



**OVERVIEW
of the
ELECTRONIC APPLICATION PROCESS
for
AMBULANCE SERVICE LICENSURE**

**Pennsylvania Department of Health
Emergency Medical Services Office**

August 2003

Introduction

The Pennsylvania Department of Health (Department) through the Emergency Medical Services Office (EMSO) has instituted an electronic process component that will expedite Department action on an application for an initial license, a renewal or an amendment of an existing license for an ambulance service.

Process Requirements

1. You must have Internet access, e.g. library, service location, regional EMS council.
2. You must have an e-mail address. Contact your regional EMS council if your service doesn't have access to a computer or the Internet.

Application Process

The process for submitting a license application electronically is as follows:

A. Registration

1. Log onto the web address www.health.state.pa.us/ems.
2. After opening this web, page click the "Click here to begin" link.
3. On the next page, click the "Continue" link. You may need to scroll down. On the next page, log in and register an account here.
4. Click the "Register" button and fill out the appropriate information. **Make sure you safeguard and secure the logon information.**
5. Once finished, click the "Sign Up" button. This will return you to the login screen.

B. LogIn

1. Log in using the user ID and password that you just created.
NOTE: User ID and password are case sensitive.
2. The screen will welcome you and indicate that you can "Select from the links below to view applications, to create new applications and to track pending applications."
3. Proceed to "Go to Ambulance Service Application" and then click on "Ambulance Service Application."
4. You will come to a screen that will ask, "What Would You Like To Do?" If you have never entered an application electronically, click #1, "Skip This and Go Right Into Your Application." If you have entered an application previously, click #2 "View Application." This will allow you to proceed directly to the application that was entered previously and stored in the data file. You can to simply update the application and proceed

with the process.

5. Follow the directions and click on the **“Help Me”** link throughout the application for any assistance.
6. If at any time assistance is needed, please ask via the e-mail address EMSquestion@state.pa.us or call (717) 783-9171, which is the Department’s Help Desk.

C. License Registration

1. Complete the Form

- a. Complete each section of the electronic version of the application form and provide the information required. Required information is noted by an **“*”** next to the part of the application form soliciting information. You cannot proceed to the next section of the application form until you have provided information where it is required in the section being completed. If unsure of what information is being requested, click on **“Help Me”** for specific instructions.
- b. Another feature built into the process allows you to complete parts of the form and save this work so that if the connection is lost or for some other reason you do not complete the form at a single sitting, you can return to where you were in the process before you stopped. Any information entered will automatically be saved and you can simply log back on and pick up the process where you stopped.
- c. Once the form is completed, click **“Finish.”** When that is done, you and the regional EMS council will receive an e-mail message along with a confirmation number that the form has been sent to the regional EMS council responsible for the area in which the service maintains its administrative headquarters. If the service operates ambulances from locations in multiple EMS regions, the regional EMS council will transmit the application to the other regional EMS council(s) for review. The regional EMS council(s) will provide any comments back to the regional EMS council to which the form was submitted.

2. Regional EMS Council Review

- a. The regional EMS council will review the submitted form. If changes or corrections are required, you will receive an e-mail message requesting the necessary changes or corrections. Make the required revisions and resubmit the form. You will receive an e-mail message verifying that the form has been submitted to the regional EMS council.

- b. The regional EMS council will review the application again and if complete and accurate, will send the application to the EMS Office. You will receive an e-mail that the application was submitted.

3. EMS Office Review

- a. The EMS Office will review the application for completeness and accuracy. If the application is complete, an e-mail will be sent to you and the regional EMS council advising them so. At the same time, the applicant will receive instructions to print out the application, sign it and then mail the completed application to the regional EMS council along with any additional required information. NOTE: The EMS Office is working to have electronic signatures accepted and therefore eliminate the need to send a signed copy of the application to the regional EMS council.
- b. Upon receipt of the **signed** application that you printed out, the regional EMS council will make arrangements with you to conduct an inspection. When completed, the regional EMS council will submit the inspection reports and the signed application to the EMS Office. The EMS Office will review the application, the inspection results and the recommendation from the regional EMS council. If everything is in order, the EMS Office will issue a license to the ambulance service.

Questions regarding the electronic application or requests for assistance should be directed to the regional EMS council responsible for the area in which the applicant maintains its administrative headquarters, or the Emergency Medical Services Office at (717) 787-8740 or through e-mail at EMSquestion @state.pa.us. See attachment for regional EMS council contact information.

Attachment
Regional EMS Council Contact Information

Bradford Susquehanna EMS Council
(570) 882-4604

Southern Alleghenies EMS Council I
(814) 696-3200

Bucks County Emergency Health Services
(215) 340-8735

Susquehanna EHS Council, Inc.
(570) 988-3443

Chester County EMS Council
(610) 344-5000

EMMCO West, Inc.
(814) 337-5380

Delaware County EHS Council, Inc.
(610) 891-5310

EMS of Northeastern PA, Inc.
(570) 655-6818

Eastern PA EMS Council, Inc.
(610) 820-9212

LTS EMS Council
(800) 433-9063

EHS Federation, Inc.
(717) 774-7911

Montgomery County EMS
(610) 631-6520

Emergency Medical Service Institute
(412) 242-7322

Philadelphia EMS Council
(215) 686-1313

EMMCO East, Inc.
(814) 834-9212

Seven Mountains EMS Council
(814) 355-1471

For additional detailed information for the regional EMS councils go to www.health.state.pa.us and then go to quick clicks and click on Emergency Medical Services (EMS).