Edition 2025

IGEMS User Guide

Your How-to-Guide for

Usability in IGEMS

IDAHO TIME SENSITIVE EMERGENCY SYSTEM

TRAUMA | STROKE | STEMI

Table of Contents

Purpose *3*

Access *4*

Begin an Application *6*

Incomplete Application *14*

Continue an Application *15*

Application Submission *17*

Documentation Upload after Submission *17*

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.

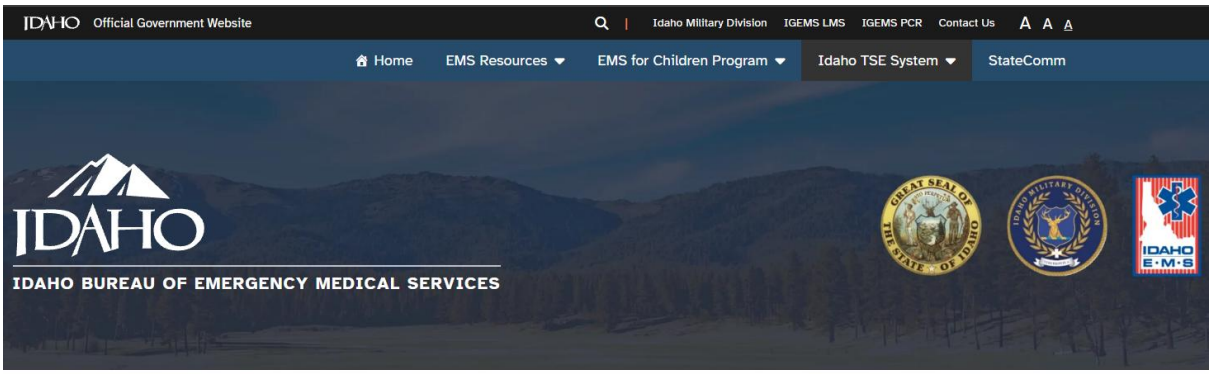
Please don't hesitate to reach us via email or phone.

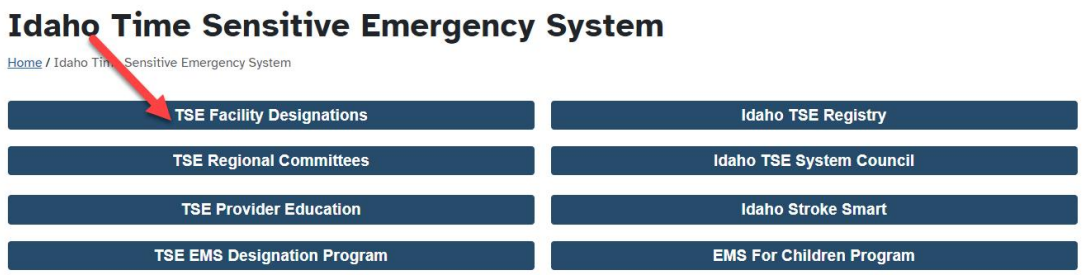
Questions regarding a TSE standards contact…
TSE Branch Chief Melissa Ball melissa.ball@dhw.idaho.gov
or 208-334-2124

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

ACCESS

*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.*





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 national verification body for trauma, stroke, or STEMI.

2. A full application for a facility who is interested in applying using the State of Idaho verification.

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 criteria and/or application questions, contact the TSE Branch staff **tse@dhw.idaho.gov**.

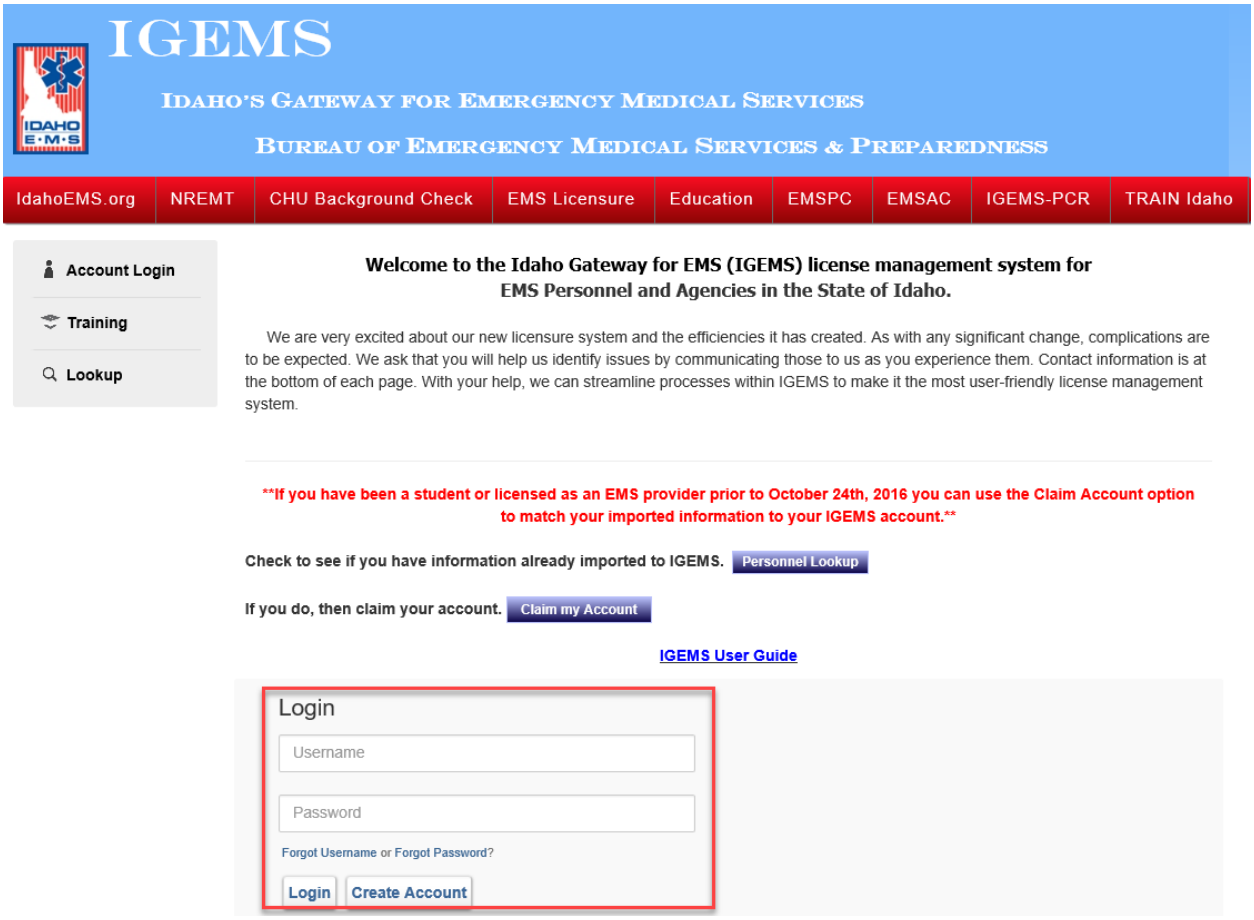
APPLY ONLINE THROUGH IGEMS

-- If using a national verification body (ACS, SCC, DNV, etc.) for any TSE designation type and level.

-- OR, if renewing by state verification for Trauma Level IV, Stroke Levels I-III, and STEMI Levels I-II.

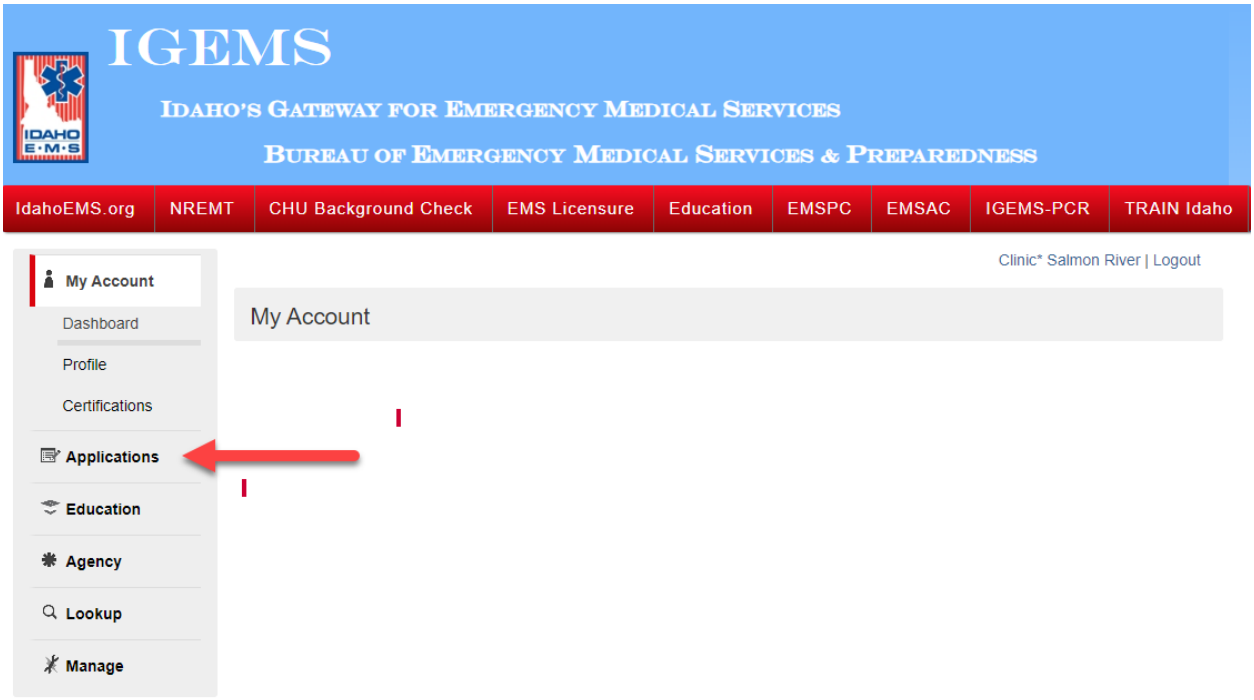
Use the **IGEMS USER Guide 2025** to assist you through your online application process.

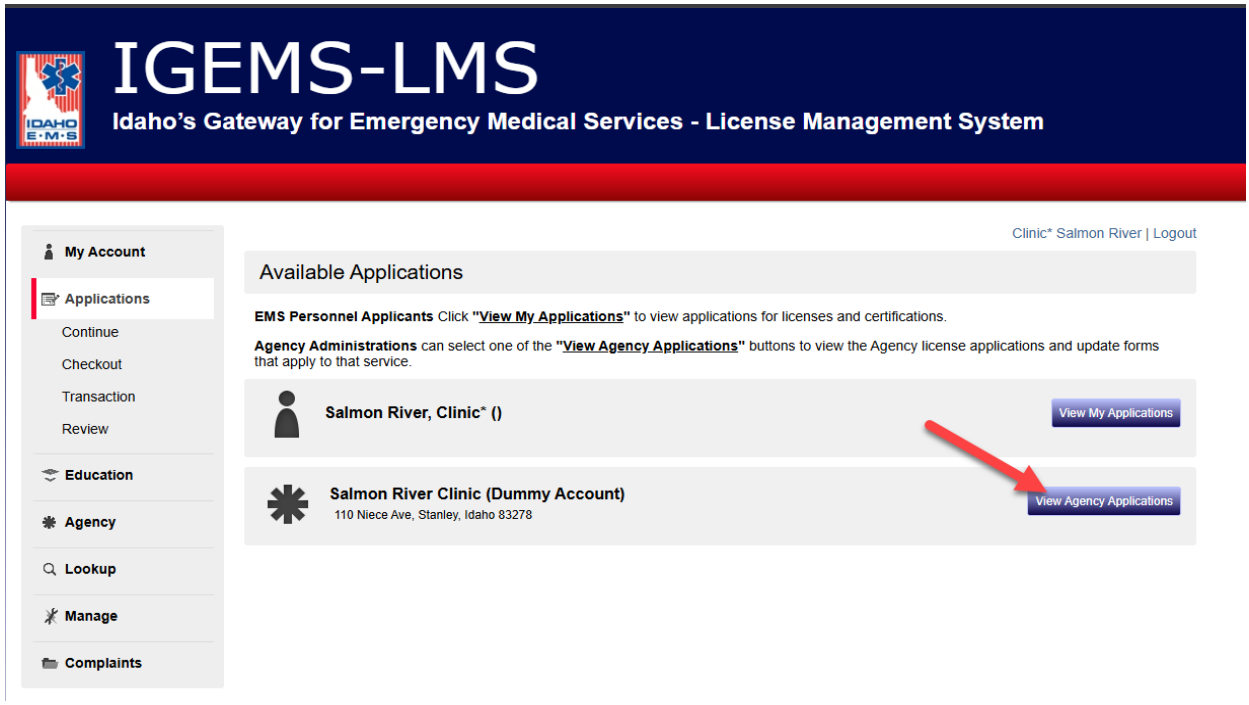
*After clicking on the link, a new window will open to the **IGEMS public portal login** page. An account has already been created for each facility. Please contact Program Specialist Maegan Kautz to obtain your login username and password. Refer to the screenshot below.*

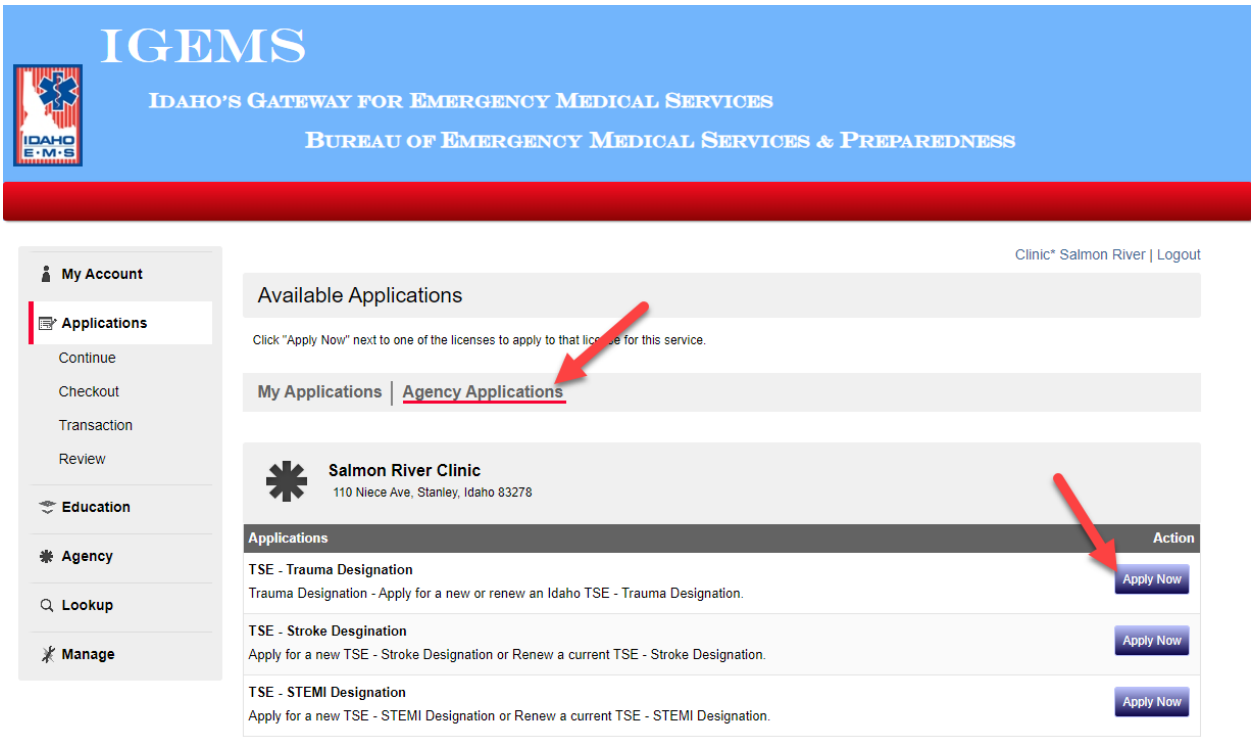


BEGIN AN APPLICATION

*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 Agency Applications** button. From here, click on the purple or blue **Apply Now** button for the type of designation you are interested in applying for. Refer to the next three screenshots.*

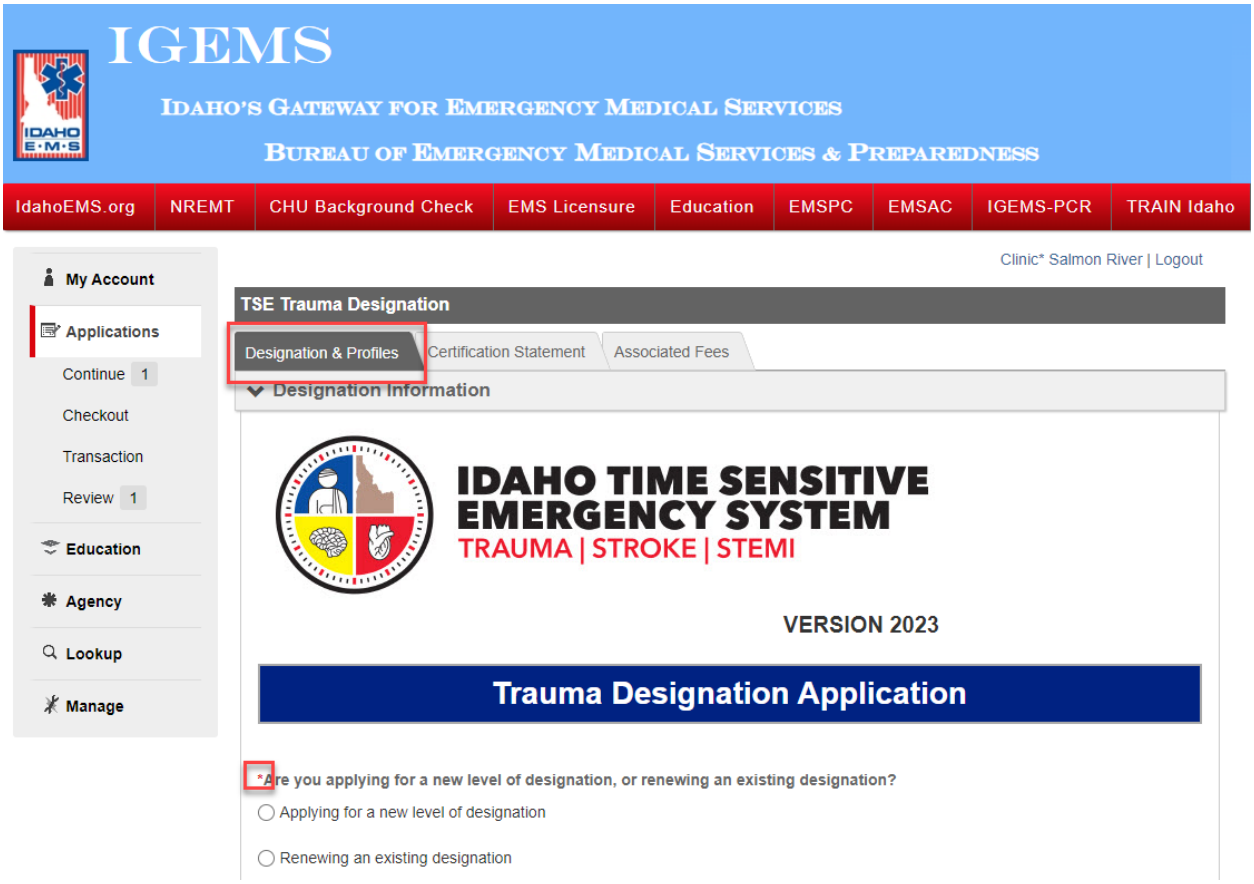






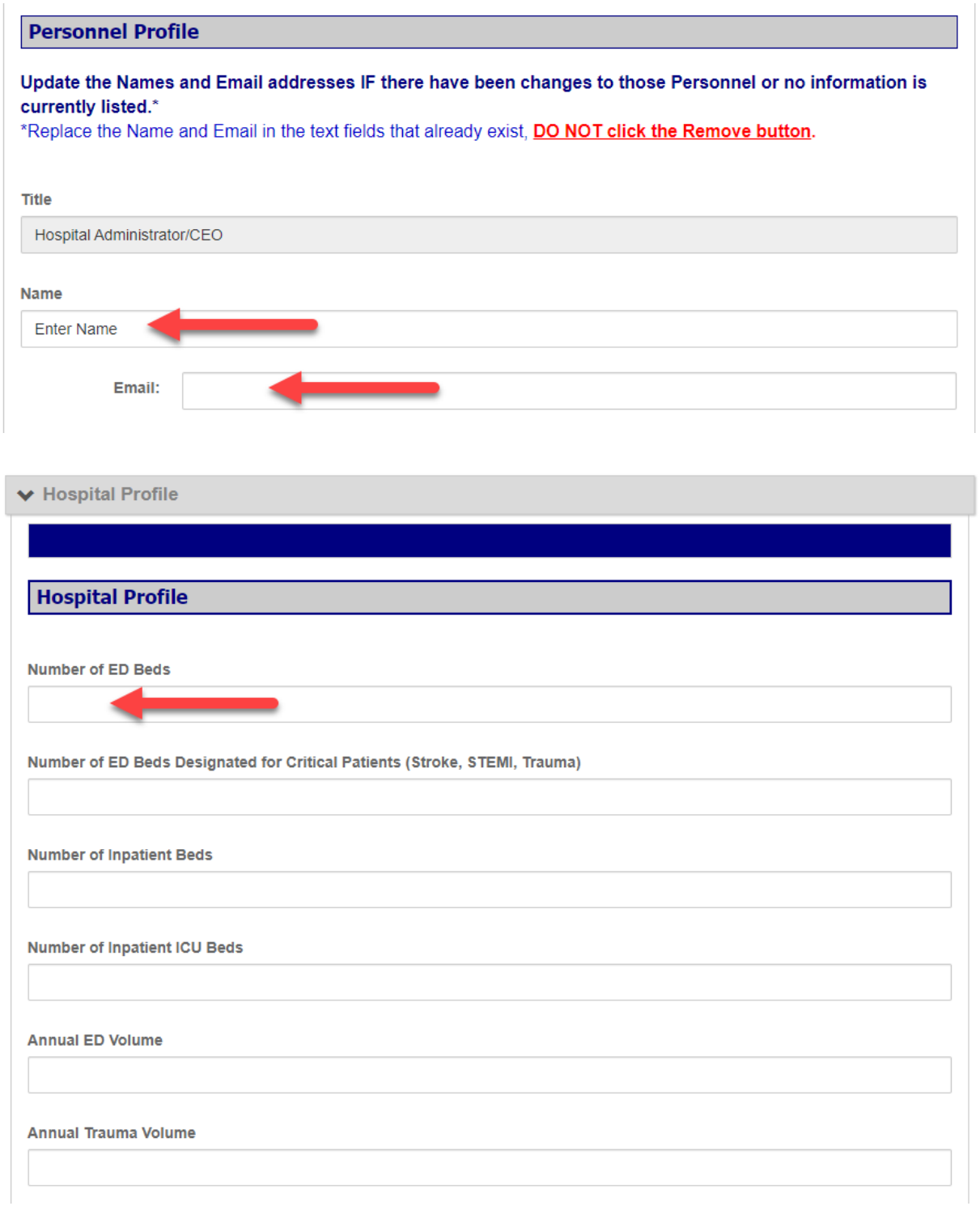
From here, an application will generate (see the screenshot on the next page) beginning at the ***Designation & Profiles*** *tab. Please select if you are "****applying for a new level of designation****" or "****renewing an existing designation****". You will not be able to continue until all the questions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

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

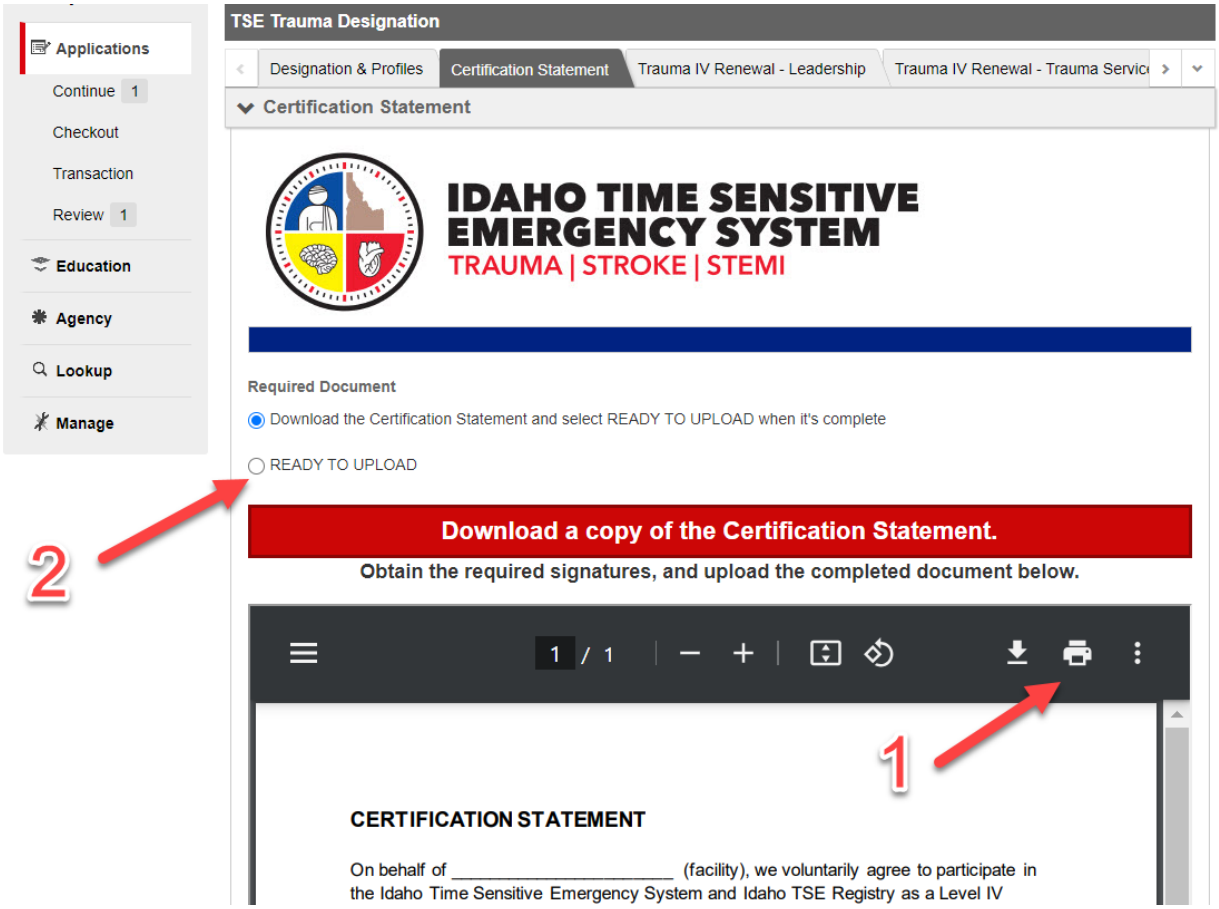


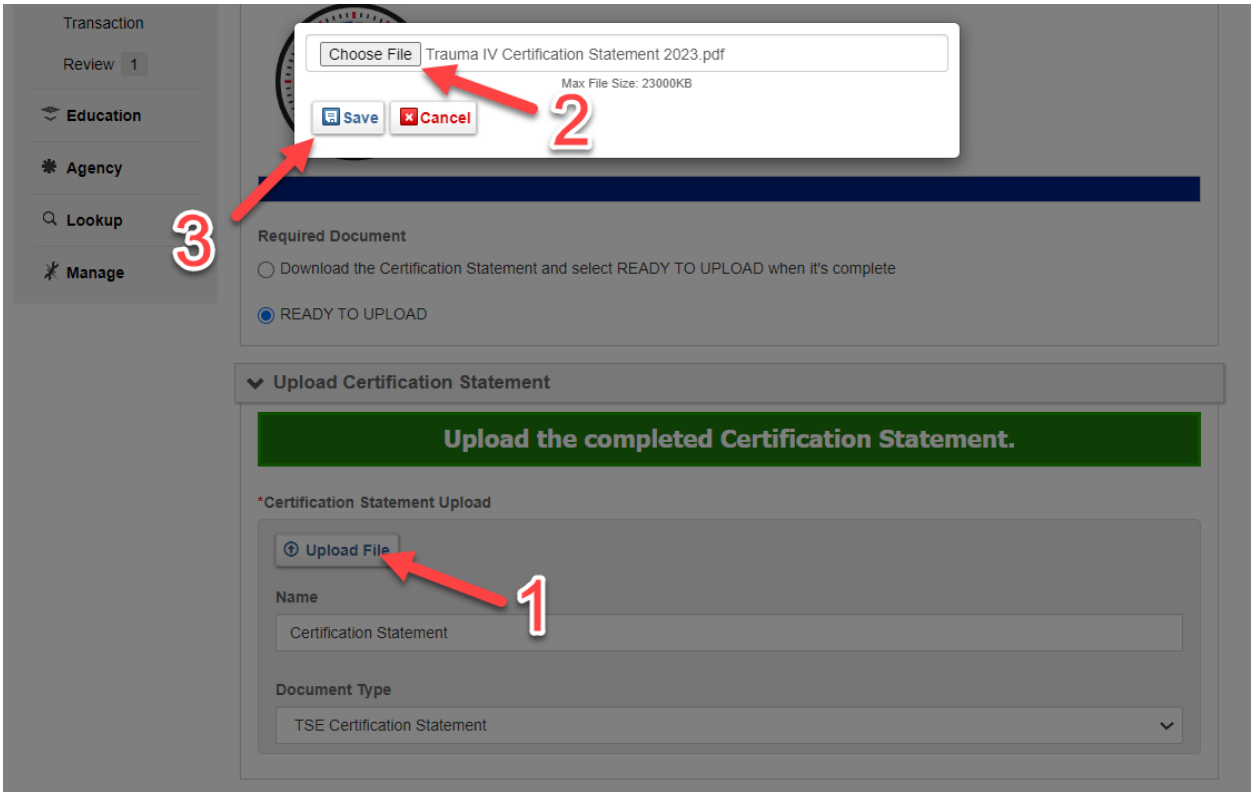
After you have answered these questions, the page will expand for you to enter and verify information under the following sections: ***[Trauma, Stroke, or STEMI] Center Information****,* ***Personnel Profile****, and* ***Hospital Profile****. Then click the* ***Save & Next*** *button (located at the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

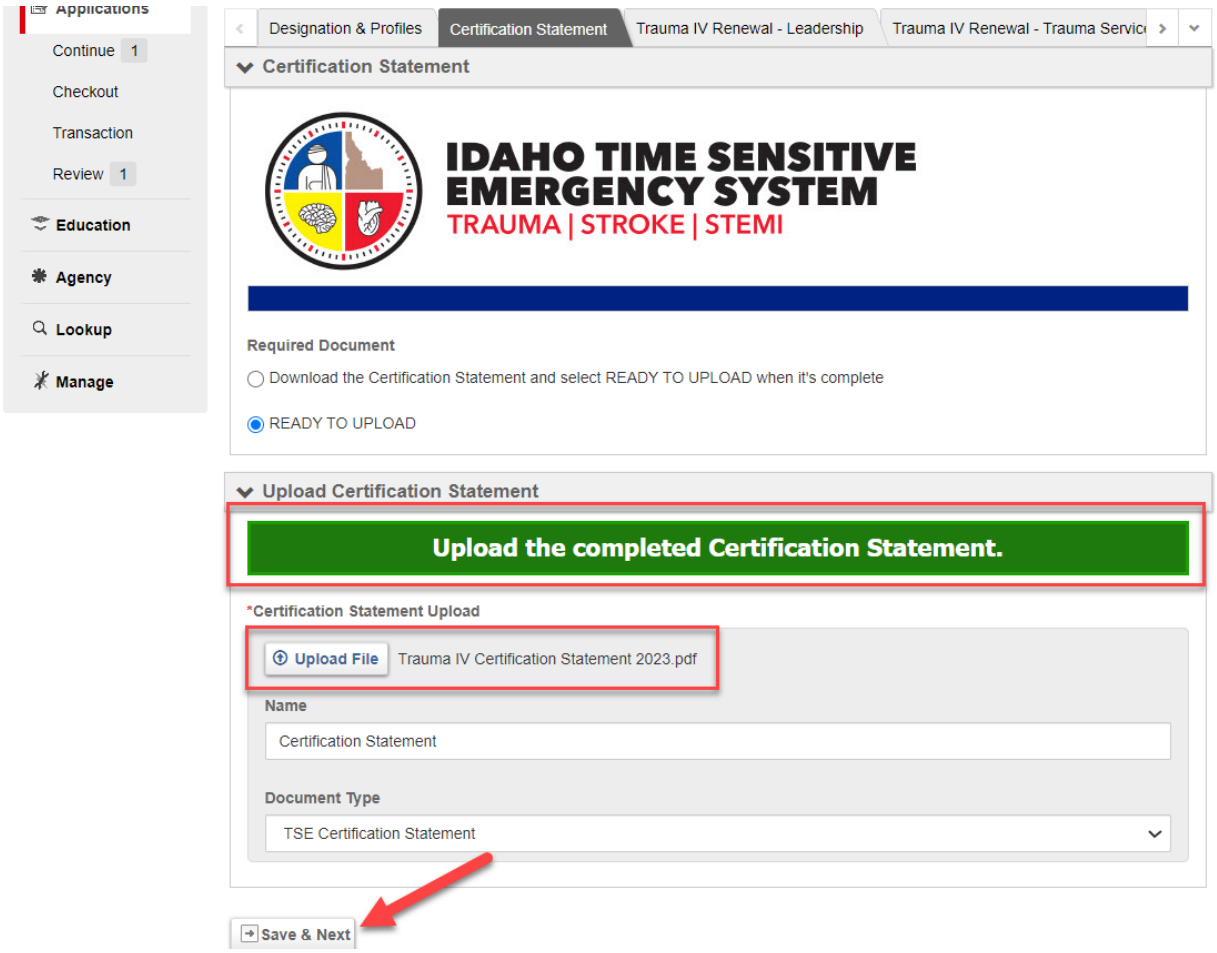
Note: Under the Personnel Profile section, please fill in the information for the area [Trauma, Stroke, or STEMI] you are applying for by replacing the Name and Email text fields. For example, if you are applying for a Trauma designation, enter the names and emails for the Trauma Program Manager and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



*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.*


Applications
Continue 1
Checkout
Transaction
Review 1
Education
Agency
Lookup
Manage
TSE Trauma Designation
Designation & Profiles
Certification Statement
Trauma IV Renewal - Leadership
Trauma IV Renewal - Trauma Servic
Certification Statement
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
2
Download a copy of the Certification Statement.
Obtain the required signatures, and upload the completed document below.
1 / 1
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
Save
Cancel
2
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
Upload File
1
Name
Certification Statement
Document Type
TSE Certification Statement



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

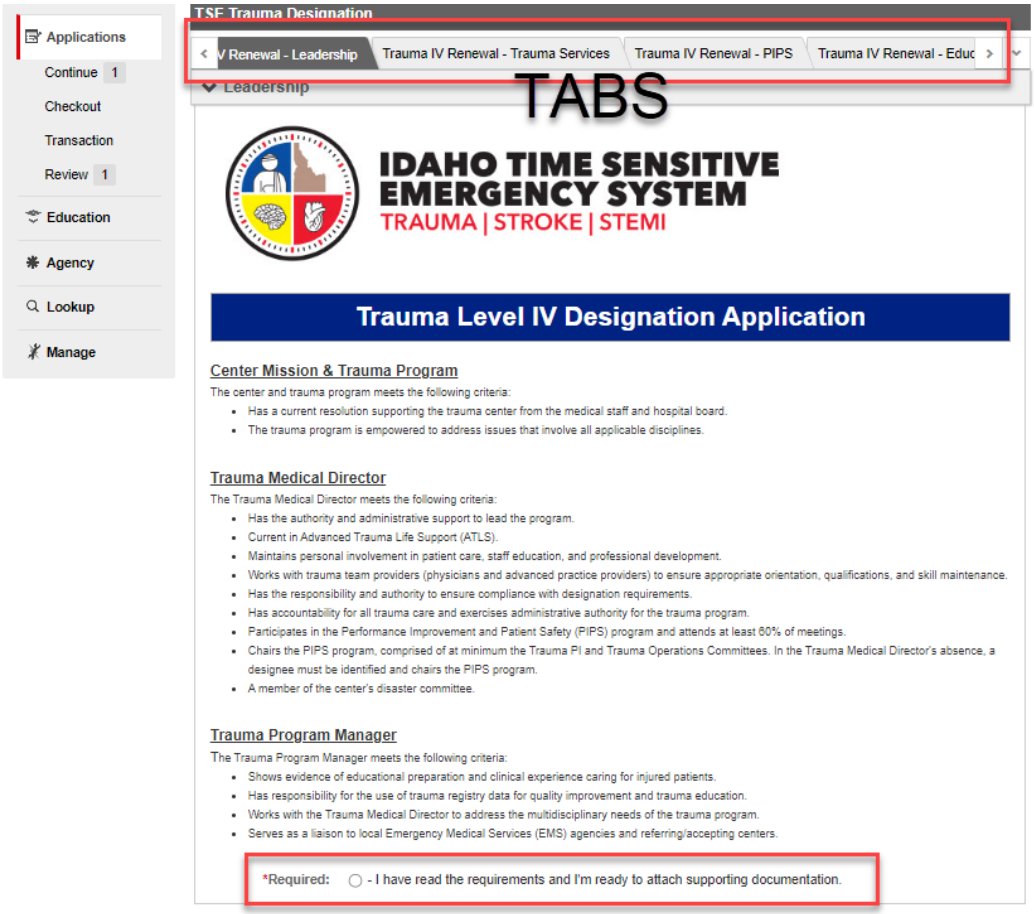
*Then click on the **Required** radio button acknowledging, "**I have read the requirements and I'm ready to attach supporting documentation**." The page will expand for you to provide one of the following in each section: **upload the required documentation, enter data points**, or **write a response 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.*

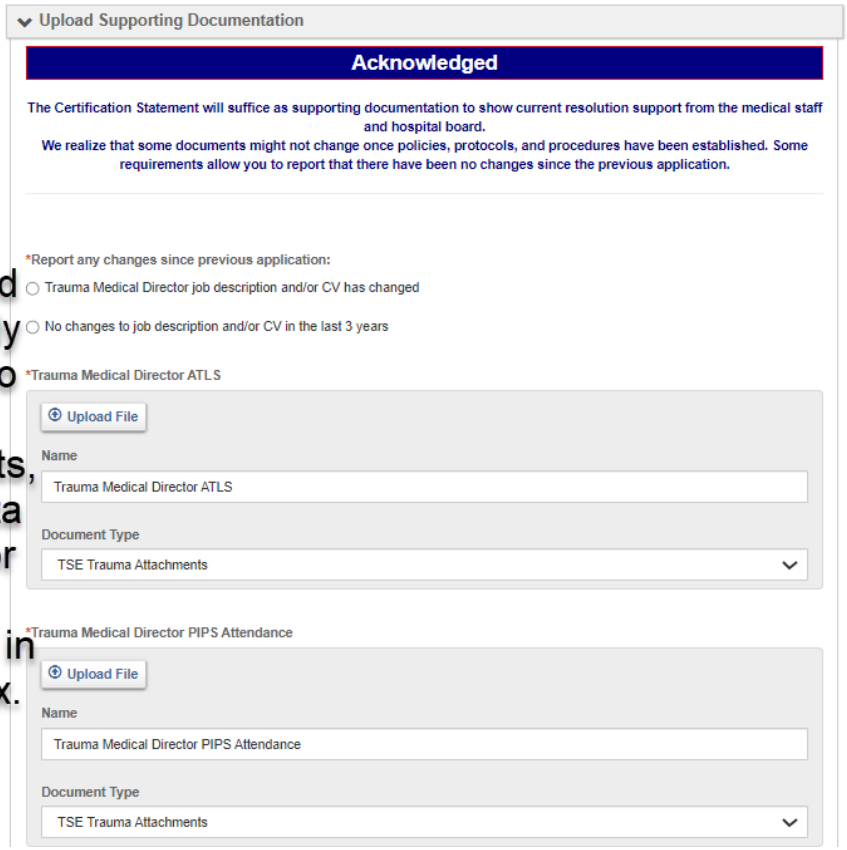
Below the Acknowledged heading, please read all blue text. Examples are:

- ***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.

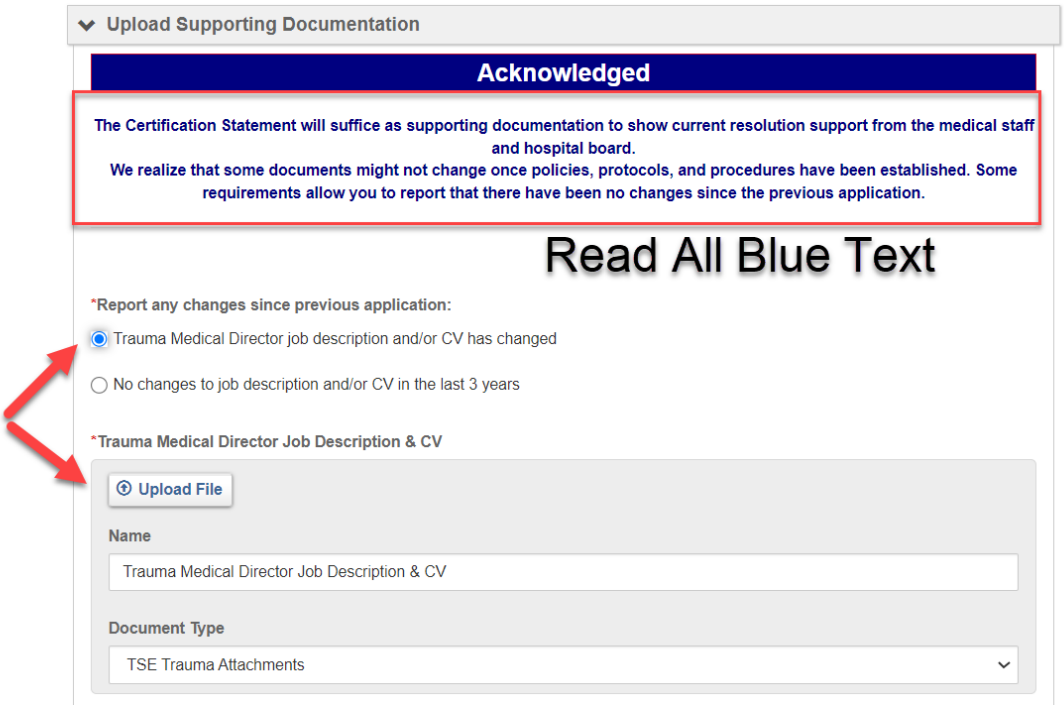
Note: Only one file can be uploaded for the sections requiring documentation upload. Therefore, scan multi documents together into one file, if needed, and then upload.



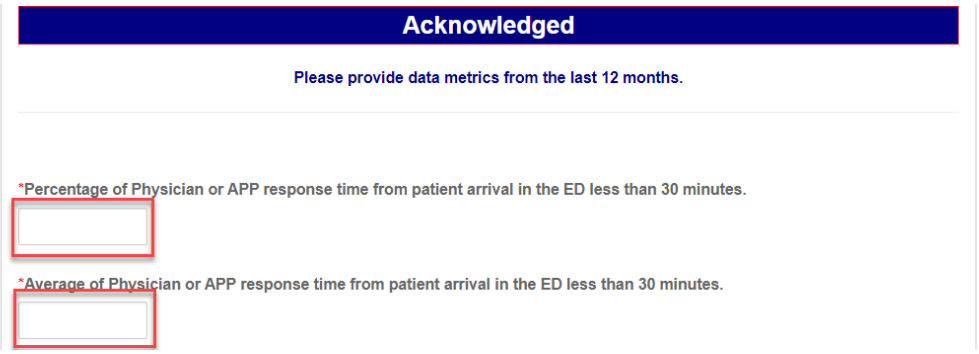


Page expanded and ready for you to upload documents, enter data points, or write a response in a text box.

EXAMPLE OF DOCUMENT UPLOAD



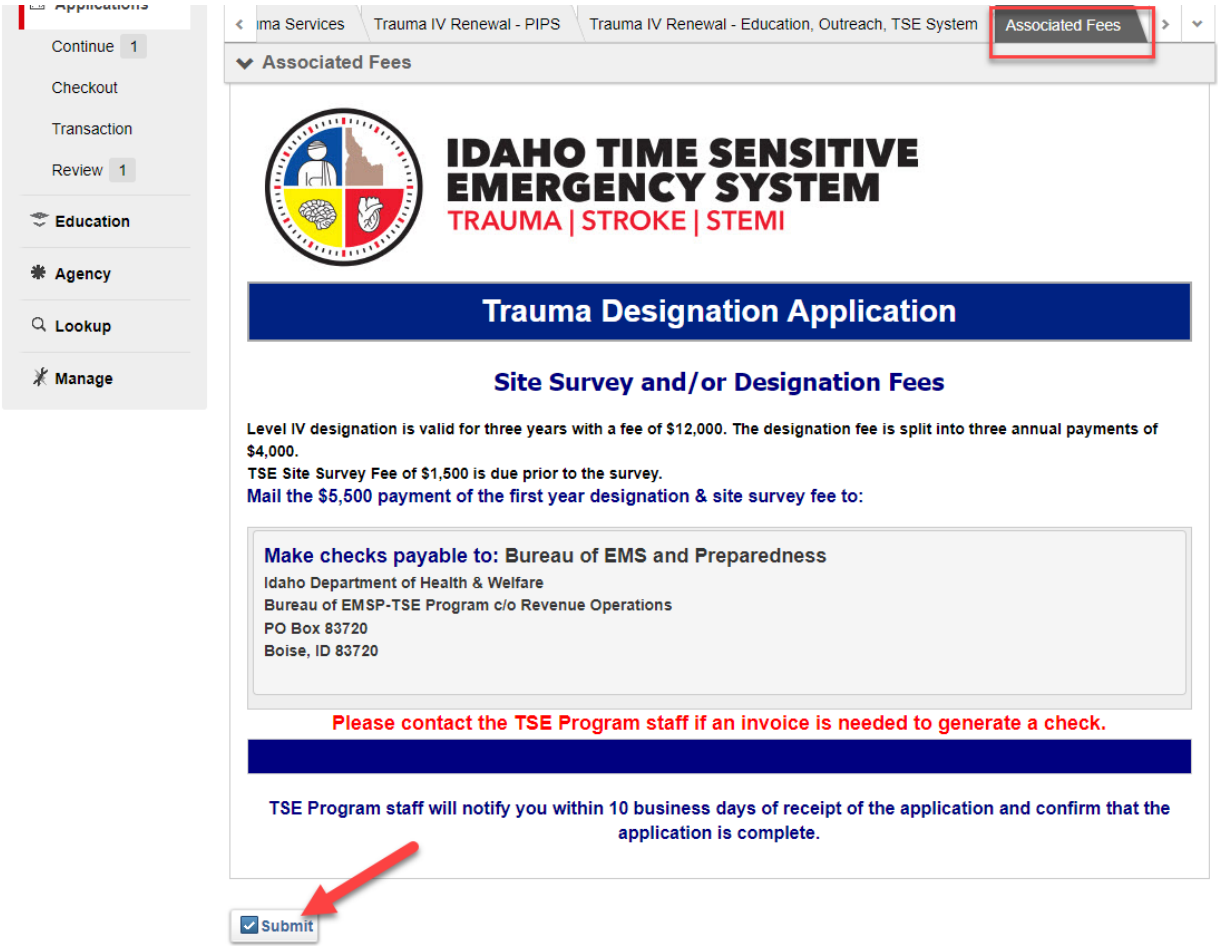
EXAMPLE OF DATA POINT ENTRY



EXAMPLE OF WRITTEN RESPONSE



*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.*



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.



CONTINUE AN APPLICATION

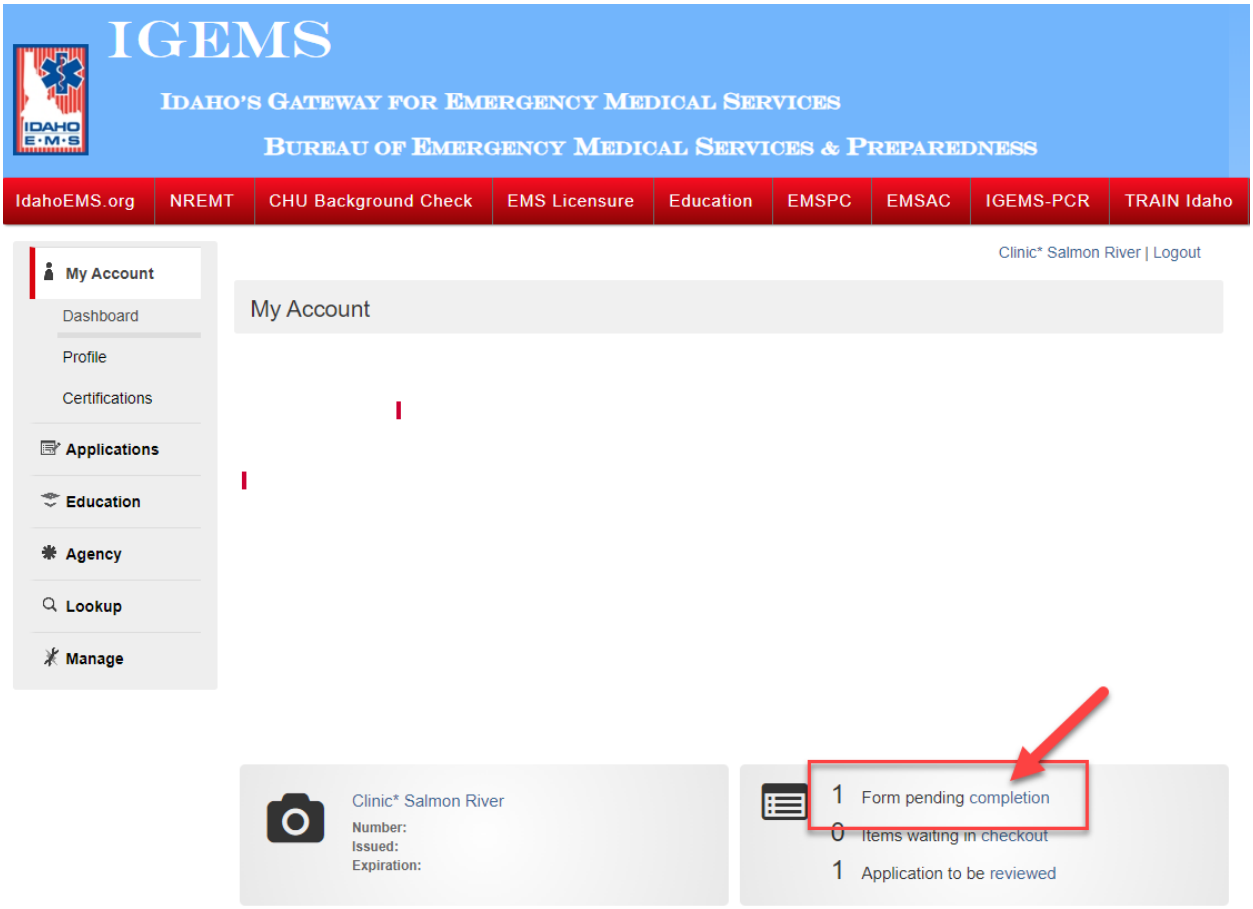
You can continue working on the application at any time. Please make sure you select the Save button (located at the bottom of the page) before logging out.

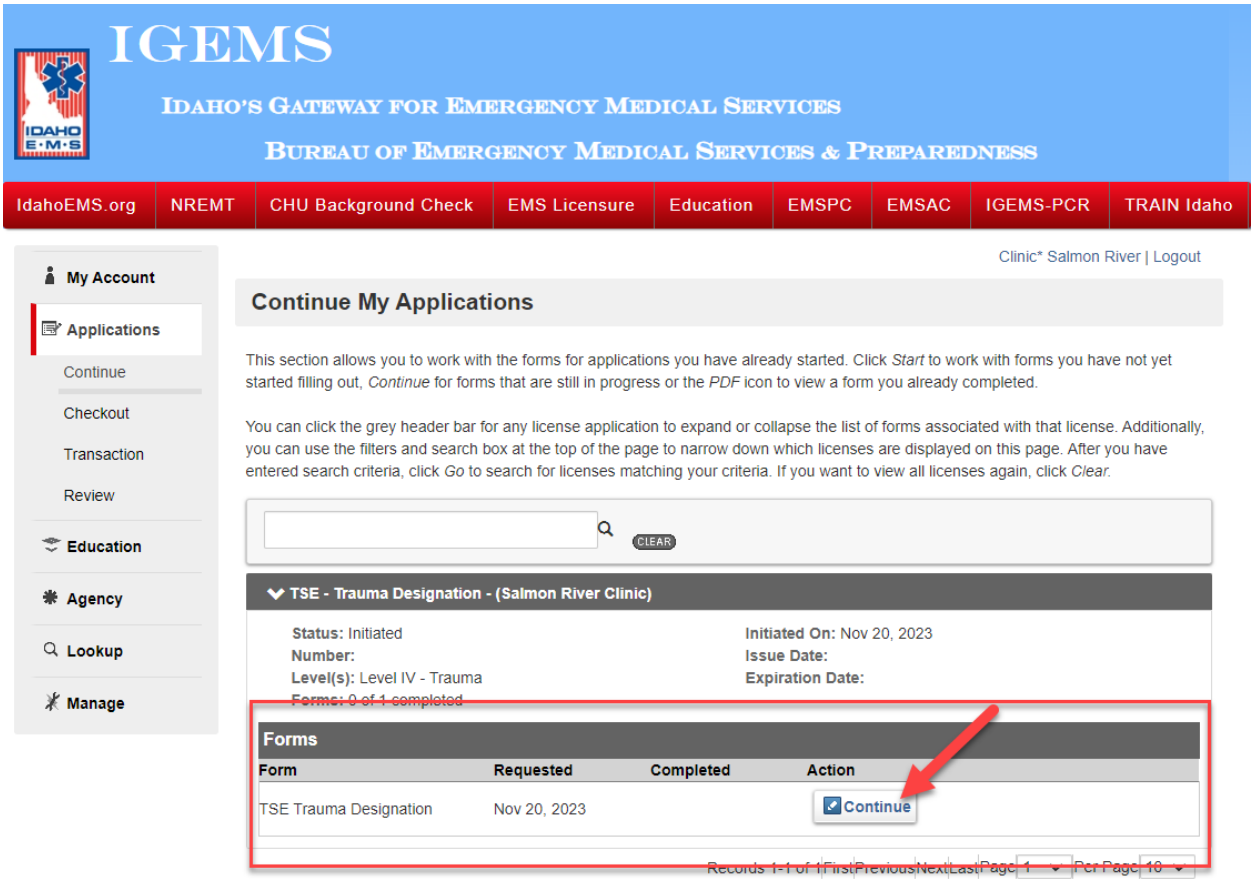
*To pick up where you last left off, simply login to your account and select the **1 Form pending completion** option. From here, you will select the **Continue** button to open the application. Refer to the screenshots on the next page. The application will open to the **Designation & Profile** tab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


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
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


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
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
Number:
Level(s): Level IV - Trauma
Forms: 0 of 1 completed
Initiated On: Nov 20, 2023
Issue Date:
Expiration Date:
Forms
Form
Requested
Completed
Action
TSE Trauma Designation
Nov 20, 2023
Continue

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!