



Emergency Medical Institute

# Emergency Medical Technician Hybrid Refresher Program Policy & Procedure Manual

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## REFERENCES

- A. [New York State DOH BEMS Criminal Conviction Policy](#)
- B. [New York State DOH BEMS On-Site Scoring 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 re-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 on-line didactic instruction, practical skills training, and simulation experiences. This course will be conducted in accordance with New York State Standards, Policies, Procedures, and Guidelines.

## **3. Course Objectives**

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

- Receive an understanding of basic human anatomy and physiology.
- Understand, recognize, and provide appropriate Basic Life Support (BLS) when faced with life-threatening situations.
- Learn and demonstrate the correct utilization of basic life support equipment in a prehospital/emergency setting.
- Transmit presenting medical conditions in a professional manner utilizing modern radio and telemetry 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, or recertification, at any level 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**

Cellular 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 matters 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 or pardoned session.

## **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**

- AAOS Emergency Care & Transportation of the Sick & Injured 11<sup>th</sup> edition
- CPR Pocket Mask with one-way-valve and oxygen port
- Stethoscope suitable for auscultation of blood pressure and lung sounds

## **13. Completion of On-Line Learning Objectives**

All students must complete, or show proof of prior completion, of the following on-line courses at least one week prior to the final New York State Practical Skills Examination:

- [FEMA IS-100](#)
- [FEMA IS-700](#)
- [WMD/Terrorism Awareness for Emergency Responders](#)

After completing each on-line course, students will be required to take and pass an on-line examination. Upon successful completion of the examination, a course certificate for each course will be generated.

Students who have completed any or all of these courses, but cannot locate completion certificates, may request a course completion transcript from FEMA by calling: (301) 447-1200 or by completing the following form:  
<https://training.fema.gov/emiweb/downloads/tranrqst1.pdf>

## **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. Regardless of title or position, students may not attest to their own membership in an agency. 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 \$500.00 (Includes \$440.00 for Tuition and BLS credentials and a \$60.00 NON-REFUNDABLE Technology Fee). Tuition is due by the first night of class payable by credit card only.

## **16. Tuition Refunds**

Tuition Refunds will be granted according to the following schedule:

- Greater than 72 hours prior to course start: 100% tuition returned\*
- Within 72 hours of course start: 90% tuition returned\*
- Prior to Session 3: 75% tuition returned\*
- Prior to Session 4: 50% tuition returned\*
- After Session 4: 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 will be required at all sessions documented on your Student Learning Contract. The maximum number of permissible absences and make-up arrangements will be one (1) as per this policy. Attendance at all required Practical Skill Labs is mandatory.

## **18. 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.

## **19. Student 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 own work in an honest and integral manner. Cheating on exams or other course assignments will not be tolerated and will lead to disciplinary action and/or expulsion.

## **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.

## **21. Participant Progress**

Your Instructor Coordinator will provide program participants with progress reports throughout this program via the learning platform. Session completion and in-class participation will be monitored through an attendance module on the learning platform. 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.

## **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.

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. Challenge Examinations / Student Learning Contract**

- A written challenge examination will be administered at the start of this program.
- Challenge examinations will be made available only to those students who are or have been certified at the level of Emergency Medical Technician or higher.
- Minimum passing grade is 75% for all modules. A module failure will require the student to complete the course session that covers the curriculum of the module in which they failed.
- A challenge practical skills examination (PSE) shall be administered at Session 3 of the program. A skill failure shall require the student to attend the lab session that covers the psychomotor objectives for the skill which they failed.
- Upon completion of both written and practical challenge examinations, student learning contracts will be prepared and posted to the student's *Moodle* account. The contract will outline what, if any, sessions the student must attend.
- A copy of the learning contract shall be presented to the student during Session 4, at which time both the student and Instructor Coordinator will sign.

### **24. On-Line Session Requirements**

- Each session includes a set of learning activities the student must complete in order to receive credit for the learning objectives.
- Each session includes a PowerPoint presentation that must be viewed.
- Each session may include one or two Case Studies. Each case Case Study is followed by a series of multiple-choice questions. Students must achieve a minimum passing grade of 80% to satisfy session requirements. Students are permitted 3 attempts to meet the minimum passing grade, with a new set of random questions being assessed with each attempt. Failing the third attempt will require that the student make an appointment to meet with the CIC for remediation.
- Each session includes "Matching" and "True/False" exercises. These learning activities are timed, and students must achieve a minimum passing grade of 80% to satisfy session requirements. Students are permitted 3 attempts to meet the minimum passing grade. Failing the third attempt will require that the student make an appointment to meet with the CIC for remediation.
- Each session includes a "Final Quiz" of 20-30 questions. The quiz is timed, and students must achieve a minimum passing grade of 80% to satisfy session requirements. Students are permitted 3 attempts to meet the minimum passing grade, with a new set of random questions being assessed with each attempt. Failing the third attempt will require that the student make an appointment to meet with the CIC for remediation.



## **25. Course Requirements (Summative)**

In order to advance to the final New York State Certifying Written Examination, each participant must satisfy the following course requirements:

- Complete to satisfaction all aspects of the Student Learning Contract
- Submit; IS-100, IS-700 and Haz-Mat Awareness Course Certificates
- Pass all New York State Practical Skill Stations
- Demonstrate proficiency in Basic Life Support (BLS)
- Complete all required on-line session objectives and requirements.

## **26. State Examination Requirements**

Upon successful program completion, Final New York State Practical and Written Examinations will be administered. These exams will 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 18 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.

## **27. 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 reexamination 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.

## **28. 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.

## **29. 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. Each New York State EMT must re-certify every three years. 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. Should you not have an opportunity to re-certify before your certification expires, you have an unlimited grace period in which to complete a re-certification course.

## **30. Functional Job Description**

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

## **31. Ongoing EMS Education**

This course is only the beginning of the participant'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.

## **32. 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.

### **33. 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 Tardiness.
- Other acts of unprofessional or malicious behavior.

### **34. 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.

### **35. 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.

**NEW YORK STATE  
BUREAU OF EMERGENCY MEDICAL SERVICES**

**CERTIFICATION OF ELIGIBILITY**

PLEASE PRINT

Name: \_\_\_\_\_

Course Number: **240098**

**PLEASE READ BOTH STATEMENTS CAREFULLY AND SIGN ONLY ONE**

*I have read and understand the Functional Job Description of an Emergency Medical Technician. I have no conditions which would preclude me from safely, and effectively performing all of the functions of the level for which I am seeking New York State Certification.*

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*Signature and Date*

***I have read and understand the functional job description of an Emergency Medical Technician and will be submitting a request for an accommodation for the New York State Written Certification Examination. I understand that I must contact the NYS DOH EMS Program Office no later than eight weeks prior to the State Written Examination.***

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*Signature and Date*

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**Northwell Health Emergency Medical Institute  
EMT Refresher Course Policy & Procedure Manual**

PLEASE PRINT

I, \_\_\_\_\_, acknowledge that I have received and read a copy of the Northwell Health Emergency Medical Institute Policy & Procedure Manual and understand its contents. I further understand that I may inquire of the Course Instructor Coordinator clarification of any portion of this manual at any time.

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*Signature and Date*