



Emergency Medical Institute

Emergency Medical Technician Policy & Procedure Manual



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REFERENCES

- A. [New York State DOH BEMS Criminal Conviction Policy](#)
- B. [New York State DOH BEMS Computer Based Testing Information](#)
- C. [New York State DOH BEMS Functional Job Description: EMT](#)
- D. [New York State DOH BEMS ADA Accommodations Policy](#)

1. Program Goal

Northwell Health Emergency Medical Institute (EMI) programs are intended for individuals interested in providing care to patients in a pre-hospital setting. The goal of this program is to provide the student with the opportunity to gain information, skills, and attributes necessary for certification as an Emergency Medical Technician (EMT) in the State of New York.

2. Course Description

This program is approved by the New York State Department of Health Bureau of Emergency Medical Services (NYS DOH BEMS). It addresses information and techniques currently considered to be the responsibility of the EMT according to the *United States Department of Transportation Emergency Medical Technician (EMT) National Education Standards*. This program consists of didactic instruction provided in class and on-line, student assignments, practical skills labs, simulation exercises, and field experiences. This course will be conducted in accordance with New York State Standards, Policies, Procedures, and Guidelines. All course records will be retained for a period of five (5) years.

3. Course Objectives

This program contains didactic materials and skills training that will provide a motivated and capable individual to:

- Understand basic human anatomy and physiology.
- Understand, recognize, and provide appropriate Basic Life Support (BLS) care when faced with life-threatening situations.
- Learn and demonstrate the correct use of basic life support equipment in a prehospital/emergency setting.
- Transmit presenting medical conditions in a professional manner utilizing appropriate communication equipment.
- Provide patient care in accordance with medical control direction and current local protocols.

4. NYS DOH Student Application (DOH-65)

All applicants applying for NYS EMS certification must complete an *Application for Emergency Medical Services Certification* ([DOH-65](#)). The bottom of the application contains an affirmation that states "Do not sign this if you have any convictions". Under no circumstances should an applicant sign this application if he or she has a criminal conviction of any type. See *Reference A for NYS DOH BEMS Criminal Conviction Policy*.

5. Class Location and Time

Unless otherwise indicated by your Instructor Coordinator, all sessions will be held at the location, dates, and times listed on your course schedule.

6. Class Cancellations / Delayed Openings

In person class sessions will only be canceled or delayed by this Institute when inclement weather or some other factor indicates that class cancellation or delay is in the best interest of the students and staff alike. Every effort will be made to contact students at the e-mail address provided during registration. In the event of inclement weather, or some other extenuating circumstance, please visit our website at: LearnEMT.org or the *EMI Facebook Page* for program related alerts and updates.

In lieu of cancelling a didactic session, all lectures will be held virtually. Instructions will be provided prior to the class start time. Please be sure to monitor the email address that you provided at the time of registration.

7. Parking at Northwell Health EMI and Other Locations

Students will only park in appropriate designated parking areas. Students may not park in any reserved or permit required spaces. Areas marked as Handicapped are to be used only by persons who have been designated by the New York State Department of Motor Vehicles as eligible to occupy such a space. Parking will always be in accordance with all local traffic laws and ordinances.

8. Cell Phones and Other Devices

Cell phones, Fire/Rescue pagers, and other personal communication devices must be placed in silent mode while attending classes. Students will not be permitted to send / receive e-mails or text messages while class is in session.

9. Recording Devices and Social Media

While participating as a student at any Northwell Health class, at any location, students may not video or photograph any part of their training experience(s) without prior authorization from Administration. Such action will result in disciplinary action against any students involved. Additionally, any such photos or videos that are posted to any social media website without prior authorization will result in that student's immediate expulsion from class.

10. Fire and EMS Response as a Student

While participating as a student at any Northwell Health class, at any location, students may not, and will not, respond to any emergency calls while class is in session. In the event of a catastrophic event, permission to leave class may be granted by your Instructor Coordinator; however, students will still be responsible to make-up the missed material.

11. Consumption of Food and Beverages

Food and beverages are **NOT** permitted in classrooms. Water bottles when capped will be permitted.

12. Required Texts & Equipment

- Jones & Bartlett AAOS Emergency Care & Transportation of the Sick & Injured 12th Edition Premier Digital Supplement: ISBN # [978-1-284-11053-1](#)
- CPR Pocket Mask with one-way-valve and oxygen port
- Stethoscope suitable for auscultation of blood pressure and lung sounds
- Sphygmomanometer (Blood Pressure Cuff)
- All students must have a laptop or tablet with internet accessibility.

13. Completion of On-Line Learning Objectives

All students must complete, or show proof of prior completion, of the following on-line courses prior to the sessions designated on their course schedule:

- [FEMA IS-100.C: Introduction to Incident Command System](#)
- [FEMA IS-700.B: National Incident Management System](#)
- [WMD/Terrorism Awareness for Emergency Responders](#)

After completing each on-line course, students will be required to take and pass an on-line examination. At the end of the exam, students will enter all required personal information. Upon successful completion of the examination, a course certificate for each course will be generated. These certificates must be submitted to your Instructor Coordinator.

14. Verification of Membership Form

All Students will be required to fill out a NYS DOH BEMS *Verification of Membership in an EMS Agency* ([DOH-3312](#)) form regardless of whether or not you are a member of an EMS agency.

Members of New York State authorized EMS agencies will have the lower half signed and completed by a Supervisor, Chief or Officer of your sponsoring agency. Regardless of title or position, students may not attest to their own membership. The VOM form must be filled out completely, and returned to class by the start of Session 2 or you will be responsible for the remittance of course tuition. If a VOM form is not submitted, course tuition must be paid in full by Session 3.

15. Tuition

Tuition for this Program is \$1250.00 (plus the cost of any equipment). Tuition is due by the first night of class payable by credit card only.

Tuition includes a **non-refundable** \$150.00 Technology fee.

16. Tuition Refunds

Tuition refunds will be granted according to the following schedule:

- Greater than 5 business days prior to course commencement: 100% tuition returned*
- Within 5 business days prior to course commencement: 90% tuition returned*
- Prior to Session 3: 75% tuition returned*
- Prior to Session 5: 50% tuition returned*
- After Session 5: No refunds will be issued

*An additional fee of 5% of the tuition amount will be retained for any tuition payment remitted by debit or credit card.

17. Attendance Policies

Due to the volume of material to be covered, as well as the speed at which it will be presented, attendance is required at all sessions. As per this policy, the maximum amount of permissible absences will be three (3).

If you are going to be absent from a session, an e-mail must be sent to your Instructor Coordinator prior to the start of that session. Any excused absence will result in a 2 point loss from your attendance grade. An unexcused absence will result in a 5 point loss from your attendance grade.

All didactic lectures will be held in person. If there is a need to hold a class virtually for a particular session, you will receive an invite with the virtual platform information from your Instructor Coordinator. Please know that attendance is mandatory for all virtual and in person sessions. Attendance will be taken at every session. The virtual platform will record attendance and participation at every session. If you do not stay online and interact with the instructor and class for the entire lecture, you will receive an absence for that session. This includes your camera remaining on for all virtual sessions.

18. Tardiness

Tardiness is not acceptable and disrupts not only our staff, but other students. Three (3) documented instances of tardiness greater than 10 minutes will equate to one absence. These absences will be treated the same as any other absence from class (see Item 17) and may result in disciplinary action.

Any unexcused tardiness will result in a 1 point loss from your attendance grade. Any tardiness greater than 30 minutes will be considered an absence.

19. Student Behavior

Students shall conduct themselves as professional and responsible adult learners. Distracting, or otherwise inappropriate, attire is prohibited while in any learning environment (see Item 20).

Use of a personal electronic device is permitted provided the device is being used to further student education. Students are prohibited from possessing or utilizing any electronic (or similar) device while taking examinations.

Administration, Faculty, Physician Lecturers, or any other Support Staff Members will be afforded the utmost respect and courtesy at all times.

20. Appropriate Student Attire

It is important that everyone who is a student at EMI present a professional appearance while in class. The purpose of this policy is not to inhibit personal freedoms, but rather acknowledge the unique role that EMS students have in patient care settings.

Appropriate dress for class assignments is neat, modest, casual business attire and should be appropriate for the season. Practical skills and simulation sessions will likely be conducted on the floor, and students should consider potential damage to their clothing. Please follow these other specific requirements as well:

- Earrings should be worn in a professional manner.
- Hair should be clean, well groomed, and worn in such a manner that will not interfere with patient care or job tasks, and will present a professional image.
- With the exception of religious or cultural headdress, no other head coverings are permitted in class.
- Facial hair should be trimmed and kept clean.
- Fingernails should be kept short, clean, and neatly manicured.
- Close-toed, non-skid shoes are required. No flip flops or bare feet at anytime.
- Pants shall be worn at the waist; no underwear shall be visible.
- Skirts and dresses must be presentable and appropriate length. Shirts and tops must cover the stomach, back and shoulders. Low cut, tight or revealing clothing is not acceptable and does not demonstrate a professional appearance
- Clothing with derogatory, offensive and/or lewd messages in either words or pictures is prohibited

Students shall be warned of inappropriate dress. A second occurrence in relation to any guideline will result in appropriate disciplinary action.

21. Participant Attire: Lab Sessions & Clinical Rotations

Appropriate dress for these instances will consist of midnight-blue EMS BDU style slacks, and a gray polo-style shirt with a 3 ½" navy blue star of life over the left breast. The uniform will be worn with black socks, and black shoes or boots. The student uniform is required for all ambulance / ED rotations, as well as all Lab Sessions or at the Instructor Coordinator's discretion. Uniforms will be made available for purchase through a suitable vendor, or students may purchase these items on their own. A complete listing of uniform, grooming and hygiene requirements can be found and referenced within the *EMI Student Clinical Rotation Guide*

22. Basic Life Support

All students must complete and demonstrate proficiency in *Basic Life Support* as part of this program. This education and evaluation will be conducted to the most current standards set forth by the *American Heart Association*.

Part 1 of this learning experience is conducted on-line and students will be provided *American Heart Association* on-line course access codes at no additional charge.

Part 2 of this learning experience, all students must appear for their BLS Skills Lab in possession of their BLS On-Line Course Completion Certificate. Skills practice and evaluation will be conducted during this session.

Students successfully meeting all requirements will receive American Heart Association BLS provider credentials at no additional cost. Provider credentials will be emailed to the students.

23. Team Based Learning

This class utilizes Team Based Learning (TBL) concepts. It is a well-defined instructional strategy currently utilized in higher education. TBL brings together theoretically based strategies for ensuring the effectiveness of small-groups working independently in classes with high student-faculty ratios. As an instructional method, TBL consists of repeating sequences of three phases.

Phase 1: Students study independently outside of class to master the objectives of the lesson by completing the reading assignments

Phase 2: Individual students complete a multiple-choice exam to assure their readiness to apply Phase 1 knowledge. Groups of students then re-take this exam and turn in their consensus answers for immediate scoring and posting.

Phase 3: Student groups complete in-class assignments that promote collaboration, use of knowledge and identification of learning deficiencies.

At a designated point during the class session, all groups will share their compiled answers with the entire class for easy comparison and immediate feedback. This stimulates an energetic total-class discussion with groups defending their answers, while the teacher facilitates learning.

TBL stresses the importance of out-of-class learning based on clear learning objectives. It emphasizes the importance of holding students accountable for attending class prepared to participate, and provides guidelines for designing group learning tasks to maximize participation. Team Based Learning emphasizes three keys to effective active learning: 1) individual and group accountability, 2) need and opportunity for group interaction, and 3) motivation to engage in give-and-take discussion.

24. Examinations & Grading

Written examinations are an appropriate and effective process for the measurement and assessment of the participant's success in retaining course content. Practical lab sessions provide feedback on the student's ability to perform specific tasks. Written examinations, practical skills labs, as well as observational reports detailing participant's attitudes and interpersonal interactions, will all be considered when compiling a final grade.

Major examinations are given periodically throughout the program and require a grade of 65% to pass to demonstrate competency. Students are required to show competency on all major exams to be allowed to continue in the program. If a student fails a major examination, the student is entitled to one re-test of that major examination and are required to achieve a score of 65% or better. This retest must be taken prior to the next scheduled Major Exam. The student's first grade will be the one that will be used to determine a student's GPA. Failure to obtain a passing score on any major examination re-test shall result in a student's dismissal from the program. **Students will only be allowed three re-tests during the program.**

Practical skills labs will be conducted throughout the program. Students shall be evaluated periodically during the program and must demonstrate appropriate progress. Failure to show consistent and appropriate progress in skills labs may result in the participant being dismissed from the program.

A Class Final Examination will be administered prior to The New York State Practical Skills Exam. **A Final Written Exam score of 65% or higher is required to participate in the New York State Certifying Exams (Practical & Written).** If a student fails the final exam, the student is entitled to one re-test to achieve a passing score of 65% or better. A student failing the retest shall be dismissed from the program.

To advance to the Course Final Exam and the New York State Examinations (practical and written) each participant must have successfully satisfied the following program requirements:

- Minimum grade average of 65% on major exams
- Minimum grade average of 70% on individual readiness assurance tests
- Minimum grade average of 80% on class activities & participation (team participation and a minimum grade of 70% on all Lecture Chapter Activities)
- Minimum grade of 80% in the attendance category
- Minimum passing grade of 65% on the course final examination
- Demonstrate proficiency in basic cardiac life support (BLS)
- Successful completion of all on-line course objectives
- Satisfactory performance at clinical and lab sessions
- Satisfactory completion of all required field rotations

A successful student's final grade for this program will be established as follows:

- Major exams will account for 60%
- IRATs will account for 20%
- GRATs and class activity (Team participation) will account for 10%
- attendance will account for 10%

25. Participant Progress

Your Instructor Coordinator will provide students with progress reports throughout this program. Opportunities for extra help are available by appointment only. It will be the responsibility of the student to notify the Instructor Coordinator to arrange for any additional instruction and/or conferences.

26. Student's Personal Conduct and Ethics

All students will be required to conduct themselves in a professional and ethical manner throughout this course. Students are expected to perform their work with honesty and integrity. Cheating on exams or other course assignments will not be tolerated, and will lead to disciplinary action and/or dismissal.

27. Student Immunizations/Physical Examination

New York State Department of Health Guidelines requires ALL students provide documentation of having a physical examination prior to the commencement of their clinical/ambulance rotations.

Every EMS provider should be properly immunized against the contraction of common infectious diseases. Immunizations must include:

- Measles/Mumps/Rubella (not required if born before 1/1/57)
- Tuberculosis Test (PPD)
- Hepatitis B* (or declination of same)
- Influenza (season appropriate)

Given the risk for health care personnel to contract Hepatitis “B”, it is recommended that each student be immunized against this disease. Students should inquire with their health care provider, or employer, about immunization.

Any student who elects to decline protection from this disease for any reason, **MUST** document this decision on an official form. Affixing your signature to this acknowledgement will indicate that you understand the associated risks, and is aware of the consequences. This declination **MUST** be made to the student’s agency as an employee and not as a student of this institute.

The New York State Department of Health, and Northwell Health, may require healthcare personnel who have the potential for patient contact to be vaccinated against the flu virus. This mandate includes our students who are required to complete clinical and/or ambulance rotations. In order to provide our students the maximum amount of protection, Northwell Health will offer the flu vaccination to our students, when required. Students must accept or decline the vaccination, or show valid proof of vaccination from their private physician (or equivalent).

Please be aware that Northwell Health is requiring the COVID-19 vaccination for all students who are assigned to any clinical rotation within a Northwell Health entity. Any student who does not submit proof of their COVID-19 vaccination will not be able to complete the clinical requirements of the program. As a result of this, all students must be prepared to submit proof of being fully vaccinated during the registration session on the first day of class. Any student who does not submit proof of their COVID-19 vaccination during the check-in process at this first session will not be allowed entry and will be dropped from the course.

28. Clinical & Ambulance Experiences

The Emergency Medical Institute, in collaboration with Northwell Health’s Clinical Sites and Center for Emergency Medical Services (CEMS), will provide an opportunity for students to observe and interact with patients in clinical and field settings. Students in EMT Original Courses are required to complete and document ten direct (10) patient encounters. All patient encounters must be submitted on an approved form documenting the patient assessment, vital signs, history, findings, and interventions performed or observed. Final disposition of the patient must also be documented. Alternate clinical rotations are optional and may be made available to students on a case-by-case basis.

An orientation packet, including information and policies, will be made available to students during their field experience orientation session. Students will be asked to reference this packet for specific instructions regarding their clinical and or field experiences. All required clinical assignments must be completed to be eligible to take the New York State Final Practical Skills Examination.

29. Student Medical Insurance

All students are responsible for their own medical coverage while in courses and programs at the Emergency Medical Institute. In the event of an illness or injury while participating in activities of EMI sponsored course, the student is solely responsible for all care and treatment necessary for their condition. Northwell Health does not assume, nor extend, any medical coverage for these events. Therefore, the students should maintain an appropriate level of medical coverage at all times during the program.

30. State Examination Requirements

Upon successful program completion, New York State Practical and Written Examinations shall be administered. These exams ensure that participants can properly demonstrate the technical skills, and knowledge that were presented throughout this program.

In order to be eligible for certification as an Emergency Medical Technician in the State of New York, an individual must be at least 17 years of age on or before the last day of the month of which they are participating in the NYS Written Examination.

Students must have also successfully completed an approved course of training, and must not have any convictions for a misdemeanor or felony (10 NYCRR 800) unless the NYS Department of Health has deemed that such a conviction or charge does not demonstrate a present or potential risk and/or danger to patients.

31. Computer Based Certification Examination (CBT)

All New York State certification exams are no longer administered as written exams at regional or on-site testing locations. All examinations are being delivered by computer at computer-based testing centers located throughout the state.

In accordance with your end of course date, this schedule will identify when the student eligibility information shall be uploaded to the testing company for eligibility.

Within approximately 5 business days from the date of upload, the student may receive an eligibility email with scheduling directions for their examination from the computer based testing company PSI/AMP customer service.

Once the student receives the eligibility email from the testing company, they then follow the directions to schedule the examination on the date, time and location of their choosing. All candidates who register for CBT will receive an immediate report indicating their pass/fail status.

The NYS DOH BEMS also offers EMT candidates the opportunity to complete, and have their exams graded immediately. This testing is only conducted at pre-determined New York State Testing Sites. For candidates who pass this examination, they will receive a temporary certificate that should enable them to begin practicing immediately.

For candidates who fail the examination, the immediate notification will allow them to schedule a re-examination as quickly as possible. Within two to four weeks after the exam administration, the NYS Bureau of EMS will send all candidates a detailed score report with all passing candidates receiving their credentials. See *Reference B* or for more information in regards.

32. Unavailable Day of the NYS Written Exam

Any student who is unable to take the NYS Certification Examination on the class assigned date, is personally responsible for scheduling another exam date. More information can be found on the [Student Resource Page](#) of our website.

33. Results of the NYS Certification Exam

Please do not phone the Northwell Health EMI Offices or Staff Members for results of your New York State Certification Exam. In most instances, you will receive your examination results before we do. The NYS DOH will forward your results via US Mail approximately two to four weeks after your written examination date.

34. New York State Certification Terms

Each participant successfully completing this program and achieving a minimum passing grade on the NYS Written Exam will receive certification as an Emergency Medical Technician for a three-year period. Please begin to prepare for re-certification at least nine months prior to the expiration date affixed to your certification card. This will ensure that your certification remains current while awaiting a refresher course to begin.

35. Functional Job Description

To view the most recent NYS Functional Job Description for Emergency Medical Technician please see Reference C.

36. Ongoing EMS Education

This course is only the beginning of the student's experience in EMS. Every EMT should plan to devote sufficient time and effort to maintain an appropriate level of knowledge and proficiency in patient care skills.

37. Participant Safety

Safety is one of the utmost concerns you will possess as an EMT. Please consider the safety of yourself and others when participating in any and all areas of your learning experience.

38. Student Disciplinary Actions / Dismissal

It is expected that all students will behave in a professional and safe manner throughout their enrollment in this course. The following behaviors are among those that may be deemed inappropriate and may result in disciplinary action up to, and including dismissal from this course:

- Unsafe or unlawful behavior.
- The consumption of alcohol or illegal drugs during class, or on Northwell property.
- Appearing for any learning experience intoxicated or under the influence of drugs.
- Behavior that disrupts, or impedes learning in a classroom or clinical setting.
- Excessive absenteeism.
- Excessive lateness.
- Other acts of unprofessional or malicious behavior.
- Failure to meet academic standards for the course.

39. Student Appeals Process

- A. The appeals process will begin with written notification to the Northwell Health Emergency Medical Institute (EMI) Course Sponsor Administrator within five calendar days of having been served with a disciplinary action or dismissal. The Administrator will schedule a conference with the student.
- B. Within three business days, the Northwell Health EMI Course Sponsor Administrator will issue a decision in writing to the student.
- C. If the student wishes to appeal the Northwell Health EMI Course Sponsor Administrator's decision, he/she may do so in writing within five calendar days of the Administrator's decision to the EMI Medical Director, who will schedule a meeting with student.
- D. Within three business days, the Northwell Health EMI Medical Director will issue a decision in writing to the student.
- E. If the student wishes to appeal the Medical Director's decision he/she may do so by contacting the local NYS DOH BEMS Representative at (212) 417-4455. The Area Representative will evaluate the request and refer it to the NYS DOH Bureau of EMS for a decision.

During the appeals process, the student will be permitted to continue in the course unless their attendance poses a danger or distraction to the Instructor or other students enrolled in the course. Once dismissed from a program, a student may not re-enter the program under any circumstances.

40. Student Disabilities and Accommodations

The Americans with Disabilities Act allows people with certain types of disabilities to request an accommodation for the New York State written certification examination. This may be accomplished only after providing proper documentation of their disability. *See Reference D for NYS DOH BEMS ADA Policy.*

To preserve the rights of all students, an Instructor cannot discuss or screen for disabilities or consider addressing any potential disabilities before a student's admission to a training program. An inquiry cannot be made of a prospective student about any disability. Any student who wishes to request a disability accommodation must contact the NYS BEMS Central Office at: (518) 402-0996. Contact should be made as soon as possible, but not later than eight weeks before the State certification examination.

The Emergency Medical Institute provides educational services through an on-line learning management platform. Students with disabling conditions may arrange informal accommodations with their Instructor Coordinator. To make a formal declaration of disability and request, a student may contact the Institute's Course Sponsor Administrator.

All students will be required to sign and date one of the two statements provided by your Instructor Coordinator.