



### **EMS Information Bulletin 2024-10**

**DATE:** May 29, 2024

**SUBJECT:** QRS Licensure Exception

**TO:** Pennsylvania EMS Agencies  
Regional EMS Councils

**FROM:** Anthony L. Martin, MBA, NRP  
Director, Bureau of Emergency Medical Services  
PA Department of Health  
(717) 787-8740

A handwritten signature in black ink, appearing to read 'Anthony L. Martin', with a stylized flourish at the end.

Effective, June 1, 2024, QRS-only licensed EMS agencies will no longer need to provide their process for scheduling staff to ensure that the minimum staffing requirements are met. A QRS-only licensed EMS agency can choose not to track call volume records or a record of the time periods for which the agency notified the PSAP that it was not available to respond to a call.

If the agency chooses not to track the above information and provide it during the renewal inspection as documentation the agency is staffed twenty-four (24) hours per day, seven (7) days per week, the agency will be renewed on a conditional temporary license status and no regulatory action will be taken.

If a QRS-only licensed EMS agency wishes to maintain a full status license, it must meet the following requirements per 28 Pa. Code §1027.3 Licensure and general operating standards and be staffed twenty-four (24) hours per day, seven (7) days per week responding to at least 95% of all dispatched calls.

(a) *Documentation requirements for licensure.* An applicant for an EMS agency license shall have the following documents available for inspection by the Department or a regional EMS council:

(4) Its process for scheduling staff to ensure that the minimum staffing requirements as required by this chapter are met.\*

(b) *Documentation requirements after licensure.* An EMS agency shall have the following documents available for inspection by the Department or a regional EMS council when it applies for registration of its license and at all other times:

(1) The documents that are required to be available for inspection under subsection (a).

(3) Call volume records from the previous year's operations. These records must include a record of each call received requesting the EMS agency to respond to an emergency, as well as a notation of whether it responded to the call and the reason if it did not respond.

(4) A record of the time periods for which the EMS agency notified the PSAP, under subsection (g)(1), that it would not be available to respond to a call.

*\* NOTE: This can be in the form of a written policy or copies of agency's schedule two months prior to inspection and month of inspection.*

Please direct any questions regarding this to your regional EMS council.