

Guideline Name: Temporary Provider Expectations		Department: Orange County Emergency Services
Effective Date: June 1, 2023	Issued: April 30, 2023	Approval(s): 

Scope

All temporary Paramedics
 All temporary Emergency Medical Technicians (EMTs)

Purpose

Paramedics operating in the system must, maintain certifications, be aware of changes in protocols, procedures and systems, and must practice regularly to maintain the knowledge and skills necessary to provide the level of care expected by Orange County Emergency Services.

Definitions

- Temporary Employee A provider employed by Orange County Emergency Services EMS Division under the HR Classification of temporary employee, commonly referred to as a Part-Time or PRN Employee. Temporary employees do not earn benefits.
- EMS System Plan An overarching group of policies defining minimum requirements of the Orange County EMS System. The System Plan covers any agency providing ALS care or EMS Ground Transport.

Guidance

I. Training

- a. Each temporary provider, wishing to be re-credentialed by OCEMS, must attend 100% of Orange County offered EMS continuing education at the required credential level, except where make up assignments are completed to the satisfaction of the training department as described below.
 - I. Any absences must be made up through the training division
- b. Each temporary provider must attend 100% of Medic Director update Con-Ed
 - I. Any absences must be made up through the training division
- c. Each temporary provider, regardless of certification level, must attend any other training deemed mandatory by EMS administration or Medical Direction.

II. **Credentials**

- a. Paramedics
 - I. Each temporary Paramedic must maintain compliance with the practice policy in the EMS system plan
 - II. Each temporary Paramedic must maintain North Carolina Driving privileges through a North Carolina Driver's license or another appropriate driver's license with reciprocity in North Carolina.
- b. EMT's
 - I. Each temporary EMT must remain compliant with the practice policy in the EMS system plan
 - II. Each temporary EMT must maintain North Carolina Driving privileges through a North Carolina Driver's license or another appropriate driver's license with reciprocity in North Carolina.

III. **Field Practice**

- a. Availability and scheduling
 - I. In an attempt for our department to remain compliant with the EMS system plan, all temporary field personnel must provide, on or before the 15th of the month prior, an availability of a minimum of **48 hours** for the following month. Failure to submit the minimum hours will result in administrative action up to and including separation.
 - II. Availability submissions will be reviewed by the Temporary Employee supervisor between the 15th and 20th of the month for shift assignment.
 - III. Temporary staff are expected to review the EMS Calendar and to notify their immediate supervisor with any conflict prior to the start of each month.
 - IV. There is no expectation of temporary staff holding availability for unscheduled days after the 21st of the month.
 - V. Scheduled leave of absences must be approved by the EMS Division Chief or their designee. Upon return from leaves of absence, the returning temporary provider will be subject to the System Provider Rentry Policy

IV. **Administrative Expectations**

- a. Temporary Paramedic and EMTs must maintain access to Orange County Email as well as ensure that contact information is up to date in the required software. Changes to contact information should be brought to the attention of their direct supervisor.
- b. Corrections to timesheets must be sent to the assigned supervisor as closely to the end of the pay period as possible. (Timesheets are pulled in and locked on Monday mornings following the end of the pay period, corrections sent in after this time will result in correct payment delay).
- c. Uniform needs should be sent through the assigned supervisor.
- d. Temporary providers are expected to meet with their direct supervisor bi-annually to discuss performance. Any temporary field personnel wishing to meet with their assigned supervisor should request such meeting via email.
- e. No temporary employee may be scheduled more than 36 hours in one pay week. Accumulation of overtime is strictly prohibited. Pay weeks are calculated from Friday at midnight to the following Friday at midnight.