

Edition 2025

IGEMS User Guide

*Your How-to-Guide for
Usability in IGEMS*



**IDAHO TIME SENSITIVE
EMERGENCY SYSTEM**
TRAUMA | STROKE | STEMI

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PURPOSE

The Idaho Gateway for EMS (IGEMS) software is an internet-based license management system for EMS personnel and agencies and NOW hospital providers. This software is designed to streamline processes and effectively track statuses. The TSE Branch implemented this management system to eliminate paperwork and allow hospital providers to upload, edit, and access application documents at any time. The purpose of the TSE IGEMS User Guide is to assist our users in successfully submitting an online application.

Please apply online if using a national accreditation (ACS, SCC, DNV, etc.) for any TSE Designation level. You can apply online when renewing by state verification for Trauma Level IV-V, Stroke Level I-III, and STEMI Level I-II.

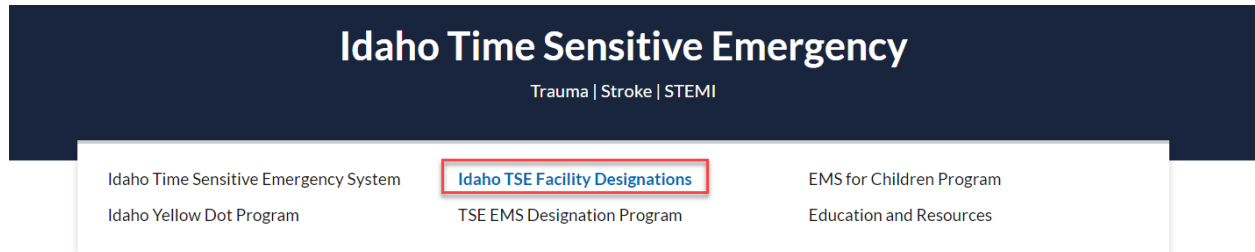
As with any significant change, software glitches are to be expected. Please help us identify issues by communicating those to us as you encounter them. The TSE Branch staff's contact information is listed below. We will do our best to resolve any issue as soon as possible. We hope you will find this management system user-friendly and enhance your TSE application experience.

Please don't hesitate to reach us via email or phone.

Questions regarding a TSE standards contact...
TSE Branch Chief Melissa Ball melissa.ball@dhw.idaho.gov
or 208-334-2124

Questions regarding online applications contact...
TSE Program Specialist Maegan Kautz maegan.kautz@dhw.idaho.gov
or 208-334-4904

To access the public portal for IGEMS, please visit the Idaho TSE System website <https://tse.idaho.gov>. The IGEMS link can be found on the subtab **Idaho TSE Facility Designations** under section **Applications**. Refer to the screenshot below.



Idaho TSE Facility Designations

A TSE designated center is a facility that has voluntarily applied for a TSE designation after meeting criteria in the current TSE Standards Manual set forth by the Idaho TSE System Council. A facility is approved for three years and must remain in compliance with the designation criteria and rules of the Idaho Time Sensitive Emergency System Council.

Applications

Below are the TSE applications for facility designation. The Idaho TSE System has two ways to apply for a designation:

1. An abbreviated application for a facility with a current accredited body verification for trauma, stroke, or STEMI.
2. A full application for a facility currently NOT designated by another entity.

Refer to the current TSE Standards Manual on pages 7-13 for information on the application process, or reference the specific application the facility will be applying for. If you have any application questions, contact the TSE program staff at tse@dhw.idaho.gov.

[APPLY ONLINE THROUGH IGEMS](#) 

- If using a national accreditation (ACS, SCC, DNV, etc.) for any TSE Designation level.
- Or, if renewing by state verification for Trauma Level IV-V, Stroke Level I-III, and STEMI Level I-II.

Use the [IGEMS User Guide](#)  to assist you through your online application process.

After clicking on the link, a new window will open to the **IGEMS public portal login** page. An account has already been created for each facility. Please contact Program Specialist Maegan Kautz to obtain your login username and password. Refer to the screenshot below.

IGEMS
IDAHO'S GATEWAY FOR EMERGENCY MEDICAL SERVICES
BUREAU OF EMERGENCY MEDICAL SERVICES & PREPAREDNESS

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

Account Login
Training
Lookup

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

We are very excited about our new licensure system and the efficiencies it has created. As with any significant change, complications are to be expected. We ask that you will help us identify issues by communicating those to us as you experience them. Contact information is at the bottom of each page. With your help, we can streamline processes within IGEMS to make it the most user-friendly license management system.

****If you have been a student or licensed as an EMS provider prior to October 24th, 2016 you can use the Claim Account option to match your imported information to your IGEMS account.****

Check to see if you have information already imported to IGEMS. [Personnel Lookup](#)

If you do, then claim your account. [Claim my Account](#)

[IGEMS User Guide](#)

Login

Username

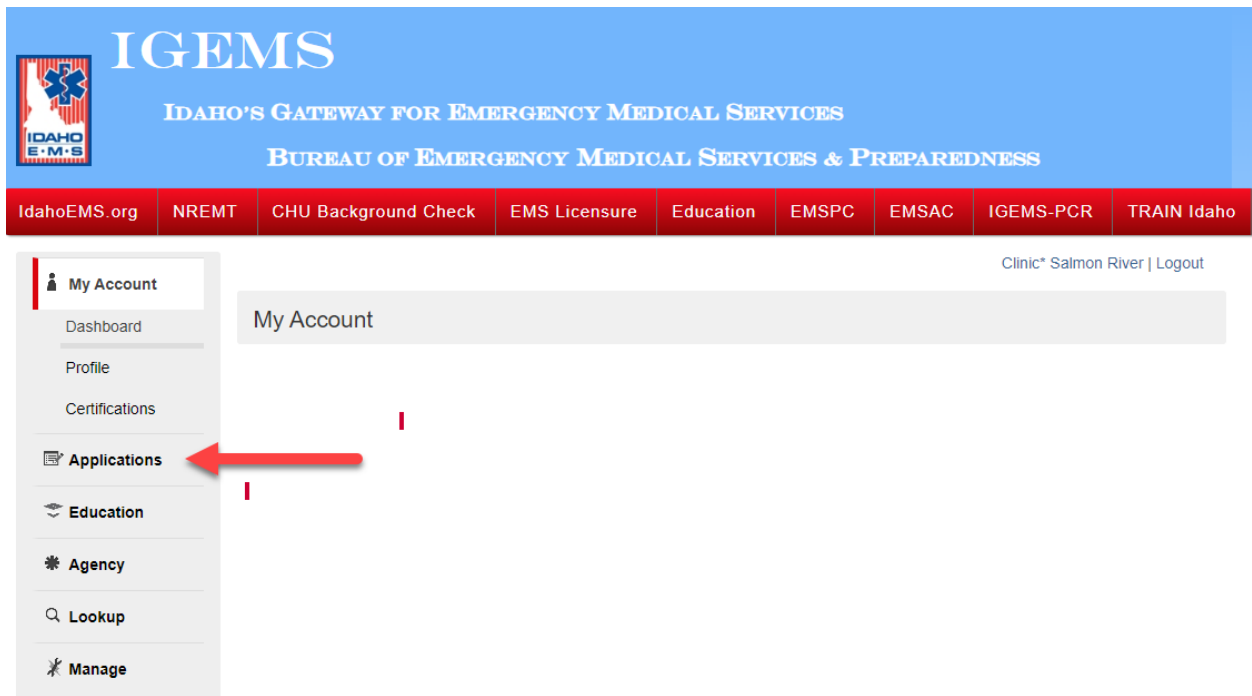
Password

[Forgot Username or Forgot Password?](#)

[Login](#) [Create Account](#)

BEGIN AN APPLICATION

Once logged in to your account, you will begin a TSE application by clicking on the **Application** link located on the menu bar (left side). Then click on the purple **View My Applications** button. From here, select the **Agency Applications** option and click on the purple **Apply Now** button for the type of designation you are interested in applying for. Refer to the next three screenshots.





IGEMS

IDAHO'S GATEWAY FOR EMERGENCY MEDICAL SERVICES

BUREAU OF EMERGENCY MEDICAL SERVICES & PREPAREDNESS

My Account

Applications

Continue

Checkout

Transaction

Review

Education

Agency

Lookup

Manage

Clinic* Salmon River | Logout

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 this service.



View My Applications



View Agency Applications



IGEMS

IDAHO'S GATEWAY FOR EMERGENCY MEDICAL SERVICES

BUREAU OF EMERGENCY MEDICAL SERVICES & PREPAREDNESS

My Account

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Clinic* Salmon River | Logout

Available Applications

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

My Applications

Agency Applications



Salmon River Clinic
 110 Niece Ave, Stanley, Idaho 83278

Applications	Action
TSE - Trauma Designation Trauma Designation - Apply for a new or renew an Idaho TSE - Trauma Designation.	Apply Now
TSE - Stroke Designation Apply for a new TSE - Stroke Designation or Renew a current TSE - Stroke Designation.	Apply Now
TSE - STEMI Designation Apply for a new TSE - STEMI Designation or Renew a current TSE - STEMI Designation.	Apply Now

From here, an application will generate (see the screenshot on the next page) beginning at the **Designation & Profiles** tab. Please select if you are **"applying for a new level of designation"** or **"renewing an existing designation"**. You will not be able to continue until all the questions have been answered.

Note: Any fields marked with a red asterisk * must be filled out.



My Account

Applications

Continue 1

Checkout

Transaction

Review 1

Education

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Lookup

Manage

TSE Trauma Designation

Designation & Profiles

Certification Statement

Associated Fees

Designation Information



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VERSION 2023

Trauma Designation Application

Are you applying for a new level of designation, or renewing an existing designation?

☐ Applying for a new level of designation

☐ Renewing an existing designation

After you have answered these questions, the page will expand for you to enter and verify information under the following sections: **[Trauma, Stroke, or STEMI] Center Information**, **Personnel Profile**, and **Hospital Profile**. Then click the **Save & Next** button (located at the bottom of the page) once the data fields have been completed. Refer to the screenshots on the next page.

Note: Under the **Personnel Profile** section, please fill in the information for the area **[Trauma, Stroke, or STEMI]** you are applying for by replacing the **Name** and **Email** text fields. For example, if you are applying for a Trauma designation, enter the names and emails for the **Trauma Program Manager** and **Trauma Medical Director**.

Personnel Profile

Update the Names and Email addresses IF there have been changes to those Personnel or no information is currently listed.*

*Replace the Name and Email in the text fields that already exist, **DO NOT click the Remove button.**

Title

Hospital Administrator/CEO

Name

Enter Name

Email:

▼ Hospital Profile

Hospital Profile

Number of ED Beds

Number of ED Beds Designated for Critical Patients (Stroke, STEMI, Trauma)

Number of Inpatient Beds

Number of Inpatient ICU Beds

Annual ED Volume

Annual Trauma Volume

Next, you will move on to the **Certification Statement** tab. The **Menu Bar** to print is located above the document: click on the printer icon. Obtain the required signatures and upload the completed document by clicking the **READY TO UPLOAD** radio button. You will know when the upload is successful when the file's name appears next to the **Upload File** button. Then click the **Save & Next** button (located at the bottom of the page) once finished. Refer to the screenshots on the next two pages.

TSE Trauma Designation

Designation & Profiles | **Certification Statement** | Trauma IV Renewal - Leadership | Trauma IV Renewal - Trauma Service

▼ **Certification Statement**

 **IDAHO TIME SENSITIVE
EMERGENCY SYSTEM**
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Required Document

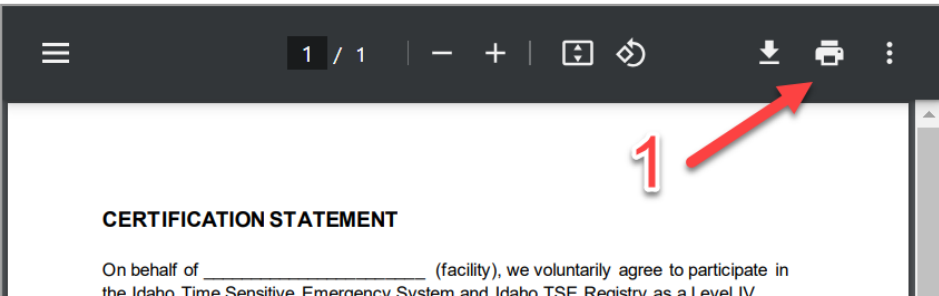
☒ Download the Certification Statement and select READY TO UPLOAD when it's complete

☐ READY TO UPLOAD

2 →

Download a copy of the Certification Statement.

Obtain the required signatures, and upload the completed document below.



1 →

CERTIFICATION STATEMENT

On behalf of _____ (facility), we voluntarily agree to participate in the Idaho Time Sensitive Emergency System and Idaho TSE Registry as a Level IV

Transaction | Review 1

Education | Agency | Lookup | **Manage**

3 →

Choose File Trauma IV Certification Statement 2023.pdf
Max File Size: 23000KB

2 →

Save Cancel

Required Document

☐ Download the Certification Statement and select READY TO UPLOAD when it's complete

☒ READY TO UPLOAD

▼ **Upload Certification Statement**

Upload the completed Certification Statement.

***Certification Statement Upload**

1 →

Upload File

Name
Certification Statement

Document Type
TSE Certification Statement

Applications

- Continue 1
- Checkout
- Transaction
- Review 1
- Education
- Agency
- Lookup
- Manage

Designation & Profiles Certification Statement Trauma IV Renewal - Leadership Trauma IV Renewal - Trauma Service

IDAHO TIME SENSITIVE EMERGENCY SYSTEM
TRAUMA | STROKE | STEMI

Required Document

☐ Download the Certification Statement and select READY TO UPLOAD when it's complete

☒ READY TO UPLOAD

Upload the completed Certification Statement.

*Certification Statement Upload

Trauma IV Certification Statement 2023.pdf

Name
Certification Statement

Document Type
TSE Certification Statement

As you work through the application, please diligently read the criteria/questions in each tab:

Then click on the **Required** radio button acknowledging, **"I have read the requirements and I'm ready to attach supporting documentation."** The page will expand for you to provide one of the following in each section: **upload the required documentation, enter data points, or write a response in a text box.** See examples on the next two pages. Once completed, click the **Save & Next** button (located at the bottom of the page) to move on to the next tab.

Below the Acknowledged heading, please read all blue text. Examples are:

- **Report any changes since previous application...**
- **Transfer agreements must be available at time of site survey.**
- **Centers offering services beyond those required...**

Note: Please continue to scroll down until you have reached the end of the web page to ensure each section has been filled out.

Note: Only one file can be uploaded for the sections requiring documentation upload. Therefore, scan multi documents together into one file, if needed, and then upload.

Applications

Continue 1

Checkout

Transaction

Review 1

Education

Agency

Lookup

Manage

TSE Trauma Designation

Renewal - Leadership

Trauma IV Renewal - Trauma Services

Trauma IV Renewal - PIPS

Trauma IV Renewal - Educ

Leadership

TABS



IDAHO TIME SENSITIVE
EMERGENCY SYSTEM

TRAUMA | STROKE | STEMI

Trauma Level IV Designation Application

Center Mission & Trauma Program

The center and trauma program meets the following criteria:

- Has a current resolution supporting the trauma center from the medical staff and hospital board.
- The trauma program is empowered to address issues that involve all applicable disciplines.

Trauma Medical Director

The Trauma Medical Director meets the following criteria:

- Has the authority and administrative support to lead the program.
- Current in Advanced Trauma Life Support (ATLS).
- Maintains personal involvement in patient care, staff education, and professional development.
- Works with trauma team providers (physicians and advanced practice providers) to ensure appropriate orientation, qualifications, and skill maintenance.
- Has the responsibility and authority to ensure compliance with designation requirements.
- Has accountability for all trauma care and exercises administrative authority for the trauma program.
- Participates in the Performance Improvement and Patient Safety (PIPS) program and attends at least 80% of meetings.
- Chairs the PIPS program, comprised of at minimum the Trauma PI and Trauma Operations Committees. In the Trauma Medical Director's absence, a designee must be identified and chairs the PIPS program.
- A member of the center's disaster committee.

Trauma Program Manager

The Trauma Program Manager meets the following criteria:

- Shows evidence of educational preparation and clinical experience caring for injured patients.
- Has responsibility for the use of trauma registry data for quality improvement and trauma education.
- Works with the Trauma Medical Director to address the multidisciplinary needs of the trauma program.
- Serves as a liaison to local Emergency Medical Services (EMS) agencies and referring/accepting centers.

*Required:

☐ I have read the requirements and I'm ready to attach supporting documentation.

Upload Supporting Documentation

Acknowledged

The Certification Statement will suffice as supporting documentation to show current resolution support from the medical staff and hospital board.

We realize that some documents might not change once policies, protocols, and procedures have been established. Some requirements allow you to report that there have been no changes since the previous application.

*Report any changes since previous application:

☐ Trauma Medical Director job description and/or CV has changed
 ☐ No changes to job description and/or CV in the last 3 years

*Trauma Medical Director ATLS

Upload File

Name

Trauma Medical Director ATLS

Document Type

TSE Trauma Attachments

*Trauma Medical Director PIPS Attendance

Upload File

Name

Trauma Medical Director PIPS Attendance

Document Type

TSE Trauma Attachments

Page expanded and ready for you to upload documents, enter data points, or write a response in a text box.

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IGEMS User Guide

12 | Page

EXAMPLE OF DOCUMENT UPLOAD

▼ Upload Supporting Documentation

Acknowledged

The Certification Statement will suffice as supporting documentation to show current resolution support from the medical staff and hospital board.
We realize that some documents might not change once policies, protocols, and procedures have been established. Some requirements allow you to report that there have been no changes since the previous application.

Read All Blue Text

*Report any changes since previous application:

☒ Trauma Medical Director job description and/or CV has changed
☐ No changes to job description and/or CV in the last 3 years

*Trauma Medical Director Job Description & CV

Upload File

Name
Trauma Medical Director Job Description & CV

Document Type
TSE Trauma Attachments

EXAMPLE OF DATA POINT ENTRY

Acknowledged

Please provide data metrics from the last 12 months.

*Percentage of Physician or APP response time from patient arrival in the ED less than 30 minutes.

*Average of Physician or APP response time from patient arrival in the ED less than 30 minutes.

EXAMPLE OF WRITTEN RESPONSE

*Written Response: Pediatric Readiness

After you have gone through all the tabs, the last tab you reach will always be the **Associated Fees** tab. This tab is where you will submit the completed application. Refer to the screenshot below.

Applications

- Continue 1
- Checkout
- Transaction
- Review 1
- Education
- Agency
- Lookup
- Manage

ima Services Trauma IV Renewal - PIPS Trauma IV Renewal - Education, Outreach, TSE System **Associated Fees**

Associated Fees

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Trauma Designation Application

Site Survey and/or Designation Fees

Level IV designation is valid for three years with a fee of \$12,000. The designation fee is split into three annual payments of \$4,000.
TSE Site Survey Fee of \$1,500 is due prior to the survey.
Mail the \$5,500 payment of the first year designation & site survey fee to:

Make checks payable to: Bureau of EMS and Preparedness
Idaho Department of Health & Welfare
Bureau of EMSP-TSE Program c/o Revenue Operations
PO Box 83720
Boise, ID 83720

Please contact the TSE Program staff if an invoice is needed to generate a check.

TSE Program staff will notify you within 10 business days of receipt of the application and confirm that the application is complete.

☒ Submit

INCOMPLETE APPLICATION

You will not be able to submit your application if you have skipped over unanswered questions and/or not attached documentation. See an example on the next page of an incomplete application if the **Submit** button is clicked.

Note: If you believe you have received this message in error, please contact the TSE Branch staff to help resolve the issue.

TSE Trauma Designation

Validation Failed! Please supply all required information.

- Certification Statement Upload
- Trauma Medical Director Job Description & CV
- Trauma Medical Director ATLS
- Trauma Medical Director PIPS Attendance
- Report Changes
- Percentage of Physician or APP Response Time
- Average of Physician or APP Response Time
- ATLS Tracking Log
- Criteria for Graded Activation
- Patient Admission & Transfer Protocol
- Trauma Team Response
- Pediatric Readiness
- Surgical Specialists List
- Anticoagulation Reversal Protocol
- Psychological Sequelae Screening Process
- Pediatric NAT Process
- Organ Procurement Policy
- Report Changes
- Center offers services beyond those required for a Level IV designation
- PIPS Program Plan
- PI Coordinator Job Description
- PI Coordinator Job Description & CV
- Injury Prevention Position
- Clinical Staff Trauma Education
- EMS Agencies Training & Education
- Community Outreach & Education
- Injury Prevention Activities
- Idaho TSE Registry Letter

CONTINUE AN APPLICATION

*You can continue working on the application at any time. Please make sure you select the **Save** button (located at the bottom of the page) before logging out.*

*To pick up where you last left off, simply login to your account and select the **1 Form pending completion** option. From here, you will select the **Continue** button to open the application. Refer to the screenshots on the next page. The application will open to the **Designation & Profile** tab first.*

FORGOT USERNAME AND/OR PASSWORD

*Please reach out to **Maegan Kautz** if you have trouble logging in because you forgot your username and/or password.*

The links “Forgot Username” or “Forgot Password” won’t work because IGEMS was originally created for individual personnel use. To work around this, bogus SS numbers and birthdates were entered in order to create a “facility” IGEMS account so any program manager can login without TSE Branch staff having to change user information constantly.



My Account

[Dashboard](#)[Profile](#)[Certifications](#)

Applications

[Education](#)[Agency](#)[Lookup](#)[Manage](#)[Clinic* Salmon River](#) | [Logout](#)

My Account



Clinic* Salmon River

Number:

Issued:

Expiration:



1 Form pending completion

0 Items waiting in checkout

1 Application to be reviewed



My Account

Applications

[Continue](#)[Checkout](#)[Transaction](#)[Review](#)

Education

[Agency](#)[Lookup](#)[Manage](#)[Clinic* Salmon River](#) | [Logout](#)

Continue My Applications

This section allows you to work with the forms for applications you have already started. Click *Start* to work with forms you have not yet started filling out, *Continue* for forms that are still in progress or the *PDF* icon to view a form you already completed.

You can click the grey header bar for any license application to expand or collapse the list of forms associated with that license. Additionally, you can use the filters and search box at the top of the page to narrow down which licenses are displayed on this page. After you have entered search criteria, click *Go* to search for licenses matching your criteria. If you want to view all licenses again, click *Clear*.

[CLEAR](#)

TSE - Trauma Designation - (Salmon River Clinic)

Status: Initiated

Initiated On: Nov 20, 2023

Number:

Issue Date:

Level(s): Level IV - Trauma

Expiration Date:

Forms: 0 of 1 completed

Forms

Form	Requested	Completed	Action
TSE Trauma Designation	Nov 20, 2023		Continue

Records 1-1 of 1 | [First](#) | [Previous](#) | [Next](#) | [Last](#) | Page 1 of 1 | Per Page: 10

APPLICATION SUBMISSION

Once the application has been submitted, please contact Maegan Kautz to generate an invoice with the associated fees and be emailed to the hospital's program manager. The check should include a site survey fee (if applicable) and/or the first-year designation fee. Please mail the check with the invoice to the address listed below.

The TSE Branch staff will notify you within 10 business days to confirm the receipt of the application and check.

**Idaho Military Division
Bureau of Emergency Medical Services
ATTN: TSE Branch
4732 S. Ingalls St., Bldg. 668
Boise, ID 83705**

Note: TSE Surveyor's will present their recommendations at the state TSE Council Meeting after the site survey. The TSE Council will not officially designate until payment is received.

DOCUMENTATION UPLOAD AFTER SUBMISSION

The TSE Branch staff will review your submitted application and email you if additional explanation and/or documentation is needed. Please respond back with the additional documentation attached to the email. The TSE Branch staff will upload the documentation to your online application for you.

If you have any questions or concerns regarding the online application process, please don't hesitate to reach out. We are happy to assistance you!