

How to Create an Agency



Fall 2018

New Licensing Portal

In the fall of 2018, the Louisiana Bureau of EMS transitioned to a new electronic licensing system, commonly referred to as “The Portal”.

While all existing licensing data was transferred from the previous licensing portal (emsbridge or ImageTrend) to the new portal, the existing agency data was found to be out of date. In order to populate the new portal system with accurate data, all EMS agencies (service and educational) are required to create new agency profiles.

The new portal is web-based and is found at:

- <https://labems.ldh.la.gov>

The portal may be accessed from any internet enabled device, using any current internet browser.

- 1) Open an internet browser (e.g. Google Chrome, Microsoft Edge, Mozilla Firefox) of your choice.
- 2) Go to portal:
<https://labems.ldh.la.gov>
- 3) Users may wish to bookmark the portal URL in the web browser.
- 4) Login into an existing user account. Please note, users must have first claimed or created an account before creating an agency.
- 5) Please note, all agency applications are reviewed and must be approved by BEMS.

The screenshot shows the login page for the Louisiana Department of Health's BEMS IMS system. The browser address bar shows the URL <https://labemsuat.ldh.la.gov/Login.aspx>. The page header includes the Louisiana Department of Health logo and the text "BEMS IMS". The main content area is split into two sections. On the left, a "Welcome to BEMS IMS" message is followed by a "WARNING - USE OF THIS SYSTEM EXPRESSLY CONSENTS TO MONITORING" notice. Below the warning is a checkbox labeled "I ACCEPT the above statement" which is checked. On the right, the "Login" section contains input fields for "Login ID:" and "Password:", a "Show Password" checkbox, and a "Login" button. Below the login fields are links for "Forgot Password?" and "Forgot Login ID?", and a "First Time Users Register Here" button. At the bottom of the page, there is a link that says "Click Here to Search Licenses" and a copyright notice: "Copyright © 2018 DB Sysgraph Inc." A yellow callout box with a black border is positioned over the top right of the page, containing the text: "HINT: Make sure all of your agency administrators, including Medical Directors, have claimed/created their accounts before creating an agency." The Windows taskbar at the bottom shows various application icons and the system clock indicating 10:42 AM on 11/20/2018.

- 6) Under the “For Agencies” section, click the link “Create a new EMPLOYMENT or EDUCATIONAL PROGRAM AGENCY.”

LOUISIANA DEPARTMENT OF HEALTH
Bureau of Emergency Medical Services

BEMS IMS

Welcome, TURNER

What would you like to do?

 For Individuals:

- [View/Print your LICENSE CERTIFICATE/CARD](#)
- [Update your CONTACT DETAILS](#)
- [Revise your LICENSE APPLICATION \(REFERENCE # LA18-35359, STATUS: Approved\)](#)
- [View/Print your LICENSE APPLICATION](#)
- [View/Print your TRAINING PROFILE](#)
- [Search/Register for a TRAINING COURSE or EXAM](#)
- [Manage your ACCOUNT](#)
- [View your NOTIFICATIONS](#)

 For Agencies:

- [Create a new EMPLOYMENT or EDUCATIONAL PROGRAM AGENCY](#)

Hint: If you begin creating an agency and have to stop, the application will be saved and you can return to complete it later.

- 7) Please read the Service Registration page carefully. Once you have read the page, press the green forward arrow at the bottom of the page to continue.

https://labemsuat.ldh.la.gov/Users/DepartmentRegRules.aspx

Apps BEMS Portal BEMS Admin

LOUISIANA DEPARTMENT OF HEALTH Bureau of Emergency Medical Services

BEMS IMS

Welcome, TURNER

Welcome to the Service Registration for the BEMS-IMS system.

i Below is information relating to the requirements of this registration.

You will be required to select your Service Type. An Employing Service is an organization which employs BEMS license holders - EMRs, EMTs, AEMTs, and Paramedics. An Educational Program is an organization which is responsible for conducting the classes necessary to become a BEMS license holder, or to maintain a BEMS license.

Administrative users for an Employing Service will be required to validate employment of BEMS license holders, and will have the ability to easily able to pay fees on their behalf.

Users under an EMS Educational Program will be able to schedule classes that will satisfy the licensing requirements for BEMS licensees. Primary Instructors and Program Directors will be able to schedule a course, add enrollees, view the class roster, and validate enrollee attendance and pass/fail of the course. Licensees will be able to search through all courses offered by course type and location, and tentatively enroll themselves in the program (pending approval of the Program Director or Primary Instructor).

Individuals seeking to obtain the status of Emergency Medical Service Educational Program at the initial and continued competency levels for Emergency Medical Responder, Emergency Medical Technician, Advanced Emergency Medical Technician, and Paramedic (continued competency only) levels must complete this application.

Individuals seeking to instruct initial Paramedic level courses must refer to the Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions to initiate program implementation.

The person applying for EMS education programming assumes responsibilities for the authority, ownership, and maintenance of the program as an entity unless indicated to BEMS in writing.

As part of this application, you will be required to provide information for one Program Director, Medical Director, and Primary Instructor for this EMS Educational Program. One person can hold three roles. A person who is Primary Instructor must have a current NREMT registration; a Program Director or Medical Director is not required to have an NREMT number unless he/she intends to act as Primary Instructor as well.

The EMS Educational Program Director/Administrator's roles and responsibilities are as follows, but not limited to:

- Adhere to all Louisiana Bureau of EMS (BEMS) policies and procedures
- Recognize BEMS as the governing authority for EMS programs in Louisiana, as per LA R. S. 40:1131
- Perform ongoing review and evaluation of the Educational Program
- Carry out ongoing monitoring of instructor performance
- Complete ongoing monitoring of student performance
- Accept responsibility for the scheduling of program courses
- Acquire and maintain adequate training equipment and materials
- Maintain integrity and security of written and skills exams

The Bureau of EMS shall mandate that all initial EMR, EMT, AEMT, and Paramedic classes have the oversight of a medical director. Louisiana State Legislature, R.S. 40:1131 (11), states that a "Medical Director" is a "physician license by the Louisiana State Board of Medical Examiners." The Medical Director of this Emergency Medical Services Educational Program responsibilities and obligations are as follows, but are not limited to:

- Establish policies and oversee the medical education of students
- Establish guidelines that ensure that the instructors remain competent
- Meet and engage regularly with students; provide documentation of such interaction

The Bureau of EMS requires a Primary Instructor to deliver at least 80% of the total didactic course material. An instructor's level of licensing (EMR, EMT, AEMT, and Paramedic) does not necessarily correspond with the level of instruction for

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- 8) Complete the “Agency Information.”
- 9) High school based EMS programs will register each school as a location. The school district should not be registered as an agency.
- 10) Once the “Agency Information” is complete, press the green forward arrow to proceed.

The screenshot shows a web browser window with the URL <https://labemsuat.ldh.la.gov/Users/Department.aspx>. The page header includes the Louisiana Department of Health logo, the text "BEMS IMS", and a welcome message "Welcome, TURNER". Navigation icons for home, help, and exit are visible. The main content area is titled "Agency Information" and contains the following fields:

- Agency: _____ Type: _____
- Program Name: _____ Program Email Address: _____
- Primary Phone Number: () - - - - - Alternate Phone Number: () - - - - -
- Mailing Address: Enter the Street Address and then ZIP Code to look up City and State:
 - Street Address: _____
 - ZIP Code: _____ Parish/County: _____ City: _____ State: _____
- Will your Agency offer to pay license fees for employees?
 - Yes No
- Program Web Address: _____
- Employing Service Type: _____ If Other, Specify: _____

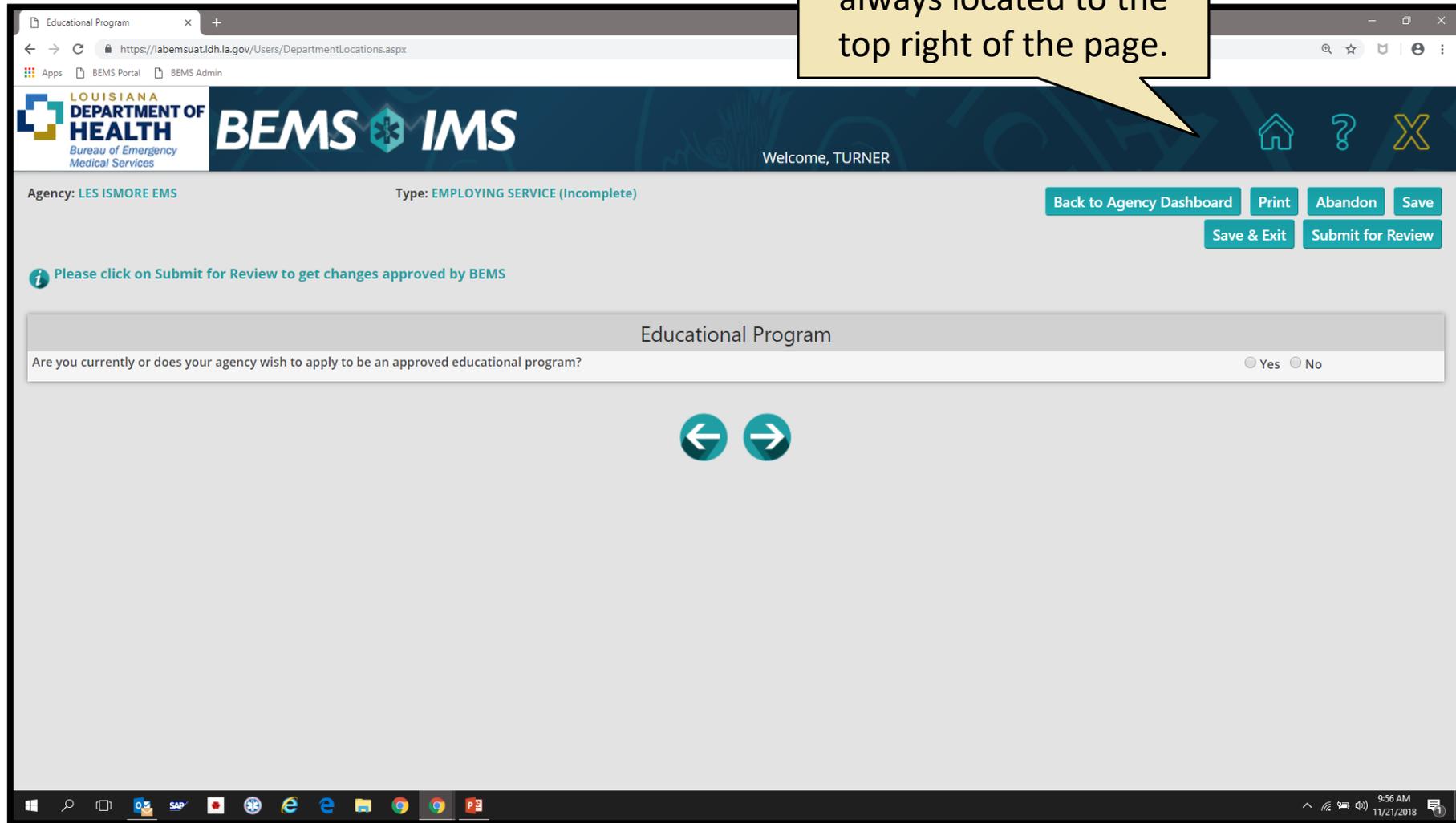
Buttons at the top right include "Back to Agency Dashboard", "Print", "Abandon", "Save", "Save & Exit", and "Submit for Review". A green arrow button is located at the bottom right of the form area.

Please click on Submit for Review to get changes approved by BEMS

Paying license fees? Selecting yes, only allows your agency to authorize payments, it does not automatically pay for licenses.

- 10) Select Educational Program status. If yes, continue to the next slide. If no, skip to slide/page 10, "Personnel Roster."
- 11) Existing educational programs will be cross checked and once verified, they will be approved.
- 12) Please note, agencies applying to be an educational program will have their applications reviewed by BEMS. A subsequent site visit and program review will be required before educational program approval.

Did you know? Menu navigation buttons are always located to the top right of the page.



- 13) Select the license levels and type of courses the agency will offer.
- 14) If your agency is registered with NREMT enter the Program Code. If the agency is not registered with NREMT, enter "9999" as the code.
- 15) Enter the primary location for the Educational Program. Multiple locations may be added for programs that have multiple sites.
- 16) Once all the locations have been added, click the green forward arrow at the bottom of the page to continue.

The screenshot displays the 'Educational Program' form in a web browser. The browser address bar shows 'https://labemsuat.ldh.la.gov/Users/DepartmentLocations.aspx'. The page header includes the Louisiana Department of Health logo and 'BEMS IMS'. The form is for 'Agency: LES ISMORE EMS' and is of 'Type: EMPLOYING SERVICE (Incomplete)'. A message states: 'Please click on Submit for Review to get changes approved by BEMS'. The 'Education' section contains a radio button for 'Yes' (selected) and 'No', and a list of checkboxes for EMS levels: EMR INITIAL, EMR REFRESHER, OTHER (NOT ELIGIBLE FOR NREMT CREDIT), EMT INITIAL, EMT REFRESHER, AEMT INITIAL, AEMT REFRESHER, PARAMEDIC INITIAL, PARAMEDIC REFRESHER, and CONTINUING COMPETENCY. An 'NREMT Program Code' input field is present. The 'Agency Locations' section includes instructions: 'Enter the Location Information and click the Add button to save the details. You can add multiple locations to your Educational Program. The saved locations will display in the grid below. Click on the edit icon to Edit Location Details. Click on the delete icon to Delete Location Details.' It features input fields for 'Location Name', 'Phone', 'Location Details', 'Street Address', 'ZIP Code', and 'Parish/County', along with 'Add' and 'Clear' buttons. A taskbar at the bottom shows the date and time as 10:41 AM on 11/21/2018.

Agencies offering only EMR courses, Refreshers, or Continuing Education may not have a NREMT Program Code.

Location Details contain a description of the location of the site or directions to the site (e.g. 3rd Floor, Building A)

Hint: Be sure to click the "Add" button for each site location.

- 17) Complete the “Agency Questionnaire.” Questionnaires that are submitted incomplete or with inaccurate information will be returned to corrections.
- 18) Only documents saved as image files (e.g. .pdf, .jpg, .bmp) are permitted to upload.
- 19) Once the questionnaire is completed, click the green forward arrow at the bottom of the screen to continue.

Agency: LES ISMORE EMS Type: EMPLOYING SERVICE (Incomplete); EDUCATIONAL PROGRAM (Incomplete)

Back to Agency Dashboard Print Abandon Save
Save & Exit Submit for Review

Please click on Submit for Review to get changes approved by BEMS

Agency Questionnaire

Program Director

1. How will the Program Director ensure that courses are developed under the direction of highly qualified personnel?
2. How will student learning be assessed in order to verify comprehension of information and competence of skills?
3. How will student records be maintained?
4. All EMS educational programs must demonstrate financial stability. What methods will be used for obtaining and maintaining adequate financial resources? Be prepared to provide a Budget Description during a site visit.
- Level of Certification - Total Cost
5. What is the estimated total cost of attendance for students to complete the program? Be sure to include the cost of the following items in your total amount: tuition (whether by course or semester), miscellaneous/lab fees, content (books/online), uniforms, certification, license, etc.
 - (a) Emergency Medical Responder (EMR) \$
 - (b) Emergency Medical Technician (EMT) \$

Hint: If you do not have all the required information to complete the questionnaire, you may “Save & Exit” and return to complete the application later.

20) Add administrators to the “Personnel Roster” by entering their Social Security Number and Date of Birth.

21) Once all administrators have been added to the agencies “Personnel Roster”; they should be assigned roles by clicking on the pencil icon by their name.

Agency: LES ISMORE EMS Type: EMPLOYING SERVICE (Incomplete); EDUCATIONAL PROGRAM (Incomplete)

Welcome, TURNER

Back to Agency Dashboard Print Abandon Exit

Submit for Review

Please click on Submit for Review to get changes approved by BEMS

Personnel Roster

Add all Personnel who will have a role associated with this Agency for the purpose of this System. Select the Add New Individual option, enter the SSN and DOB of the Individual and click on the Add button to enter further details associated with the Individual. Follow this process for all the Individuals you wish to add to your Roster. Click on the icon to Edit Individual Details. Click on the icon to Delete Individual Details.

Add all personnel associated with this Department.

Add New Individual Find Individual in the Roster

Social Security Number Verify Social Security Number Date of Birth

If you see next to any Individual, please contact the BEMS Customer Service at (800) 256-5452 for more details.

Name	Role(s)	Status	
LUCE, TURNER	AGENCY ADMINISTRATOR	Incomplete	

Previous Submit for Review

This pencil icon is the edit button.

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22) Every Agency User Account must be assigned at least one role.

23) Every agency (service or education) must have at least one:

- Agency Administrator
- Personnel Admin

24) Only agencies that will pay for licenses are required to have a Finance Admin.

25) All education agencies must have at least one:

- Program Director
- Medical Director
- EMS Primary Instructor

26) When selecting the "Employee Only" option, you cannot assign any other functionality types to the User Account.

27) All remaining roles are optional.

BEMS IMS

https://labemsuat.ldh.la.gov/Users/DeptIndividualContact.aspx

Welcome, TURNER

Personal Information

Account details can be changed from the the License Application if required

Last Name: LUCE | First Name: TURNER | Middle Name: | Suffix: | Work Phone: |

ZIP Code: 70806 | Parish/County: EAST BATON ROUGE | City: BATON ROUGE | State: LA

Louisiana State Board of Medical Examiners License Number: | Board Certification (i.e. Internal Medicine, Emergency Physician):

Users Agency Role and Functionality

Role & Functionality:

- AGENCY ADMINISTRATOR (VIEW/EDIT AGENCY INFORMATION AND USERS)
- PERSONNEL ADMIN (CONFIRM/REMOVE LICENSED EMPLOYEES)
- FINANCE ADMIN (PAY/REFUSE FEES)
- EMPLOYEE/STUDENT ONLY
- PROGRAM DIRECTOR (APPROVE CLASS SCHEDULE)
- MEDICAL DIRECTOR
- EMS PRIMARY INSTRUCTOR (SCHEDULE CLASSES)
- EMS INSTRUCTOR
- ADJUNCT INSTRUCTOR (SCHEDULE CLASSES)
- PECC (Pediatric Emergency Care Coordinators) (PEDIATRIC EMERGENCY CARE COORDINATORS)

Save Details | Back to Agency

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28) Once the required administrators have been added to the Personnel Roster, click the button “Submit for Review”.

LOUISIANA DEPARTMENT OF HEALTH Bureau of Emergency Medical Services

BEMS IMS

Welcome, TURNER

Personnel Roster

Add all Personnel who will have a role associated with this Agency for the purpose of this System. Select the Add New Individual option, enter further details associated with the Individual. Follow this process for all the Individuals you wish to add to your Roster. Click on the icon to Edit Individual Details. Click on the icon to Delete Individual Details.

Add all personnel associated with this Department.

Add New Individual Find Individual in the Roster

Social Security Number Verify Social Security Number Date

If you see next to any Individual, please contact the BEMS Customer Service at (800) 256-5452 for more details.

Name	Role(s)	Status
LUCE, TURNER	AGENCY ADMINISTRATOR, PERSONNEL ADMIN, FINANCE ADMIN	Incomplete
DIOXIDE, CARMINE	PROGRAM DIRECTOR, MEDICAL DIRECTOR, EMS PRIMARY INSTRUCTOR	Incomplete

[Previous](#) [Submit for Review](#)

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29) Please note, once the agency application agency has been submitted for review, it is not editable.

30) BEMS reviews and must approve all agency applications. Review may take up to one business week for review.

BEMS IMS

https://labemsuat.lidh.la.gov/Dashboards/DashboardAgency.aspx

Apps BEMS Portal BEMS Admin

LOUISIANA DEPARTMENT OF HEALTH Bureau of Emergency Medical Services

BEMS IMS

Welcome, TURNER

Your status with the selected Agency is pending Approval or the Agency is Pending Approval. Details for this Agency can not be viewed at this time.

Select your Agency: LES ISMORE EMS

Agency Maintenance:
Your Agency Registration is Pending Review. Click here to print Agency D...

Hint: Items awaiting approval or items that require action will always show up in red text. Be sure to check on your account regularly.

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31) Once the agency has been approved by BEMS, administrators may utilize the portal by clicking “Manage Agency.”

The screenshot shows a web browser window displaying the BEMS IMS portal. The browser's address bar shows the URL <https://labemsuat.lidh.la.gov/Dashboards/DashboardFO.aspx>. The page header includes the Louisiana Department of Health logo, the text "BEMS IMS", and a welcome message "Welcome, TURNER". A navigation bar contains icons for home, help, and user profile. The main content area is titled "What would you like to do?" and is divided into two sections: "For Individuals:" and "For Agencies:". The "For Individuals:" section lists several actions: "View/Print your LICENSE CERTIFICATE/CARD", "Update your CONTACT DETAILS", "Revise your LICENSE APPLICATION (REFERENCE # LA18-35359, STATUS: Approved)", "View/Print your LICENSE APPLICATION", "View/Print your TRAINING PROFILE", "Search/Register for a TRAINING COURSE or EXAM", "Manage your ACCOUNT", and "View your NOTIFICATIONS". The "For Agencies:" section lists: "Create a new EMPLOYMENT or EDUCATIONAL PROGRAM AGENCY" and "Click on a link below to manage Agency activities like Employment Verifications, Fee Payments or Scheduling Courses." Below this is a link for "Manage Agency LES ISMORE EMS". The Windows taskbar at the bottom shows various application icons and the system clock indicating 3:17 PM on 11/25/2018.

BEMS IMS

https://labemsuat.lidh.la.gov/Dashboards/DashboardFO.aspx

Apps BEMS Portal BEMS Admin

LOUISIANA DEPARTMENT OF HEALTH Bureau of Emergency Medical Services

BEMS IMS

Welcome, TURNER

What would you like to do?

For Individuals:

- View/Print your LICENSE CERTIFICATE/CARD
- Update your CONTACT DETAILS
- Revise your LICENSE APPLICATION (REFERENCE # LA18-35359, STATUS: Approved)
- View/Print your LICENSE APPLICATION
- View/Print your TRAINING PROFILE
- Search/Register for a TRAINING COURSE or EXAM
- Manage your ACCOUNT
- View your NOTIFICATIONS

For Agencies:

- Create a new EMPLOYMENT or EDUCATIONAL PROGRAM AGENCY

Click on a link below to manage Agency activities like Employment Verifications, Fee Payments or Scheduling Courses.

Manage Agency LES ISMORE EMS

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32) Depending on the type of agency and the roles assigned, users may see different options in the “Agency Maintenance” menu.

33) For guidance specific to the functionality of different agencies roles, please refer to the Bureau of EMS website: <https://ems.ldh.la.gov>

