
FAQ

Frequently Asked Questions

By Mattie Mendoza and Phil Lockwood

Q: I recently moved and need to notify EMS certification of my new address. How do I do that?

A: You need to submit an Address/Name Change form to the EMS certification office. You can find the form on our website at www.dshs.state.tx.us/emstraumasystems/formsresources.shtm#EMS. You can also update your address on your renewal application, on either the electronic application or the paper application, when you submit it. If you have a name change and will need a new Texas EMS certification card, you must submit a \$10.00 fee with the Address/Name Change form. If you have further questions, please call the EMS certification office at (512) 834-6700.

Q: I forgot to submit my renewal application, and it's now past the expiration date. Your website states that I must pay a late fee and have a Skills Verification form completed and signed by a Texas certified coordinator. Should I get this from an advanced coordinator or a basic coordinator?

A: The Skills Verification form that goes with the Late Renewal form can be signed by either a Texas certified advanced coordinator or a basic coordinator. You can find all of the information and forms for late renewal submission on our website at www.dshs.state.tx.us/emstraumasystems/recertinfo.shtm#laterenewal.

Q: I am moving to another state and am trying to get EMS certified in that state. However,

they require that the Texas EMS certification department fill out a certification verification form.

What do I need to do?

A: When you send us a certification verification form from another state, Texas EMS certification will gladly verify your Texas certification and fax it to their certification department on your behalf. You may fax the form to EMS certification at (512) 834-6714, Attention: Sylvia. Normal processing of out of state verification forms takes five to seven business days.

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 DSHS, but I don't have my course completion number or National Registry number yet. Can I still submit the EMT Initial Certification application?

A: Yes. You can submit the application prior to completing your EMT course or before you have your National Registry number. You can print it from our website and mail it to us with a check, or you can submit the application electronically and pay with an electronic check or a credit card. If you don't have the course completion number or National Registry number yet, just leave that line blank. You will be mailed a "deficiency letter" requesting the missing information. Once you have taken and passed the National Registry exam, National Registry will send us your results.

If you receive notification that you have passed the National Registry exam, but we have not received your score from them, you can notify the EMS certification office yourself. We can then complete and approve your application. You can find the Initial EMT Certification application on our website at www.dshs.state.tx.us/emstraumasystems/certapps.shtm, and you can contact the EMS certification office at (512) 834-6700.

Q: Where can I get a list of EMT schools in my area?

A: We're not able to keep up a list of individual ongoing EMS courses due to the fleeting nature of EMS classes, but there are several ways you can track down an EMT school. First, you can find a training program (which holds multiple courses) through our online Public License Search, by selecting "EMS Initial Training Program" and searching by city. This search may require that you have broadband capability, as with dial-up you may get a "time-out" error during the search. The second way to search for a program is to download a database of currently approved initial EMS training programs from our website at www.dshs.state.tx.us/emstraumasystems/formsresources.shtm#OpenRecords (scroll down to EMS Education Programs). The third choice is to contact the local DSHS EMS field office in your area (see www.dshs.state.tx.us/emstraumasystems/regions.shtm for other field offices) for more assistance.