

Update to an EMS Service Providers Operational Plan Components Checklist

The information below will assist in collecting the documentation to complete an update to the service operational plan in the [Wisconsin E-Licensing](#) (external link) system. This checklist should be used for updates to an operational plan not involving a change to the service license level. The service director will need to have the items below prepared to upload into the service operational plan application.

Tasks to be Completed
☐ Signed patient care protocols approved by the service medical director . Wis. Admin. Code § DHS 110.35(2)(a)
☐ A formulary list of medications the emergency medical service provider will use. Wis. Admin. Code § DHS 110.35(2)(b)
☐ A list of the advanced skills and procedures the applicant intends to use to provide services within the Wisconsin scope of practice of the level of care for which licensure is sought. Wis. Admin. Code § DHS 110.35(2)(c)
☐ Proof of professional liability or medical malpractice insurance, and, if the emergency medical service provider is an ambulance service provider, proof of vehicle insurance. Wis. Admin. Code § DHS 110.35(2)(d)
☐ Written letters or other documentation of endorsement from the local hospital and government within the proposed primary service area , if the application is for licensure as a 9-1-1 ambulance service provider or non-transporting emergency medical service provider, whether the application is for initial licensure or a service level upgrade. Wis. Admin. Code § DHS 110.35(2)(f)
Operational Policies
☐ Response cancellation, describing how the emergency medical service provider will handle a cancellation of a response while en route to the scene. Wis. Admin. Code § DHS 110.35(2)(e)1
☐ Use of lights and sirens in responding to a call. Wis. Admin. Code § DHS 110.35(2)(e)2
☐ Dispatch and response, describing how EMS professionals are dispatched and how the emergency medical service provider acknowledges to the dispatcher that it is responding. Wis. Admin. Code § DHS 110.35(2)(e)3
☐ Refusal of care, describing the procedure for accepting a refusal of care from a patient.

[Wis. Admin. Code § DHS 110.35\(2\)\(e\)4](#)

- ☐ Destination determination, describing how the transport destination of a patient is determined if the provider is an ambulance service provider.

[Wis. Admin. Code § DHS 110.35\(2\)\(e\)5](#)

- ☐ Emergency vehicle operation and driver safety training.

[Wis. Admin. Code § DHS 110.35\(2\)\(e\)6](#)

- ☐ Controlled substances and how the service provider will obtain, store, secure, exchange, and account for any and all controlled substances used to provide patient care.

[Wis. Admin. Code § DHS 110.35\(2\)\(e\)7](#)

- ☐ Continuous [quality assurance](#) and improvement program describing the components of the program, including how patient care and documentation will be reviewed, by whom, and how the results will be shared with practitioners and incorporated into continuing education.

[Wis. Admin. Code § DHS 110.35\(2\)\(e\)8](#)

- ☐ Multiple patient incidents describing how the service will handle the response to the incident including triage, care, transportation, and patient tracking.

[Wis. Admin. Code § DHS 110.35\(2\)\(e\)9](#)

Responsibilities

- ☐ Read and understand the responsibilities under [Wis. Admin. Code § DHS 110.34](#).

- ☐ Designate the [primary service area](#) in which it will operate. [Municipal Signature and Population Verification Page, F-47255 \(PDF\)](#).

[Wis. Admin. Code § DHS 110.34\(4\)](#)

- ☐ Maintain written [mutual aid](#) and [coverage agreements](#) with ambulance service providers operating within or adjacent to its [primary service area](#).

[Wis. Admin. Code § DHS 110.34\(10\)](#)

- ☐ Designate and maintain affiliation with a [regional trauma advisory council](#).

[Wis. Admin. Code § DHS 110.34\(11\)](#)

- ☐ If the emergency medical services provider is an ambulance service provider, maintain at least one ambulance vehicle in good operating condition as required under [ch, Trans 309](#).

[Wis. Admin. Code § DHS 110.34\(15\)](#)

Required Personnel

- ☐ Be prepared to list the individuals in all designated roles required for service providers under [Wis. Admin. Code § DHS 110.47](#).

Operate a tiered EMS System (if applicable)

If the EMS service provider intends on operating a tiered EMS system you will need documentation for all of the following items.

[Wis. Admin. Code § DHS 110.50\(4\)](#)

- ☐ The [ambulance service provider](#) does not reduce the number of ambulances staffed at the level of its licensure available for 9-1-1 responses, except as permitted under [§ DHS 110.37\(2\)](#).

[Wis. Admin. Code § DHS 110.50\(4\)\(a\)](#)

- ☐ The [ambulance service provider](#) maintains a minimum of one 9-1-1 response ambulance staffed at the level of its licensure 24 hours-a-day, 7 days-a-week.

[Wis. Admin. Code § DHS 110.50\(4\)\(b\)](#)

- ☐ The [ambulance service provider](#) provides documentation to the department that the ambulance service provider is dispatched by a public safety answering point or dispatch center using an [emergency medical dispatch](#) system. Ambulances staffed at a lower level of service shall only be dispatched if one of the following applies:

[Wis. Admin. Code § DHS 110.50\(4\)\(c\)](#)

- The emergency response meets the standards identified within the public safety answering point's or dispatch center's [emergency medical dispatch](#) system for a lower service level.

[Wis. Admin. Code § DHS 110.50\(4\)\(c\)1](#)

- All 9-1-1 ambulances staffed at the highest level of licensure are already committed to other 9-1-1 responses.

[Wis. Admin. Code § DHS 110.50\(4\)\(c\)2](#)

- ☐ The [ambulance service provider](#) has [protocols](#) approved by the service [medical director](#) and the department for when a patient's condition requires a response must be upgraded to a higher level of care.

[Wis. Admin. Code § DHS 110.50\(4\)\(d\)](#)