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OPERATIONAL BULLETIN

Bulletin #	Title		Date Issued
#2024-09-26-01	2024 EMD Center Renewal Application		September 26, 2024
Superseded	Released By:	Source:	Pages
N/A	Maine EMS	Licensing, Data, and EMD Committee	3
Approved By:	Wil O'Neal, Maine EMS Director		
Overview: The purpose of this bulletin is to prepare EMD Center representatives with the information needed in to successfully complete the Emergency Medical Dispatch Center - Renewal Application.			

All Emergency Medical Dispatch (EMD) Center licenses will expire on November 30, 2024.

“A provider of emergency medical dispatch services must be licensed by the Board in accordance with 32 MRS §85-A and these rules.” [Maine EMS Rules](#), Chapter 3-A. §1.

My Account

- Applications**
- Continue

Available Applications and Forms

Click "Apply Now" next to one of the licenses to apply to that license for this service.

My Applications | Services Applications

An *Emergency Medical Dispatch Center - Renewal* application will be available to designated service representatives when they login to their [eLicensing Portal](#) beginning October 1, 2024.

Items 3a. (QA Plan/Policy) and 3b. (EMS Notification and Response Policy) may take the most time and effort to review or prepare, so please plan accordingly.

There are five (5) sections of the *F Medical Dispatch Center – Renewal* application.

1. Center Demographics

Enter email, phone, and address information for the agency. All items noted with a red asterisk are required.

2. Service Administration

- a. Confirm or update the individuals and positions listed. An agency must identify a Director, a Primary Contact if that individual is not the Director, a Primary QA Contact, and now a Primary AED Contact (Maine EMS Rules, Chapter 23 §3).

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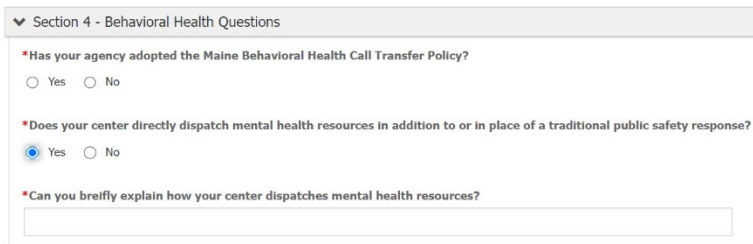
- b. To identify the Primary AED Contact, scroll below the list of current positions, select the box next to *Primary AED Contact*, select the action - *Update record in the service*, and then search for the staff member by name or Maine EMS license number. When you have selected a staff member for this role, make sure the box next to *Primary AED Contact* is still checked then continue with the application.

3. File Uploads

- a. Upload the agency’s QA Plan/Policy. This policy should be reviewed and updated to reflect the agency's current practice. Please ensure there is a review date on the uploaded document to demonstrate that this was accomplished within the current license cycle (November 30, 2022-November 30, 2024).
- b. Upload the agency’s policy “addressing situations where an EMS agency is notified of an emergency medical call but does not immediately respond. This policy must include procedures for the Emergency Medical Dispatcher to follow in these situations.” This rule, Chapter 3-A. §4.1.6., was effective January 10, 2021, but this is the first time Maine EMS is collecting this information from the EMD Center.

4. Behavioral Health Questions

Answer the questions about the agency’s operations relative to mental-behavioral health calls for service. These questions are intended to gather information about the role EMD Centers are playing in the state’s behavioral health system and to guide the work of stakeholders on 911-988 integration and best practices. If the answer to the second question is “no” there is no prompt to answer the third question. If the answer to the second question is “yes” please provide a brief explanation about the mental-behavioral health resources responding with or in place of traditional public safety responders (police, fire, EMS).

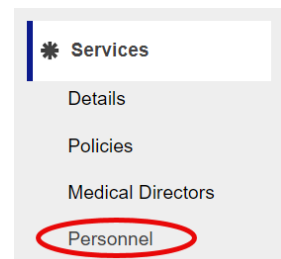


The screenshot shows a form titled "Section 4 - Behavioral Health Questions". It contains three questions:

- 1. "Has your agency adopted the Maine Behavioral Health Call Transfer Policy?" with radio buttons for "Yes" and "No".
- 2. "Does your center directly dispatch mental health resources in addition to or in place of a traditional public safety response?" with radio buttons for "Yes" (selected) and "No".
- 3. "Can you briefly explain how your center dispatches mental health resources?" with a text input field.

5. Center Staff

Add or remove staff from the agency roster to reflect the current staffing. This is more easily accomplished in the eLicensing Portal before beginning the application. In the left margin, select Services and then select the EMD Center in the body of the page, then select Personnel in the left margin to view and manage the agency roster. This [document](#) may serve as a reference for you.



6. Center Representative Endorsement

Certify that the information provided for the agency is correct and affirm that the agency has the equipment required by rules to provide EMD Services. The individual completing the application will digitally sign using their eLicensing Portal username and password, and then submit the application.

There is no cost to renew the EMD Center license. Once the application is submitted, please allow up to ten (10) business days for processing. If you have any questions about the application or the EMD Center license, please email melissa.f.adams@maine.gov.