



Step 1: Sign In to IGEMS

- Go to the IGEMS portal and sign in using your credentials.
- **Note:** You must have Agency Administrator privileges for the agency you are applying for. If you do not have these privileges, contact the EMS Bureau.

Step 2: Access Agency

- Once signed in, navigate to the "Agency" section in the IGEMS dashboard.

Step 3: Select the Proper Agency (If Applicable)

- If you are affiliated with multiple agencies, make sure to select the correct one before proceeding.
- Click on the link of the selected agency.

Step 4: Review Agency Details for Accuracy

- Carefully review the agency details displayed, ensuring that all information is accurate and up to date.

Step 5: Access Agency Applications

- After reviewing the agency details, click on the "Applications" tab.
- Then, select "View Agency Applications" to access the list of available applications.

Step 6: Select the Appropriate Application

- From the list of agency applications, choose the relevant application that you wish to start.

Step 7: Start the Application

- Click on "Start Application" to begin the process.

Step 8: Service Types and Operational Declarations

- Complete the section on the types of services your agency provides and any necessary operational declarations.

Step 9: Enter Annual Historical Call Volume Data

- Input the historical call volume data for your agency for the previous year.

Step 10: Document License Changes

- Make note of any changes to licenses that occurred during the prior year and document them within the application.

Step 11: Update Staffing Plan

- Complete or update your agency's staffing plan, ensuring all roles are accurately reflected.

Step 12: Verify Base Locations, Equipment, and Vehicles

- Review and verify your agency's base locations, equipment, and vehicle details for accuracy.
- If necessary, update any information regarding these resources.

Step 13: Make Allowed Changes in the Application

- Review any sections of the application where changes are allowed and make necessary updates.

Step 14: Attach Required Documentation

- Upload and attach all required documentation and paperwork, as per the application instructions.

Step 15: Sign and Submit the Application

- Once everything is reviewed and completed, sign the application electronically.
- Submit the application through IGEMS.

Step 1: Sign in to IGEMS.



IGEMS

IDAHO'S GATEWAY FOR EMERGENCY MEDICAL SERVICES

BUREAU OF EMERGENCY MEDICAL SERVICES & PREPAREDNESS

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Account Login

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Welcome to the Idaho Gateway for EMS (IGEMS) license management system for EMS Personnel and Agencies in the State of Idaho.

With your help, we can streamline processes within IGEMS to make it the most user-friendly license management system. We ask that you help us identify issues by communicating those to us as you experience them. Contact information is at the bottom of each page.

EMS Personnel & Agency license statuses can be check without an account or logging into IGEMS by using the [Lookup](#) option on the left.

Login

[Forgot Username?](#)

☐ Show

[Forgot Password?](#)

Sign in to your account.

Note: you must be an Agency Administrator for the agency you are applying for, and you must have those permissions in IGEMS. If you are the Agency Administrator but do not have administration privileges in IGEMS, contact the EMS Bureau

Step 2: Access Agency



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All Service

Click the name of the service to view additional details about it. Use the search box to find a specific service or click the alphabet links to look for services beginning with a specific letter.

Agency	Life Support-Clinical Level	Physical Address	City	County	Phone	Primary
*AAA Archer Air Ambulance- Test Agency (3176)	ALS-Critical Care	2220 Old Penitentiary Rd	Boise	Ada	208-334-4000	☒
*NEMSIS Update Test (10045)	ALS-Critical Care	2224 Old Penitentiary Rd	Boise	Ada	208-555-5555	☐

Step 3: If you are affiliated with multiple agencies, verify that you have selected the proper agency, then click on the link.



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All Service

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GO CLEAR

Agency	Life Support-Clinical Level	Physical Address	City	County	Phone	Primary
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*NEMSIS Update Test (10045)	ALS-Critical Care	2224 Old Penitentiary Rd	Boise	Ada	208-555-5555	☐

Click on the
renewing
Agency.

Step 4: Review Agency Details for Accuracy

Review all sections in the red box for accuracy by clicking on each link. Make any necessary changes now, because you will not be able to update this info during the application process

- Applications
- Education
- Agency**
 - Details
 - Policies
 - Medical Directors
 - Personnel
 - Stations
 - Vehicles
 - Documents
 - Service Areas
 - Inspections
- Inspections

*AAA Archer Air Ambulance- Test Agency (3176)

2220 Old Penitentiary Rd, Boise, Idaho 83712
ALS - Paramedic -- Issued: 11/30/2020 -- Expires: 11/30/2024

Agency Details

Click the arrows beside a header to expand or collapse each section of information.

Demographics | Organization

Details

Name: *AAA Archer Air Ambulance- Test Agency

Sync Method: No Sync

Elite Region: **Training Region

Synced To Elite: Yes

Elite Agency State: Default State

Agency Classifications: ALS Direct Bill

Active Account: Yes

Step 5: After reviewing agency data for accuracy, click on “Applications.” Then click on View Agency Applications.

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Click on Applications.

Available Applications

Click "View My Applications" to view provider applications.

Agency Administration can select one of the "View Agency Applications" buttons to view the Agency licenses and forms you can apply to for that service.

***MacGyver, Idaho (317#)**
Paramedic
Issue Date: 09/05/2019
Expiration Date: 05/19/2025

View My Applications

AAA Archer Air Ambulance- Test Agency (3176)
2220 Old Penitentiary Rd, Boise, Idaho 83712
ALS - Paramedic -- Issued: 11/30/2020 -- Expires: 11/30/2024

View Agency Applications

Click on View Agency Applications

Step 6: Select Application

Welcome, Idaho *MacGyver | Logout

Available Applications

Click "Apply Now" next to one of the licenses to apply to that license for this service.

My Applications | Service Applications

Filter By Service: *AAA Archer Air Ambulance- Test Agency (3176)

Applications	Action
Agency License - Renewal State approved EMS agency license.	Apply Now
Optional Modules Addendum Update optional modules approved for the agency.	Apply Now
Agency Roster Personnel Role Updates Agency Administrators can update the positions held by Agency Personnel when they become credentialed, agency administrators or approved for OMs.	Apply Now
Update Vehicle Information Update current vehicle information.	Apply Now

Click on Agency License - Renewal "Apply Now"

Step 7: Start the Application.

The screenshot shows the IGEMS (Idaho's Gateway for Emergency Medical Services) website. The header includes the IGEMS logo and the text "IDAHO'S GATEWAY FOR EMERGENCY MEDICAL SERVICES" and "BUREAU OF EMERGENCY MEDICAL SERVICES & PREPAREDNESS". A navigation bar contains links: IdahoEMS.org, NREMT, TRAIN Idaho, CHU Background Check, EMS Licensure, Education, EMSPC, EMSAC, and IGEMS-PCR. A user is logged in as Idaho MacGyver. The left sidebar shows a "My Account" menu with options: Applications, Checkout, Transaction, Review, Training, Agency, Inspections, and Lookup. The main content area is titled "Agency Renewal - rev. 12-18" and shows a progress bar with steps: Agency License, Annual Data Reporting, Personnel Staffing Plan, Stations & Vehicles, Agency Administrator Sign & Verify, and Agency Demographic Information. The current step is "Agency Demographic Information". The page title is "Idaho Bureau of Emergency Medical Services & Preparedness EMS Agency Licensing - Renewal Application". A note says: "**Verify this is the correct agency. Contact your Field Coordinator if it is incorrect.**". The "Renewing Agency" field is "AAA Archer Air Ambulance - Test Agency". Below is the "AGENCY DEMOGRAPHICS" section with a note: "**Update any missing or incorrect information in the fields below.**". The fields are: *Organization Status (Mixed), *Organization Type (Private, Non-hospital), and *Organizational Tax Status (For Profit). All three fields have a checkmark icon.

As you complete these questions, continue to scroll down the page.

All of the initial information will auto-fill. If any changes to this page are required, use the drop-down menu to change it.

Step 8: Service Types and Operational Declarations.

The screenshot shows the IGEMS website with the header "IDAHO'S GATEWAY FOR EMERGENCY MEDICAL SERVICES" and "BUREAU OF EMERGENCY MEDICAL SERVICES & PREPAREDNESS". The page title is "LICENSED SERVICE TYPES & OPERATIONAL DECLARATIONS". A note says: "Review the Operational Declarations for the Agency's Service Types." The "License Number" field is "3176". The "License Status" is "Active". The "Permitted Clinical Level" is "Paramedic/ALS Critical Care". The "Ambulance License" section has "CC Paramedic Transfer" and "Paramedic Prehospital" selected. The "Non-Transport License" section has "Paramedic-CHEMS" selected. The "Air Medical License" section has "Paramedic-Transport" selected. A red banner at the bottom says: "**Do not make changes to the Operational Declarations.**" and "Contact your Field Coordinator with any questions regarding the current Service Types and Operational Declarations." A "Next" button is at the bottom right.

You may not make changes to this section. Any changes to this section will require a new initial application.

When this page is complete, review it for accuracy, then select "Next."

Step 9: Annual Historical Call Volume Data



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Welcome, Idaho "MacGyver" | [Logout](#)

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Agency License | Annual Data Reporting | Personnel Staffing Plan | Stations & Vehicles | Agency Administrator Sign >

Section 1

ANNUAL HISTORICAL CALL VOLUME DATA

Each agency must submit a categorized breakdown of historical call volume for the preceding year of operation.

*Enter the Total Call Volume for the last complete calendar year.

*Enter the percent of Total Calls that required patient transport.

*Agency's average response time within the geographic coverage area during daylight hours in ideal weather:
☐ Less than 5 min ☐ 5-10 min ☐ 10-15 min ☐ 15-20 min ☐ 20-30 min ☐ 30 min ☐ greater than 30 min

*The longest response time within the geographic coverage area, responding to an emergency call in ideal weather during daylight hours:
☐ Less than 5 min ☐ 5-10 min ☐ 10-15 min ☐ 15-20 min ☐ 20-30 min ☐ 30-45 min ☐ Greater than 45 min

*Number of calls in the last calendar year to the area with the longest projected response time:
☐ Less than 10 ☐ 10-20 ☐ 21-50 ☐ 51-100 ☐ 101-200 ☐ 201-300 ☐ Greater than 300

*Describe the beginning point of the longest response time:

*Describe the ending point of the longest response time:

NEW LICENSING DURING PRIOR YEAR

*Check all that apply to your agency from this past year:
☐ Obtained a license for a new Service Type/Clinical Level/Operational Declaration
☐ Changed the clinical level of licensed personnel & utilities
☐ Changed geographic coverage area (except by agency annexation)
☐ Discontinued providing patient transport services
☐ None of the above

Answer these questions based on your agency's call data from the previous year.

After answering these questions, scroll down the page.



Step 10: Document any license changes during prior year.



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Section 1

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*Number of calls in the last calendar year to the area with the longest projected response time:
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☐ Changed the clinical level of licensed personnel & utilities
☐ Changed geographic coverage area (except by agency annexation)
☐ Discontinued providing patient transport services
☐ None of the above

If your agency has made any of these changes to your license, select the appropriate changes. If no changes were made, select "None of the above."

When this page is complete, select "Next."

Step 11: Staffing Plan



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Agency License Annual Data Reporting **Personnel Staffing Plan** Stations & Vehicles Agency Administrator Sign &

PERSONNEL STAFFING

Personnel Providing Patient Care

Must hold an active EMS Personnel license or current AEMT Certificate. Must be credentialed to practice under the supervision of the agency Medical Director. Must be reported as either Volunteer (compensated or uncompensated) or Career (Full-time or Part-time) to the EMS Bureau. Must only use OH Skills, identified by the Medical Director's current OH Addendum, after successfully completing required training/testing and receiving credentialing from the Medical Director.

Review the Agency's Personnel Roster. Ensure the agency has completed a current Agency Roster Role Update form with the Personnel Roster Required Information listed below.

*I have updated Personnel to reflect the following required information on the roster:

☐ Credentialled Provider - Providers are licensed and have been credentialled by the agency Medical Director to provide patient care

☐ Credentialled-OM Skills - Providers trained and credentialled to perform one or more skills approved on the OM Addendum

☐ All personnel have been identified as either Career Full-time and Part-time or Volunteer Compensated or Uncompensated Providers

24-HOUR RESPONSE STAFFING PLAN

*Does your agency have a 24-Hour Response Waiver approved by the Bureau?

☐ Yes ☐ No

*Describe how the staffing plan ensures appropriately licensed personnel are available to provide the required care.

EMS PERSONNEL INJURIES/ DEATHS

*Number of Provider line-of-duty injuries in prior calendar year?

*Number of Provider line of duty deaths in prior calendar year?

License renewals require updated rosters of all providers and their credentials. If you have not updated your agency's roster, you must do so prior to having the agency's license renewed. Go back to steps 3-5 to make changes.

Document any employee on-duty injuries or deaths here.

Describe your staffing plan to cover your agency's hours of availability. 24/7 coverage is required at your agency's license level unless your agency has received a waiver of 24/7 coverage from the EMS Bureau.

Review this page for accuracy, then select "Next" in the lower left corner.

Step 12: Verify base locations, equipment, and vehicles of your agency.



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Agency License Annual Data Reporting Personnel Staffing Plan **Stations & Vehicles** Agency Administrator Sign &

AGENCY STATION LOCATIONS

You can Add/Update new stations on this list. DO NOT Delete stations on this page. If you believe you need to delete a station contact the Bureau at (208) 334-4000.

Station Name	Station Number	Postal Code	City	County	State
State Historical Society	17	83712	Boise	Ada	Idaho
State Labs 1	1	83712	Boise	Ada	Idaho
test	123	55044	Lakewood	Dakota	Minnesota
The 1st Cave	1H2	07001	Avon	Middlesex	New Jersey

[Add Another](#)

VERIFICATION OF VEHICLES & EQUIPMENT

Each agency will verify on the renewal application the list of vehicles in use by the agency and the number of those that have been involved in vehicle crashes during the last calendar year.

*Does your agency have any current Equipment Modifications approved by the Bureau?

☐ No

☐ Yes we have an Equipment Exception allowing alternative equipment

☐ Yes we have an Equipment Exception removing an equipment requirement.

*Were any Agency vehicles involved in crashes during the last calendar year?

☐ Yes ☐ No

Keep Active?	Unit Number	Call Sign	Type	Year Make	Chassis Manufacturer	Model	Vehicle Make	Year Make	Grant Status	Purchase Date
☒ Yes	Yes	9884	Volunteer Ambulance	H2055	1995 GMC	Chemical/Bel Air	Set Air	190,250	Grant Vehicle	October 31, 2004
☒ Yes	Yes	981	Asst. Ambulance	1A 3403	1982 Chevrolet			2/1980	Non-Grant Vehicle	January 26, 2017
☒ Yes	Yes	1st R	Asst. Ambulance	QU112	2018 Other		A-1111	1,000,000	Grant Vehicle	April 11, 2017

Note: you can **add** bases and vehicles, but you cannot **delete** bases on this page. If you must delete bases from your list, go back to steps 3-5.

Verify if your agency has a required equipment modification approval from the Bureau.

If you have added a new base, select "Add Another" and follow the instructions.

When the above steps are completed, scroll down the page.

Step 12, continued

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This section of the page lists the vehicles your agency has documented as being in service.

NOTE: The vehicle information on this page must be accurate and complete! If this list is inaccurate or any information is incomplete, you will be required to update this list prior to being issued a license renewal.

If changes need to be made to this list, select this small icon next to the vehicle that needs to be updated. A new page will open up so changes can be made.

Each agency will verify on the renewal application the list of vehicles in use by the agency and the number of those that have been involved in vehicle crashes during the last calendar year.

*Does your agency have any current Equipment Modifications approved by the Bureau?

☐ No

☐ Yes we have an Equipment Exception allowing alternative equipment

☐ Yes we have an Equipment Exception removing an equipment requirement

*Were any Agency vehicles involved in crashes during the last calendar year?

☐ Yes

☐ No

Keep Active?	Unit Number	Call Sign	Type	DMV #	Year	Make	Chassis Manufacturer	Model	Odometer/Mileage	Grant Status	Purchase Date
☒	Yes	5684	Verstman Ambulance	112505	1956	DMC	Chevrolet, Del Air	Del Air	150,250	Grant Vehicle	October 31, 1984
☒	Yes	801	A-team Quick Response Vehicle	1A 3453	1982	Chevrolet			27000	Non-grant Vehicle	January 26, 2017
☒	Yes	Red 6	Red 6 Air Ambulance Fixed Wing	0UB12	2016	Other		X-Wing	1,000,003	Grant Vehicle - Released	June 8, 2017
☒	Yes	12	Microfilm Falcon	Edification/Reacur	SMOGLR1	1979	Freightliner	Falcon	50,000 light years	Non-grant Vehicle	December 22, 2017
☒	Yes	802	Yellow Sub Water Transportation	0UB12	1989	International		Viator	10,000 leagues	Non-grant Vehicle	February 16, 2018
☒	Yes	181XC	Motorcycle	1A 29429468	1976	Vulco		P360	3464567ty67	Non-grant Vehicle	October 1, 2016
☒	Yes	45	EO 3 Ambulance	3458854	2018	DMC		Figment	12,123	Non-grant Vehicle	April 1, 2018
☒	Yes	Yes	AMBI A						35	Non-grant Vehicle	March 21, 2019

If no changes or updates are needed, select "Next."

Step 12: Continued

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If you selected the icon shown on the previous page in order to make changes to a vehicle, this page will open up.

If the vehicle information needs to be **changed or updated**, follow the instructions to update this vehicle information. When complete, select "Done" at the bottom left of the page.

If the selected vehicle needs to be **removed** from your fleet, select "Remove" at the bottom left of the page.

Public Portal

Web Form Complete: EMS Website Home - Bureau of EMS on...

☒	Yes	Yes	45	EO 3	Ambulance	3458854	2018	DMC	Figment 12,123	grant Vehicle	2018
☒	Yes	Yes	AMBI A		Ambulance	Nexting	2018	Chevrolet	6,950 35	Non-grant Vehicle	March 21, 2019

*Keep?: ☒ Yes ☐ No

Vin #

Find

*Active?: ☒ Yes ☐ No

*Unit Number

Red 6

Call Sign

Red 6

*Type

Air Ambulance Fixed Wing

DMV #

0UB12

*Year

2016

Make

Other

Chassis Manufacturer

Model

X-Wing

Step 13: Changes allowed in application.

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Agency Renewal - rev. 12-18

Renewal Annual Data Reporting Personnel Staffing Plan Stations & Vehicles Agency Administrator Sign & Submit

Section 1

CHANGES ALLOWED ON RENEWAL APPLICATION

The following questions are about changes that can take place on the renewal application. Any other changes may require special waivers or a new license application. Contact our field coordinators if you have changes that aren't represented by these questions.

Any changes made to the geographic coverage area made by agency annexation?
☐ Yes
☐ No

*Any changes to your Dispatch Agreement or Provider?
☐ Yes
☐ No

*Any changes to which external group is providing Extrication Services for your agency?
☐ Yes
☐ No

AGENCY DOCUMENTATION

The following documents are no longer required to be uploaded into IGEMS, but they are still required to be on file at your agency. The Bureau of EMS has the right to request copies of these documents at any time for validation. By selecting "Yes" you are attesting to the fact that these documents are current and available for inspection upon request.

*Current written agreement with the Agency Medical Director
☐ Yes
☐ No

*Current Medical Supervision Plan approved and signed by Medical Director
☐ Yes
☐ No

*Current copy of Medical Guidelines / Protocols (must be reviewed and signed by Medical Director every two years)
☐ Agency uses Idaho EMS Physician Commission Protocols
☐ Agency has copies of internal customized protocols approved by Medical Director
☐ Agency does not have a copy of current protocols

*Copies of all Patient Care Integration Agreements with other agencies
☐ Yes
☐ No
☐ N/A (Our agency does not work with any other agencies)

*Copies of all Mutual Aid agreements with other agencies
☐ Yes
☐ No
☐ N/A (our agency has no mutual aid agreements with other organizations)

AIR MEDICAL DOCUMENTATION

Air Medical EMS agencies must have the following documents uploaded to Agency Policies in IGEMS.

*Current/Updated documents for NonDiscrimination, Weather Turn Down, Patient Destination Procedures, Safety Program, and

90%

Step 14: Required documentation and paperwork.

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IdahoEMS.org NREMT TRAIN Idaho CHU Background Check EMS Licensure Education EMSPC EMSAC IGEMS-PCR

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*Current written agreement with the Agency Medical Director
☐ Yes
☐ No

*Current Medical Supervision Plan approved and signed by Medical Director
☐ Yes
☐ No

*Current copy of Medical Guidelines / Protocols (must be reviewed and signed by Medical Director every two years)
☐ Agency uses Idaho EMS Physician Commission Protocols
☐ Agency has copies of internal customized protocols approved by Medical Director
☐ Agency does not have a copy of current protocols

*Copies of all Patient Care Integration Agreements with other agencies
☐ Yes
☐ No
☐ N/A (Our agency does not work with any other agencies)

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☐ Yes
☐ No
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AIR MEDICAL DOCUMENTATION

Air Medical EMS agencies must have the following documents uploaded to Agency Policies in IGEMS.

*Current/Updated documents for NonDiscrimination, Weather Turn Down, Patient Destination Procedures, Safety Program, and

90%

All of the documentation listed in this section is required for licensure. By selecting "Yes," you as the agency administrator are attesting that these documents are available for inspection by the Bureau. If you do not have current copies of these documents, you will not receive a renewal licensure until these documents have been received and filed for inspection.

Step 15: Sign and submit the application.



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☐ No
☐ N/A (our agency has no mutual aid agreements with other organizations)

AIR MEDICAL DOCUMENTATION

Air Medical EMS agencies must have the following documents uploaded to Agency Policies in IGEMS.

*Current/Updated documents for NonDiscrimination, Weather Turn Down, Patient Destination Procedure, Safety Program, and Training Program can be found in the agency's IGEMS Policies section.

☐ Yes
☐ No

AGENCY ADMINISTRATION ATTESTING STATEMENT

As the duly authorized representative for the applying EMS Agency, I attest that all information supplied in this application is true and correct to the best of my knowledge. I further attest that the information contained in the application reflects the intended operation for the type of licensure and agree to contact the Bureau with changes to the information provided as required by rule or within 30 days of the change. I understand that licenses issued by the Bureau are nontransferable and must be renewed annually.

Username: macgyver1
Password:

☒ Submit

If you have any questions or concerns while using IGEMS, you can contact the IDHS at EMSPROVLIC@dhw.idaho.gov or 1-877-854-3367

IDAHO DEPARTMENT OF HEALTH & WELFARE
DIVISION OF PUBLIC HEALTH

Review the entire application to make sure it is accurate and complete, then sign the application using your IGEMS password.

After reviewing and signing the application, select "Submit." Once the application has been submitted, it cannot be changed without notifying the EMS Bureau to re-open the application so changes can be made.