



Iowa Department of Public Health
Bureau of Emergency and Trauma Services

Online Inspection Guidance Document

Purpose: To provide guidance to EMS Services in order to complete the authorization/reauthorization onsite inspection in an online format.

In order to assist EMS services with maintaining authorization requirements, we have developed a means of completing an onsite inspection through a “virtual” environment. We understand that this may not work for all EMS services due to technology access restrictions or older technology and will work with those services independently. If you have any questions or need assistance, please feel free to contact your Field Coordinator. We thank you for your continued dedication to those that you serve every day.

Technology needs

**The preferred platform is Google Hangouts Meet. If you would like to utilize another platform, such as Skype or direct cell phone video calling, please discuss this with your field coordinator. Please note that field coordinators cell phones are Android-based and will not connect to Apple products for direct cell phone video calls.*

- A WiFi or cellular connection that has a strong signal within your station.
- A laptop computer or portable device such as a tablet or smartphone, with camera and microphone that can be taken into your response vehicle.

Laptop – Google Hangouts Meet works best with the “Chrome” browser. If you need this browser, you can download it at <https://support.google.com/chrome/answer/95346?co=GENIE.Platform%3DDesktop&hl=en-GB> for either PC or MAC.

Tablet or smartphone (Preferred over laptop) - If you will be using a tablet or smartphone you need to download the “Google Hangouts Meet App” from the app store for your Android or Apple-based device.




When you install Google Hangouts Meet on your tablet or smartphone you will need to:

- 1) Allow pictures/videos to be taken.
- 2) Allow audio to be recorded.
- 3) You may be asked to enter your email address. Please make sure that it is the email that you have listed in AMANDA. If it is a different email, please notify the Field Coordinator so they can ensure the calendar invite is sent to that email also.

Note – Some tablets and phones may already have Google installed on that device and may recognize an email address that you already have set up in the device and will default to that email when you activate Google Meet. It is important that you notify the Field Coordinator of the appropriate email for the device that you will be using.

Calendar Invite for Google Hangout Meet

You will receive a calendar invite for the date/time of the inspection. If the date/time identified is acceptable, please accept the calendar invite by clicking “yes”. If the date/time does not work for you, please contact the Field Coordinator to arrange a date/time. Within the calendar invite, there will be a link to “Join Hangouts Meet”. Please make note of the link provided.

Example link:  [Join Hangouts Meet
meet.google.com/cta-brwx-pew](https://meet.google.com/cta-brwx-pew)



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AMANDA Training

For additional training on how to maintain your services AMANDA account, please go to https://idph.iowa.gov/BETS/EMS/service_programs_AMANDA. Download the PDF file and utilize it to follow along with the YouTube videos.

Documents to review, complete and upload into AMANDA

You will receive additional documents advising you as to what needs to be reviewed, completed and uploaded into your services AMANDA account. Please make sure that files being uploaded into AMANDA have an accurate description of the file, are dated and are in PDF format (Example – 2020 CQI Policy, 2018 Protocols and current Driving Policy). Documents will be reviewed by the field coordinator, and you will be contacted if there are any questions.

Personnel Roster

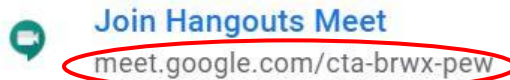
Ensure that your services personnel roster is up to date in AMANDA. If you are having problems completing the personnel roster in AMANDA, please submit a typed personnel roster to include the staff member's name, CPR expiration date, driver's license expiration date and EMS certification expiration date. All staff members to include drivers, EMS providers, RN/PA exceptions, and administrative support personnel should be listed on the roster.

Inspection Process

Laptop users – At the scheduled date/time, click on “Join Hangouts Meet,” and you will be connected.

Tablet/smartphone users – At the scheduled date/time, open the Hangouts Meet app and enter the meeting code.

Example:



Note – If the Field Coordinator has not yet connected, please wait a few minutes before contacting them.

- 1) The Field Coordinator will review personnel files, training records, and any additional documents that you may not have uploaded. Please place these documents in the view of the camera when asked and follow the directions that the Field Coordinator may ask in order to be able to view the items.
- 2) The Field Coordinator will inspect equipment/supplies that are located in your vehicle, such as AED/cardiac monitor, portable suction unit, disposable supplies with expiration dates such as IV catheters, OB kit and medication kits along with over the counter medication and prescription medications that your service may carry. Please place these items in view of the camera when asked and follow the directions that the Field Coordinator may ask in order to be able to view these items.
- 3) The Field Coordinator will ask you to complete a walk around of your vehicle and open outside compartments in order to inspect the contents of the compartments.
- 4) At the end of the inspection, further questions may be asked, and an overview will be provided with regard to the inspection. The Field Coordinator will advise you at this time if there are any identified deficiencies and how you will need to proceed with resolving the deficiencies. You will also be emailed a copy of the official inspection form that identifies any deficiencies noted during the inspection and the resolution recommended with 24 hours



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Thank you for your time and patience as we work to develop processes that are more efficient and beneficial for your service. If you have any questions or need further assistance, please do not hesitate to contact any of the Bureau staff. We look forward to working with you and your service as we “*Protect and Improve the Health of Iowans.*”

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