of EMS and Trauma System Automated On-line Services website

The Bureau has automated the certification process which offers more coordinated, reliable and convenient services to Emergency Medical Care Technician's throughout the state which is consistent with the mission of the Bureau *To protect the health and safety of people requiring emergency medical services and promote improvement in Arizona's EMS and trauma system*

The Bureau provides several on-line services for the public and EMS community using a web-based automated system:

- Use the **EMCT Profile Search** feature below to search for any existing Emergency Medical Care Technician (EMCT); or
- If you are enrolling in an Arizona training course and need to **Activate** a user account as a trainee in an approved course; or
- If you are a currently certified EMCT in Arizona (or will be applying) you may **Login** and use this site to submit a recertification renewal application for any offered level of Emergency Medical Care Technician (which includes EMT; Advanced EMT; EMT-199; or Paramedic)
- Before you can login, please **Register** a login account for this website (if you have not already done so)

Search EMCTs

Please enter your search criteria

First Name

Last Name

Arizona Certification Number

Clear Search

The Bureau promotes advanced registration of volunteer health professionals which enables the Arizona Department of Health Services, local health departments and emergency management to rapidly identify and mobilize emergency medical care technicians and other health care professionals who wish to volunteer.

AZ-ESAR-VHP
A Strategic Role of Health Professionals

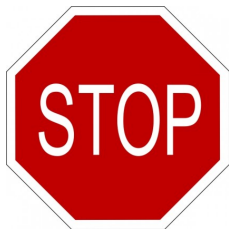
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If you **DO NOT** have a Bureau activated **ORG COORDINATOR** or **FLEET MANAGER** account, contact the Bureau EMS Coordinator assigned to your organization.



The Bureau must obtain approval from your organizations administrator of record before you can be authorized as a Coordinator or Fleet Manager

The screenshot shows the Arizona Department of Health Services (AZDHS) website. The header includes the AZDHS logo, the text "ARIZONA DEPARTMENT OF HEALTH SERVICES" and "Health and Wellness for All Arizonans", and the "Division of Public Health Services" and "Bureau of Emergency Medical Services & Trauma System". The navigation bar contains links for "Home", "Contact", "EMCT Profile Search", and "Login". A search bar is labeled "Search AZDHS". The main content area has a heading "Welcome to the Bureau of EMS and Trauma System Automated On-line Services website". Below this, a paragraph states: "This web site is a secure and encrypted system managed by The Bureau of Emergency Medical Services and Trauma System. It is restricted to Arizona Emergency Medical Care Technicians ('EMCT'), regulated Arizona EMS organizations, and Emergency Medical Care Technician applicants requesting Arizona certification." Another paragraph says: "A user must [Register](#) an account and be approved by Bureau staff before they may enter the secure environment of this site." The login section is titled "Registered User Login (EMCTs, Proxies, Coordinators)" and contains fields for "Logon Name *" and "Logon Password *", a "Login" button, and links for "Forgot your password? [Reset Password](#)" and "Forgot your username? [Send Username](#)". At the bottom, a box promotes volunteer registration with the text "The Bureau promotes advanced registration of volunteer health professionals which enables the Arizona Department of Health Services, local health departments and emergency management to rapidly identify and mobilize emergency medical care technicians and other health care professionals who wish to volunteer." and a logo for "AZ-ESAR-VHP" (Arizona Statewide Volunteer Health Professionals).

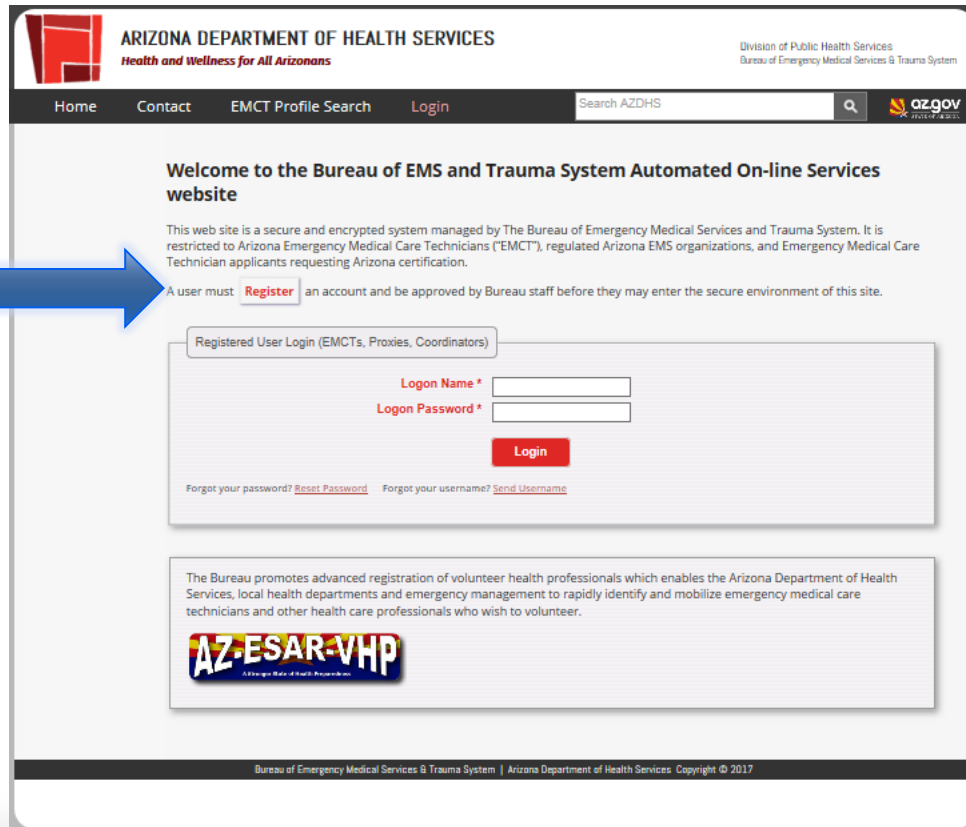


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Click on **Register** shown here to begin registration process for **Coordinator or Fleet Manager Accounts**.

Note: You must have your pre-registered Bureau provided **Fleet Manager ID Number** available when prompted.



The screenshot shows the Arizona Department of Health Services website. The header includes the department's logo, name, and tagline "Health and Wellness for All Arizonans". The navigation bar contains links for Home, Contact, EMCT Profile Search, and Login, along with a search bar and the az.gov logo. The main content area is titled "Welcome to the Bureau of EMS and Trauma System Automated On-line Services website". It contains a paragraph explaining the website's purpose and a "Register" link. A blue arrow points to the "Register" link. Below the "Register" link is a "Registered User Login (EMCTs, Proxies, Coordinators)" section with fields for "Logon Name" and "Logon Password", a "Login" button, and links for "Forgot your password?" and "Forgot your username?". At the bottom of the page is a footer with the text "Bureau of Emergency Medical Services & Trauma System | Arizona Department of Health Services Copyright © 2017".

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Division of Public Health Services
Bureau of Emergency Medical Services & Trauma System

Home Contact EMCT Profile Search Login Search AZDHS

Welcome to the Bureau of EMS and Trauma System Automated On-line Services website

This web site is a secure and encrypted system managed by The Bureau of Emergency Medical Services and Trauma System. It is restricted to Arizona Emergency Medical Care Technicians ("EMCT"), regulated Arizona EMS organizations, and Emergency Medical Care Technician applicants requesting Arizona certification.

A user must **Register** an account and be approved by Bureau staff before they may enter the secure environment of this site.

Registered User Login (EMCTs, Proxies, Coordinators)

Logon Name *

Logon Password *

Login

Forgot your password? [Reset Password](#) Forgot your username? [Send Username](#)

The Bureau promotes advanced registration of volunteer health professionals which enables the Arizona Department of Health Services, local health departments and emergency management to rapidly identify and mobilize emergency medical care technicians and other health care professionals who wish to volunteer.

AZ-ESAR-VHP
Arizona State of Health Professionals

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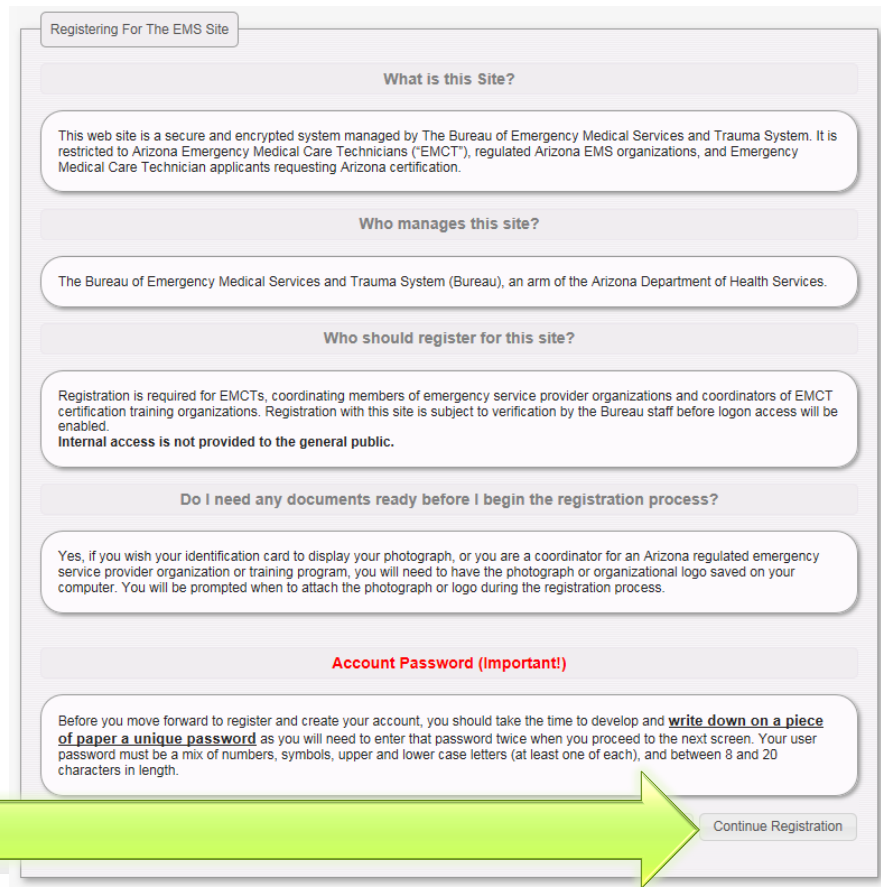


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After clicking **“Register”** a frequently asked questions screen will appear.

When ready, click **“Continue Registration”** at the bottom right of the screen, shown here...



Registering For The EMS Site

What is this Site?

This web site is a secure and encrypted system managed by The Bureau of Emergency Medical Services and Trauma System. It is restricted to Arizona Emergency Medical Care Technicians ("EMCT"), regulated Arizona EMS organizations, and Emergency Medical Care Technician applicants requesting Arizona certification.

Who manages this site?

The Bureau of Emergency Medical Services and Trauma System (Bureau), an arm of the Arizona Department of Health Services.

Who should register for this site?

Registration is required for EMCTs, coordinating members of emergency service provider organizations and coordinators of EMCT certification training organizations. Registration with this site is subject to verification by the Bureau staff before logon access will be enabled.
Internal access is not provided to the general public.

Do I need any documents ready before I begin the registration process?

Yes, if you wish your identification card to display your photograph, or you are a coordinator for an Arizona regulated emergency service provider organization or training program, you will need to have the photograph or organizational logo saved on your computer. You will be prompted when to attach the photograph or logo during the registration process.

Account Password (Important!)

Before you move forward to register and create your account, you should take the time to develop and **write down on a piece of paper a unique password** as you will need to enter that password twice when you proceed to the next screen. Your user password must be a mix of numbers, symbols, upper and lower case letters (at least one of each), and between 8 and 20 characters in length.

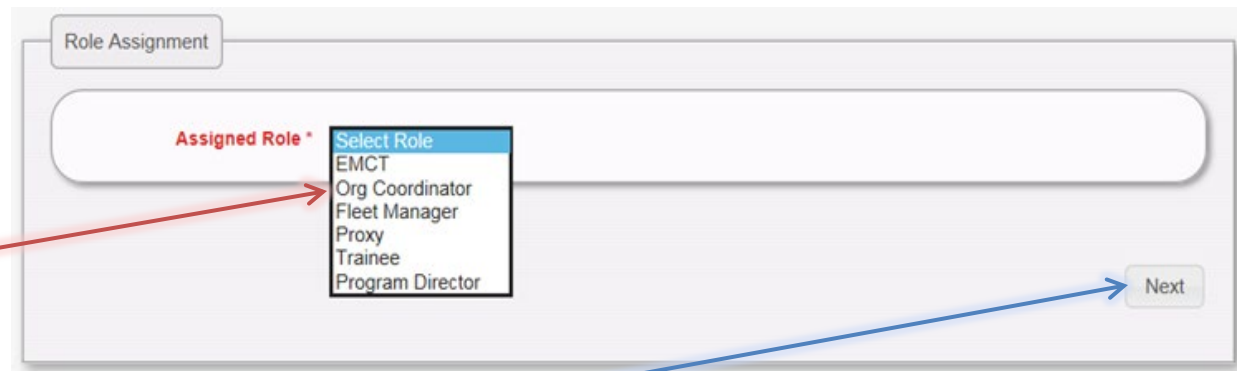
Continue Registration



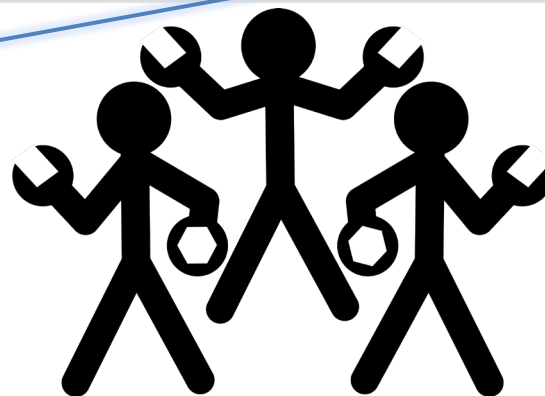
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In the Role Assignment screen, select the **Assigned Role** for which you have been registered. For this purpose **Fleet Manager** or **Org Coordinator** . Click “Next”.



The screenshot shows a web interface titled "Role Assignment". It features a large input field labeled "Assigned Role *". A red arrow points from the text "Assigned Role" in the instructions to this field. A dropdown menu is open, showing a list of roles: "Select Role", "EMCT", "Org Coordinator", "Fleet Manager", "Proxy", "Trainee", and "Program Director". A blue arrow points from the text "Click 'Next'" in the instructions to a "Next" button located at the bottom right of the form.



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Assigned Role * Fleet Manager ▼

Click on a row in the table to assign this user to that Organization

Please select 'Not Employed' as Organization if you are not employed . Please select 'Non-EMS Employer' as Organization if you don't see your organization/agency in the list below.

Filter Orgs by Name Ron

Organization	Type	City
RonsTestGAROrg	Ground Ambulance	Phoenix

Showing 1 to 1 of 1 entries

RonsTestGAROrg

☒ Is this the Primary Organization Assignment?

Next

You will be asked to select which Organization(s) you are associated with.

Begin typing the organization name in this field. The system will search for that organization.

When correct organization is displayed, click next to **Organization** name in the blank space. (do not click on the name itself)

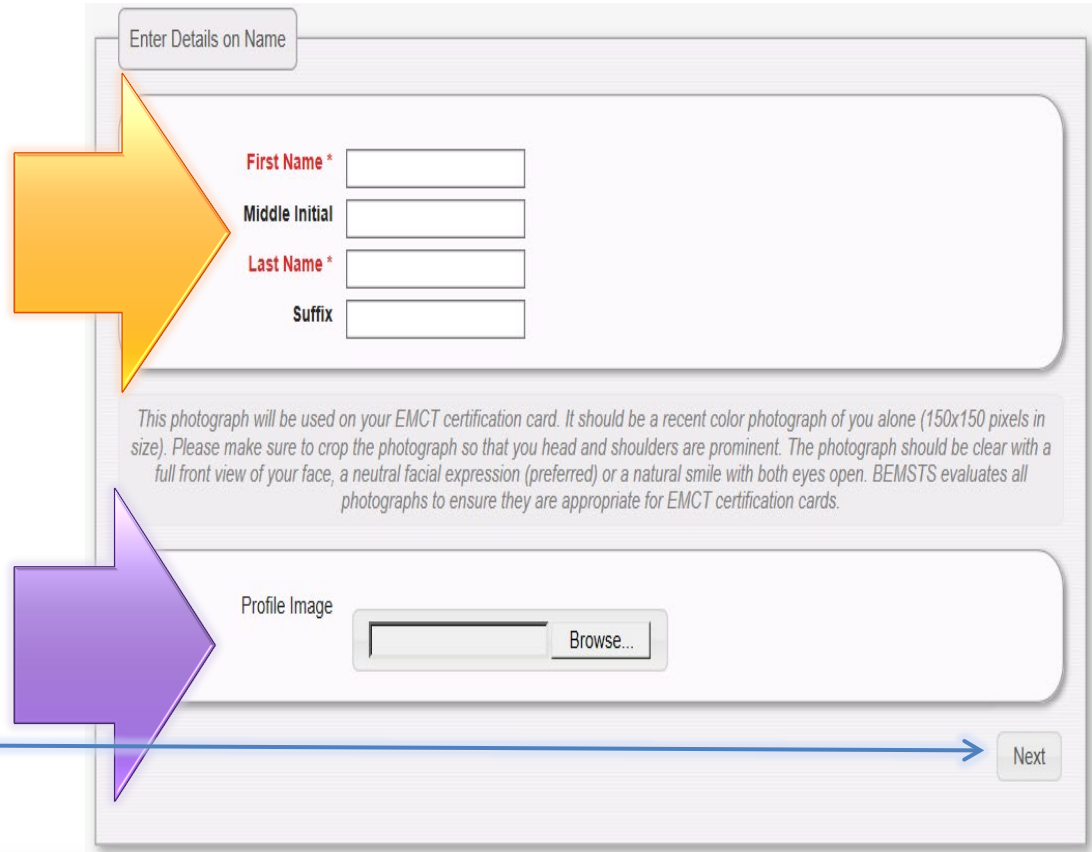
Once you've been attached as the **Primary Organization Assignment** click Next.



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Fill in your name, you may upload a photograph or company logo to appear on your screen when signed into the Fleet Manager System.



Enter Details on Name

First Name *

Middle Initial

Last Name *

Suffix

This photograph will be used on your EMCT certification card. It should be a recent color photograph of you alone (150x150 pixels in size). Please make sure to crop the photograph so that you head and shoulders are prominent. The photograph should be clear with a full front view of your face, a neutral facial expression (preferred) or a natural smile with both eyes open. BEMSTS evaluates all photographs to ensure they are appropriate for EMCT certification cards.

Profile Image

Click “Next” to proceed.



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Notice the pre-registered field has been checked.

This indicates Bureau staff has completed the pre-registration and allows the individual to proceed.

Enter Details on Contact Information

☒ Pre-registered

Date of Birth * 09/25/1958

Gender * Male

Fleet Manager Id FLT-00-0040

Military Veteran

Military Veteran ☐ Yes ☒ No

Contact Phone Number(s)

x

Phone Number * (602) 364-3182

Phone Number Type * Home

Extension

We need at least one

Add Another Phone Number

Next



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Enter Username and Password

Please pick out a unique logon username and a secure password. You will use these whenever you need to log into this site.

(do not share your password with anyone, including the Proxy who manages your Organization; they can manage your account without needing to login with your credentials).

Login Id *

Login Password *

Confirm Password *

Please make sure to provide us with an email address that you actively use. We will use it to inform you of time-sensitive information (such as an expiring Certificate or to alert you of corrections needed on any of your Applications). This is also the means by which you can reset your account password in case you forget it and forget the answer to your challenge question above.

Email Address *

Confirm Email *

Next

This screen requires the new **Coordinator or Fleet Manager** to create a user name and password for this account.

Keep your user information separate from any other Bureau accounts already used in the database.

It's best to use your office email address for this account.



ARIZONA DEPARTMENT
OF HEALTH SERVICES

Health and Wellness for all Arizonans

If you get,
“That email address is
already in use”, error
use a different email
address.

Note: This address will
receive ambulance
registration renewal
notifications, application,
and payment receipts.
Enter an email address
you trust.

⚠️ That email address is already in use by another registered user

Enter Username and Password

Please pick out a unique logon username and a secure password. You will use these whenever you need to log into this site.

(do not share your password with anyone, including the Proxy who manages your Organization; they can manage your account without needing to login with your credentials).

Login Id * Test999

Login Password *

Confirm Password *

Please make sure to provide us with an email address that you actively use. We will use it to inform you of time-sensitive information (such as an expiring Certificate or to alert you of corrections needed on any of your Applications). This is also the means by which you can reset your account password in case you forget it and forget the answer to your challenge question above.

Email Address * ron.andersona@azdhs.g

Confirm Email * ron.andersona@azdhs.x

Next



ARIZONA DEPARTMENT
OF HEALTH SERVICES

Health and Wellness for all Arizonans

Finalize User

Name

Address

Details

Role Assignment

Logon Credentials

Name

William Test TestWilliam

Change Name

Discard / Cancel

Submit

The final screen allows information submitted to be reviewed. Click on each tab, to display the content , edit if necessary.

If the information is correct, click **Submit**. You will receive a notice as shown on the next screen.



ARIZONA DEPARTMENT
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The screenshot shows the Arizona Department of Health Services website. At the top, the logo and name are on the left, and the division name is on the right. A navigation bar contains links for Home, Contact, EMCT Profile Search, and Login, along with a search bar. A red banner at the top of the main content area displays a confirmation message. Below this, a heading welcomes users to the Bureau of EMS and Trauma System Automated On-line Services website. A paragraph explains the site's security and user restrictions. A user must register and be approved by Bureau staff. A login form for registered users is visible, with fields for Logon Name and Logon Password. A modal window titled 'Message from webpage' is overlaid on the login form, displaying the same confirmation message and an 'OK' button. An arrow points from the text 'Click "OK" to exit the system' to the 'OK' button. At the bottom of the page, there is a footer with the Bureau's name and copyright information.

ARIZONA DEPARTMENT OF HEALTH SERVICES
Health and Wellness for All Arizonans

Division of Public Health Services
Bureau of Emergency Medical Services & Trauma System

Home Contact EMCT Profile Search Login Search AZDHS az.gov

Thank you WilliamTest TestWilliam! Your new account is being processed and will be reviewed and approved shortly

Welcome to the Bureau of EMS and Trauma System Automated On-line Services website

This web site is a secure and encrypted system managed by The Bureau of Emergency Medical Services and Trauma System. It is restricted to Arizona Emergency Medical Care Technicians ("EMCT"), regulated Arizona EMS organizations, and Emergency Medical Care Technician applicants requesting Arizona certification.

A user must [Register](#) an account and be approved by Bureau staff.

Registered User Login (EMCTs, Proxies, Coordinators)

Logon Name *
Logon Password *

Forgot your password? [Reset Password](#) Forgot your username? [Sign Up](#)

Message from webpage

Thank you WilliamTest TestWilliam! Your new account is being processed and will be reviewed and approved shortly

OK

The Bureau promotes advanced registration of volunteer health professionals which enables the Arizona Department of Health Services, local health departments and emergency management to rapidly identify and mobilize emergency medical care technicians and other health care professionals who wish to volunteer.

AZ-ESAR-VHP
A Stronger State of Health Preparedness

Bureau of Emergency Medical Services & Trauma System | Arizona Department of Health Services Copyright © 2018

The system has accepted the submission and is displaying that the new account is being processed. Your account will be approved as soon as Bureau staff activates the account.

Bureau staff may be in the field and not available to see your submission right away.

Click "OK" to exit the system

AZDHS Staff Contact Information

Dewey Anderson 602-364-3178 Dewey.Anderson@azdhs.gov

Margo Vinson 602-542-8028 Margo.vinson@azdhs.gov

Steve Foster 602-364-3183 Steven.foster@azdhs.gov

Noreen Adlin, Manager 602-364-3275 noreen.adlin@azdhs.gov



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The End



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