

# FAQ

## Frequently Asked Questions

By Mattie Mendoza

**Q** | I know that DSHS requires FBI background checks for all Initial applicants. I will finish my EMT-B course in February of 2011. What will be the process surrounding my FBI background check?

**DSHS:** As of January 1, 2010, all Initial applicants are required to undergo and submit an FBI background check. The FAST Pass form and instructions are now added to the Initial application. L1 Identity Solutions (L1id.com) is the contracted provider for the federal background checks. There are locations all over the county and in Texas particularly. You will take the fingerprint form in with you, have your fingerprints taken electronically and the form will instruct L1 ID to send the results to DSHS, via the Department of Public Safety. For more information on the fingerprint process, you can view L1 ID's website at [www.L1id.com](http://www.L1id.com). You can submit your initial application at the same time by printing it out and mailing the paper form along with your payment by submitting the application and fee electronically from our website at [www.dshs.state.tx.us/emstraumasystems/CertInfo.shtm](http://www.dshs.state.tx.us/emstraumasystems/CertInfo.shtm). Any fees associated with the process (including L1 ID fees) will be the applicant's responsibility. Please note, this step *does* increase application processing time. Contact the EMS Certification office at (512) 834-6700 for more information.

**Q** | I am about to complete an Initial EMT course and was told by the Instructor that I needed to submit an Initial EMT application to the Texas Department of State Health Services (DSHS) for state certification. But I don't have my Course Completion number or National Registry number yet. Can I still submit the DSHS EMT Initial Certification application?

**DSHS:** Yes. You can submit the application prior to completing your EMT course or before you have your National Registry number. You can submit the application by printing it from our website and mailing it in with a check, or you can submit the application electronically, paying either with an electronic check or credit card. If you don't have the Course Completion number or National Registry number yet, just leave that line blank. After your application is reviewed (approximately 4 to 6 weeks), you will receive

in the mail what is commonly referred to as a deficiency letter, requesting the missing Course Completion Certificate and/or National Registry information. Then, when you have taken and passed the National Registry exam, National Registry will send the Certification office your results. If you received notification that you have passed the National Registry exam and DSHS has not received your NR score yet, you can fax a copy of your National Registry card to the Certification office. We can then complete and approve your application. You can find the Initial EMS Certification application on our website at [www.dshs.state.tx.us/emstraumasystems/certapps.shtm](http://www.dshs.state.tx.us/emstraumasystems/certapps.shtm). If you have further questions, you can contact the EMS Certification office at (512) 834-6700.

**Q** | I was attempting to renew my EMT-B certificate using the TxOnline electronic application system, and I keep getting an error message that states my license information does not match the information in the database. Why am I getting this error message?

**DSHS:** You might encounter this type of message for a few different reasons. First, applicants often assume that the system is prompting them to enter a social security and Texas driver's license number. In fact, the system is asking you to enter your social security number and your *EMS license* number (a.k.a., your EMS Personnel ID or EMS Certification number) *not* your driver's license number. If you continue to see the error message, please verify that you accurately entered these numbers. Ensuring that you have entered the correct information accurately should resolve the issue. You may also want to verify your certification expiration date. If you are trying to renew your certificate earlier than one year prior to your expiration date, the system will not let you. Also, if you are trying to renew *after* your certification is expired for more than one year, the system will not let you do that either. You can submit your EMS Renewal application on the EMS Certification website at [www.dshs.state.tx.us/emstraumasystems/recertinfo.shtm](http://www.dshs.state.tx.us/emstraumasystems/recertinfo.shtm). If you have additional questions, call the EMS Certification office at (512) 834-6700.

**Q** | I am planning to renew my certification by obtaining the required continuing education (CE) hours. I obtained some of the required hours online, but I would like to take a refresher course to gain the remaining hours I need to meet the CE requirement. Where can I find a list of providers that offer a refresher course or other types of classroom CE hours in my area?

**DSHS:** The phrase *refresher course* is widely used in EMS. However, Texas education programs do not recognize the term *refresher*; look instead for a *recertification* course. These courses may be offered by a DSHS-approved initial EMS education program. A list of DSHS-approved initial education programs can be found on our website under "Forms and Resources." Please contact a program in your area to see if they offer a recertification course. DSHS does not publish a list of individual courses.

**Q** | I received a deficiency letter from the EMS Certification office that stated I was missing my National Registry information. I just received notification from the National Registry that I have passed the exam. Is there something else I need to do to finalize my Texas EMT Certification?

**DSHS:** No. If you indicated on your National Registry application that you were taking the National Registry exam for Texas EMS certification, the National Registry will notify the Texas EMS Certification office of your passing score. It typically takes five to seven days for the EMS Certification office to receive your score information, but no additional action on your part is necessary. If by the time you receive your National Registry card in the mail, you don't show as certified on the Texas EMS website, you can fax a copy of your National Registry card to the Texas EMS Certification office at (512) 834-6714. To verify your Texas EMS Certification, you can use the Public License Search on the Texas EMS website at [www.dshs.state.tx.us/emstraumasystems/NewCert.shtm](http://www.dshs.state.tx.us/emstraumasystems/NewCert.shtm). If you have further questions about EMS certification, contact the EMS Certification office at (512) 834-6700. If you have questions about the National Registry exam, please visit their website at [www.nremt.org](http://www.nremt.org).