



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Service Regulation

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
MARK PAYNE • Director

MEMORANDUM

TO: EMS Agency Administrators

FROM: Tom Mitchell, Chief, NCOEMS

SUBJECT: EMS Agency Staffing Concerns

DATE: August 5, 2021

Current data shows that COVID trends are quickly increasing, with staffing remaining a top concern for EMS agencies across the State. These unprecedented times require us all to think outside the box to effectively manage this situation. We realize that each EMS Agency has multiple challenges that make managing these issues very complex. We wanted to share several strategies to consider implementing within your agency as resources allow:

- Incentivize staff to cover additional shifts
- Alternative transportation methods for non-emergency transports (i.e. Uber, Lyft, Taxi, etc.)
- EMD triage of non-emergency calls to utilize alternative resources after appropriate screening of patient with oversight of Medical Director
- Implementing or expanding telemedicine services
- Contracting backup 911 services or transport with traditional NET providers
- Implementing 131E-158 system waivers allowing for one credentialed person on ambulances, utilizing non-credentialed personnel as drivers
- Review <https://www.ncems.org/covid-19-response.php> for additional resources

Additionally, NCOEMS HPP is working with the Healthcare System to try and strategize on additional methods to alleviate the medical surge within the hospitals. Our goal is to provide some improvement to turnaround times and diversion concerns where possible.

Please continue to urge your staff to get vaccinated and always take appropriate PPE precautions. This pandemic has shown the world the importance of EMS as a true partner to all of healthcare and we must protect our own people so that we can meet the needs of the public during their worst moments.

Feel free to reach out to any of our staff if you have any questions or concerns.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH SERVICE REGULATION
OFFICE OF EMERGENCY MEDICAL SERVICES

LOCATION: 1201 Umstead Drive, Wright Building, Raleigh, NC 27603
MAILING ADDRESS: 2707 Mail Service Center, Raleigh, NC 27699-2701
www.ncdhhs.gov/dhsr/ • TEL: 919-855-3935 • FAX: 919-733-7021

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER