

**INSTRUCTIONS FOR COMPLETING THE LICENSE
APPLICATION**

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These instructions apply to an application for an initial license, an application for renewal license and an application for an amendment of a license as an ambulance service.

Identify the type of application by placing a check on the appropriate line in the box in the upper right hand corner of the application. Except as otherwise directed in these instructions, complete each item on the application. Enter "Not applicable" or "N/A" if the item does not apply. Use additional sheets if inadequate space is given in the application form to provide the information that is requested. If additional sheets are needed, mark "continued" at the end of the space provided in the application form for completing the item, and identify the number of the item on the additional sheet used to complete the information for that item.

1. Level of Service--This is the level of service that the applicant is applying to provide, which is either basic life support (BLS) or advanced life support (ALS). An applicant applying for a license as an air ambulance service is to check the box for advanced life support. The issuance of an ALS ambulance service license authorizes the applicant to provide both ALS and BLS services. The applicant is required to provide specific information regarding the ambulances it will use under item 21.

2. Name of Applicant--This is the actual name of the corporation, partnership, sole proprietor, etc., that is applying for the license.

3. Name Under Which Applicant Will Conduct Business as an Ambulance Service--This is the name under which the applicant intends to conduct business as an ambulance service. This name may be the same or different than the name of the applicant. Fictitious names need to be registered with the Corporation Bureau in the Department of State.

4. Administrative Headquarters --This is the main administrative location of the ambulance service. Check the box if this location will be for administrative purposes only and no vehicles will be stationed there. Do not use a P.O. Box number to identify the physical address of the administrative headquarters. If the applicant plans on using more than one administrative office, it must choose one location as its administrative headquarters and provide the requested information for that location.

5. Mailing Address--This is the complete mailing address the applicant designates to receive mail from the Department or a regional EMS council.

6. Business Telephone # and Facsimile Telephone #--These are the telephone and facsimile telephone numbers through which the applicant may be directly contacted by the Department or a regional EMS council.

7. County # -- This is the two digit number assigned to the county where the applicant intends to maintain its administrative headquarters as specified in item 4. This number may be obtained from the regional EMS council responsible for the EMS region in which the county is located.

8. Region # --This is the two digit number assigned to the EMS region where the applicant intends to maintain its administrative headquarters as specified in item 4. This number may be obtained from the regional EMS council responsible for the EMS region in which the administrative headquarters will be located.

9. Affiliate #--This is the five digit number that is assigned to an ambulance service to distinguish it from other ambulance services for data processing purposes. If the application is for an initial license, the applicant is not to complete this block, as the regional EMS council will assign the number and insert it in the application when it accepts the application as complete and accurate.

10. FAA Certification #--This is the number assigned by the FAA to an aircraft operator. The applicant will need to insert this number if the applicant is applying for a license or renewal of a license as an air ambulance service.

11. Contact Person--This is the name, title, telephone number and e-mail address of the individual who the applicant designates as the person the Department or a regional EMS council may contact on a day-to-day basis to give or secure information.

12. Service Classification--The applicant must check all that apply on how it classifies its service.

13. Profit or Non Profit Status--This item is self-explanatory.

14. Type of Applicant--This identifies the type of business entity of the applicant.

15. Prehospital Personnel--The applicant must specify the total number of each type of prehospital practitioner that has committed to work for the applicant as a prehospital practitioner. The last three blanks are for the applicant to identify whether its prehospital personnel are paid, volunteer, or whether it uses or intends to use a combination of paid and volunteer prehospital personnel. The applicant must also complete the personnel roster form attached to the application as Appendix A. If the applicant is applying to operate out of more than one location, it must complete a personnel roster for each location. If the applicant will be operating an air ambulance service, it must also complete the pilot roster attached to the application in Appendix A.

16. Staffing Plan--This is a description of how the applicant intends to staff its ambulances. The applicant must complete the staffing plan form attached to the application as Appendix B. In addition to any other matter the applicant considers to be pertinent in describing its staffing plan, the applicant shall designate whether it will employ a staff availability schedule or duty roster, whether prehospital personnel will be at the ambulance site or on call, whether and how the staffing procedures will differ for a second ambulance or additional ambulances if the applicant intends to operate more than one ambulance, and whether and how the aforementioned information will change based upon the day of the week or time of the day. If the applicant will be rotating staff between or among its ambulances, it should provide a description in its plan how this will occur. If

the applicant is confused regarding how to complete this item, the applicant should contact the appropriate regional EMS council for assistance.

17. Station Locations--This item must be completed by an applicant that will be placing and operating ambulances out of a fixed location rather than pursuant to a form of system status management. The applicant must provide this information for each fixed location out of which it intends to place and operate ambulances. If the applicant intends to place and operate ambulances out of more than one fixed location, the applicant must provide information first for the station it chooses as its primary base of operation.

18. System Status Management-- An applicant must complete this item if it does not intend to place and operate ambulances out of a fixed location. If the applicant intends to place and operate ambulances out of more than one service area, the applicant will need to provide the requested information for each service area. Information regarding administrative offices is to be provided for each administrative office that will be used by the applicant in operating the ambulance service. Because the Department must determine whether the applicant meets licensure criteria such as operating ambulances that are maintained to safely and efficiently render the services offered, this item needs to be completed in great detail. If the applicant is confused regarding how to complete this item, the applicant should contact the appropriate regional EMS council for assistance.

19. Emergency Service Areas-- An emergency service area is the area an applicant will be able to routinely reach to respond to emergencies within the time identified as a goal in the regional EMS development plan (usually 10 minutes in urban and 20 minutes in rural areas). NOTE: This may be different than a “service area”. A service area is the geographic area in which the applicant routinely provides services. This item is to be completed by all applicants; even those that intend to limit their services to interfacility or nonemergency transports. The applicant must list the name of the municipalities, along with their five-digit MCD numbers, that the applicant will be able to generally reach by ambulance within the time frames recommended by the regional EMS development plan for responding to emergencies. The MCD number may be secured from the regional EMS council. The applicant may use additional sheets if the number of municipalities exceeds the number that can be listed in the application form. Also, the applicant shall use additional sheets if the applicant will maintain and operate ambulances out of more than one fixed location. If the applicant intends to use a form of system status management to conduct its operations, the applicant must contact the regional EMS council for each region in which it will place and operate ambulances for direction on how to complete this item. The regional EMS council will review the applicant’s system status management plan to help it identify the area or areas it will be most likely to reach routinely within the time identified as a goal in the regional EMS development plan. If the applicant is applying to operate an air ambulance service, it must provide a list of the area(s) (usually counties) that it will be serving instead of providing a list of the municipalities and the MCD #. If the applicant intends to engage primarily in nonemergency and interfacility transports, it must also complete item #20 on the application.

20. Nonemergency and Interfacility Transports--If the applicant plans to engage primarily in the interfacility or nonemergency transport of patients, it must provide a description of its operations. Note that by providing this information in the application the applicant, after being licensed, is not precluded from responding to emergency calls. This information is solicited to assist emergency dispatch planning. Moreover, if the applicant is dispatched to an emergency, it must respond to the emergency unless its resources are otherwise committed. The applicant may use additional sheets to describe its operation if the applicant will place and operate ambulances out of more than one location. If the applicant is confused regarding how to complete this item, the applicant should contact the appropriate regional EMS council for assistance.

21. Ground Vehicles and Aircraft--Under Part A, the applicant shall specify the types and number of ambulances that it intends to use. Under Parts B and C, the applicant shall provide the information identified for each ground vehicle and aircraft it intends to use as an ambulance. Under Part B, in the first column the applicant shall identify the year of ambulance by using the ground ambulance designations specified in part A. If the applicant will place and operate ambulances out of more than one fixed location (or area if the applicant will be using a form of system status management), the applicant shall provide the location of each ambulance. If the applicant rotates a vehicle between or among locations as part of its maintenance procedures, it does not have to notify the appropriate regional EMS council. If the rotation will have an impact that will alter its emergency response it must describe this in the space for system status management. If the applicant intends to operate ambulances through a form of system status management and is confused regarding how to complete this item, the applicant should contact the appropriate regional EMS council for assistance.

22. Medical Direction--If the applicant is applying for a license as an ALS ambulance service the applicant shall provide information on the physician who will be serving as the ALS service medical director. If the applicant is applying for a BLS ambulance service license and intends to use an AED or pulse oximetry, the applicant shall provide information on the physician who will be serving as the AED and pulse oximetry medical director for the BLS ambulance service. For the latter, the applicant shall complete only those lines preceded by an asterisk. If the applicant for a BLS ambulance service license wants to be able to carry ALS equipment and drugs in addition to those generally prescribed for use by a BLS ambulance service, it will need to secure additional direction from the appropriate regional EMS council regarding how to supplement its application. In that event the applicant will need to have a medical director who is directly responsible for the security accountability, administration and maintenance of the equipment and drugs, and the arrangement will need to be approved by the Department as being in the public interest.

23. Communication Capabilities—The applicant shall indicate the source from which it receives emergency medical dispatch. The applicant shall also place a check in each appropriate box to indicate the primary means that it utilizes for communicating with its dispatch center, the medical command facility and for communicating in the event of a disaster or multiple casualty incidents. The applicant shall also indicate how it receives

emergency calls. This information is required for each service area the applicant intends to serve.

24. Policy Statements and Other Documents--Appendix C identifies the policies and other documentation an ambulance service is required to prepare and maintain. An applicant for an initial ambulance service license will need to prepare and maintain all of the listed policies and some of the other documents listed. An applicant for renewal of an ambulance service license will need to have all of the documents listed. There is nothing for the applicant to complete under this item. The documents and policies need to be available when the license inspection is conducted.

25. Management Team--The applicant shall provide the requested information for each person on the applicant's management team. Members of the management team are those persons who will be responsible for directing the operation of the ambulance service. If the applicant is confused regarding how to complete this item, the applicant should contact the appropriate regional EMS council for assistance.

26. Other Owners--If applicable, the applicant shall provide the requested information for persons that have an ownership interest in the applicant but do not serve on the applicant's management team. If a person with an ownership interest is not an individual (for example, a corporation), the applicant shall identify that person and provide the requested information for each individual that has an ownership interest in that person.

27. Conviction and Disciplinary Information for Member of Management Team--This information is requested to help the Department determine whether the applicant is staffed by responsible persons. Being staffed by responsible persons is one of the statutory criteria for licensure. Disclosure of a past conviction or disciplinary sanction does not result in the automatic rejection of the application. The Department will consider factors such as conduct resulting in the conviction or discipline, the number of such episodes, the time that has elapsed since the conviction or discipline, and conduct that demonstrates rehabilitation, to determine whether responsible persons staff the applicant at the time the application is acted upon. The intentional failure to make the required disclosure in the application is a serious statutory violation and could lead to discipline, including revocation of the license. If the applicant answers "yes," it must identify the relevant person or persons. To help the EMSO expedite its review, the applicant must secure and enclose the documents that charged the criminal or disciplinary misconduct and the documents that disposed of those charges as well as any rehabilitation information the applicant wants the Department to consider. The failure to provide these documents may prolong the time the EMSO needs to make a decision on the application. The applicant will not be held responsible for false information if the applicant has requested this information from all appropriate persons and one or more of those persons has provided false information.

28. Conviction and Disciplinary Information Relating to Other Ambulance Service--This information is requested to help the Department determine whether responsible persons staff the applicant, which is one of the statutory criteria for licensure.

The Department will consider past negative history in operating an ambulance service of a member of the applicant's management team to determine whether responsible persons staff the applicant. This disclosure will not result in the automatic rejection of the application. Factors such as those listed in paragraph 27 will be considered. The intentional failure to make the required disclosure in the application is a serious statutory violation and could lead to discipline, including revocation of the license. If the applicant answered "yes," it must identify the relevant person or persons. To help the EMSO expedite its review, the applicant must secure and enclose the documents that charged criminal or disciplinary misconduct and the documents that disposed of those charges as well as any rehabilitation information the applicant wants the Department to consider. The failure to provide these documents may prolong the time the EMSO needs to make a decision on the application. The applicant will not be held responsible for false information if the applicant has requested this information from all appropriate persons and one or more of those persons has provided false information.

29. Management Service Contracts--The applicant must provide the name of any organization that it intends to use to provide any type of management services for the applicant. The applicant must also provide the name of any ambulance service for which it will provide any type of management services. Management services include services such as billing, bookkeeping and other administrative functions. An ambulance service may not assign substantive decisionmaking functions to another entity. The information must clearly state whether the applicant is providing or receiving management services.

The signature at the end of the application form verifies that the application is true and correct. This verification is required by regulation. It is also a regulatory requirement that only the applicant's principal official may sign for the applicant.