Standard Operating Procedure (SOP)
EMS Compact Reporting and Compliance for Delaware EMS Agencies

Purpose

To establish a standardized process for Delaware EMS agencies to identify, document, report, and retain information required by the EMS Compact in compliance with applicable federal and state laws, the Delaware Recognition of EMS Personnel Licensure Interstate Compact Act (REPLICA), EMS Compact rules, Delaware Department of Health and Social Services (DHSS) and the Delaware State Fire Commission policies.

Scope

This SOP applies to all Delaware licensed EMS agencies, including agency administrators, compliance personnel, training officers, supervisors, investigators, and designated reporting personnel responsible for:

- EMS personnel oversight,
- Interstate Compact compliance,
- Adverse action reporting,
- Investigatory reporting,
- Personnel credential verification,
- Recordkeeping and documentation,
- Coordination with the Delaware Office of EMS, EMS Compact Commissioner and Delaware State Fire Commission.

Authority

This SOP is established under the authority of:

- Delaware Title 16, Chapter 98A - Recognition of EMS Personnel Licensure Interstate Compact Act (REPLICA),
- EMS Compact Rules and Bylaws,
- National EMS Coordinated Database (NEMSCD) reporting requirements,
- Delaware Office of Emergency Medical Services policies and procedures.
- Delaware State Fire Commission Regulations

Definitions

EMS Compact

An interstate agreement allowing EMS clinicians to practice across member states.

Compact Privilege

The authorization for an EMS clinician licensed in a Compact member state to practice in another Compact member state under the EMS Compact.

Agency Reporting Officer

The individual designated by the agency responsible for preparing, submitting, and documenting required reports and notifications to the Compact Commissioner.

Agency Compliance Officer

The individual responsible for monitoring agency compliance with EMS Compact reporting obligations, timelines, and this SOP.

Adverse Action

Any administrative, civil, equitable, or criminal action permitted under state law imposed against licensed ALS personnel, including but not limited to:

- Revocation,
- Suspension,
- Probation,
- Consent agreements,
- Monitoring requirements,
- Practice restrictions,
- Letters of reprimand or admonition,
- Civil penalties or fines,
- Criminal convictions,
- Court judgments enforcing EMS disciplinary actions.

Restricted

The outcome of an adverse action that limits a clinician’s license or privilege to practice.

Significant Investigatory Information

Investigative information indicating either:

1. Conduct that, if substantiated, could result in an adverse action against a license or Compact privilege; or
2. An immediate threat to public health or safety, regardless of whether formal notice has been provided to the clinician.

Responsibilities

Agency Administrator

The Agency Administrator shall:

- Ensure agency compliance with all applicable EMS Compact requirements.
- Designate personnel responsible for reporting and compliance functions.
- Ensure personnel are trained on Compact obligations.
- Coordinate with the Delaware Office of EMS or State Fire Commission as necessary.

Agency Compliance Officer

The Agency Compliance Officer shall:

- Monitor reporting deadlines and obligations.
- Ensure reports are complete, timely, and compliant.
- Maintain reporting logs and audit records.
- Coordinate periodic review and updates to agency policies related to EMS Compact compliance.

Agency Reporting Officer

The Agency Reporting Officer shall:

- Collect and verify required information.
- Prepare reports using approved systems and formats.
- Submit required reports through secure methods.
- Notify agency leadership of submitted reports.
- Maintain documentation of submissions and confirmations.

Supervisors and Investigators

Supervisors and investigators shall:

- Provide accurate and timely information.
- Verify factual accuracy of investigative materials.
- Ensure documentation is complete prior to submission.
- Immediately notify the Agency Reporting Officer of potentially reportable events.

Reporting Requirements

The following events shall be reported to the EMS Compact Commissioner within five (5) days in accordance with EMS Compact rules and Delaware law:

- Adverse actions against a paramedic or EMT license or Compact privilege.
- Restrictions, suspensions, revocations, or probationary actions.
- Significant investigatory information.
- Criminal convictions affecting licensure or practice.
- Consent agreements or disciplinary settlements.
- Terminations or removals related to patient care or professional misconduct when required by law or Compact rule.
- Any action required by EMS Compact rules, Delaware law, or directives from the Delaware Office of EMS or State Fire Commission.

All required reportable events shall be submitted through the appropriate reporting mechanism. An email to the Commissioner who would report to the National EMS Coordinated Database (NEMSCD), when applicable.

Procedure

Identification of Reportable Events

The Agency Reporting Officer shall:

- Review disciplinary, investigative, credentialing, and personnel actions for EMS Compact reporting requirements.
- Determine whether the matter constitutes:
    - Adverse Action,
    - Restricted practice,
    - Significant Investigatory Information, or
    - Other mandatory reporting categories.

If uncertainty exists, the Agency shall consult with the Delaware Office of EMS, Delaware State Fire Prevention Commission or the EMS Compact Commissioner as appropriate.

Collection of Information

The Agency Reporting Officer shall gather relevant documentation, including:

- Personnel records,
- Credential verification records,
- Incident reports,
- Investigative summaries,
- Court documents,
- Consent agreements,
- Administrative orders,
- FTO evaluations or competency documentation when applicable.

Only verified and relevant information shall be included.

Verification of Accuracy

Prior to submission:

- All information shall be reviewed for accuracy and completeness.
- Dates, license numbers, names, and disciplinary actions shall be cross-checked against official records.
- Discrepancies shall be corrected before submission.

Preparation of Report

Reports shall be prepared, by the Compact Commissioner, using the official EMS Compact reporting platform or other approved reporting format.

Narratives shall:

- Be factual, objective, and concise.
- Avoid speculation or unsupported conclusions.
- Use clear language understandable to non-legal personnel.
- Include sufficient detail to describe:
    - Conduct,
    - The action taken,
    - Applicable dates,
    - Current licensure or employment status.

Submission of Report

Reports shall be submitted through approved secure methods, including:

- NEMSCD online reporting portal,
- Secure or encrypted email when authorized,
- Delaware Office of EMS reporting systems or processes.

The Agency Reporting Officer shall ensure submission occurs within timelines established by Compact rules, state law, or agency policy.

Notification and Coordination

The Agency Reporting Officer shall notify agency leadership and coordinate with the Delaware Office of EMS regarding:

- Submitted adverse action reports,
- Significant investigatory information,
- Major compliance concerns,
- Requests for clarification received from the EMS Compact or Delaware Office of EMS.

Record Retention

The Agency Compliance Officer shall maintain:

- Copies of submitted reports,
- Confirmation receipts,
- Supporting documentation,
- Related correspondence,
- Audit logs.

Records shall be retained for a minimum of five (5) years or longer if required by state records retention schedules, litigation holds or pending investigations.

Follow-Up Actions

The Agency Reporting Officer shall:

- Respond promptly to requests from the Delaware Office of EMS, State Fire Commission or EMS Compact authorities.
- Provide supplemental documentation when requested.
- Document all follow-up communications and actions.

Confidentiality and Security

All records and communications associated with EMS Compact reporting shall:

- Be handled in accordance with applicable confidentiality laws and policies.
- Be transmitted using secure systems.
- Be accessible only to authorized personnel.

Personally identifiable information (PII) and protected investigative information shall be safeguarded at all times.

Quality Assurance and Compliance Review

This SOP shall be reviewed periodically by agency leadership or designee and updated as necessary following:

- Changes to EMS Compact rules,
- Amendments to Delaware law,
- Significant compliance findings,
- Audit recommendations,
- Changes to Delaware Office of EMS policies.
- Changes to Delaware State Fire Commission regulations.

Training on this SOP shall be provided to affected personnel as needed.

Accepting an EMT into Delaware from a Compact State

A BLS clinician seeking to practice within a Delaware BLS agency under the EMS Compact shall comply with the following requirements:

- ✓ Complete a Delaware EMT Compact application to the Fire Commission.
- ✓ Maintain an active unrestricted NREMT or home state EMT license.
- ✓ Utilize the home state license number while practicing in Delaware under Compact privilege.
- ✓ Successfully complete and pass the Delaware BLS Protocol examination (Reciprocity Course).
- ✓ Comply with all Delaware BLS protocols, agency policies, and medical direction requirements.
- ✓ ***Agency MUST notify the BLS Administrator at the Delaware State Fire Prevention Commission.***

Delaware certification may be pursued separately in accordance with Delaware certification procedures.

Accepting a Paramedic into Delaware from a Compact State

An ALS clinician seeking to practice within a Delaware ALS agency under the EMS Compact shall comply with the following requirements:

- ✓ Affiliate with an approved Delaware ALS agency.
- ✓ Maintain an active unrestricted home state paramedic license.
- ✓ Utilize the home state license number while practicing in Delaware under Compact privilege.
- ✓ Successfully complete agency Field Training Officer (FTO) sign-off and clinical competency evaluation.
- ✓ Successfully complete and pass the Delaware ALS Protocol examination.
- ✓ Comply with all Delaware ALS protocols, agency policies, and medical direction requirements.
- ✓ ***Agency MUST notify the Paramedic Administrator at the Office of EMS.***

Delaware licensure may be pursued separately in accordance with Delaware licensing procedures.

References

- EMS Compact Official Website
- National EMS Coordinated Database (NEMSCD)
- Delaware Title 16, Chapter 98A — Recognition of EMS Personnel Licensure Interstate Compact Act (REPLICA)
- Delaware Office of Emergency Medical Services policies and procedures
- Delaware State Fire Commission regulations
- Applicable EMS Compact Rules and Bylaws