





## ADMINISTRATIVE BULLETIN

**DATE:** March 8, 2021

**TO:** San Mateo County Prehospital EMS System Providers

**FROM:** Travis Kusman, MPH, Paramedic, EMS Director   
Dr. Greg Gilbert, EMS Medical Director 

**SUBJECT:** Online Licensing Portal and Application Process (21-BUL-01)

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The San Mateo County EMS Agency (“Agency”) has implemented a new online licensing portal (“Portal”). The Portal, which is now available, replaces the Agency’s existing paper application process for EMT certification and paramedic accreditation.

In addition to streamlining the application process, prehospital providers are now able to update their personal information including name, address, email and phone number, as well as submit documentation directly to the Agency from within their Portal account. Most changes are immediately applied. When supplemental documentation supporting a change is required, the change will be effective upon approval by the Agency.

The Portal’s link, which includes an orientation video, can be found on the Agency’s website or at: <https://smchealth.imagetrendlicense.com/lms/public/portal#/login>

Below are some important timelines related to the Portal’s implementation:

- March 2, 2021 Portal is available to all users
- April 1, 2021 All applications for EMT certification/ recertification and paramedic accreditation / reaccreditation must be submitted through the Portal; paper applications will no longer be accepted
- July 1, 2021 Deadline by which all existing accredited paramedics must apply within the Portal for continuous reaccreditation to remain effective. This will allow the Agency to verify that continuous accreditation requirements have been met.

