

Intent

The intent of this policy is to clearly articulate the importance of reporting misconduct information to the WVOEMS and to outline the process for reporting.

Scope

This policy encourages reporting of possible misconduct. It does not address complaints or reports of disciplinary action by licensing agencies.

Policy

Persons with information regarding possible misconduct should submit this specific information through the WVOEMS ImageTrend Public Portal Complaint Reporting System. This information should identify the person(s) alleged to be involved and the facts concerning the alleged conduct in as much detail and specificity as possible. The complaint shall identify by name, email address, and telephone number the person making the information known to WVOEMS. It should include the facts and circumstances concerning the alleged conduct. Supplemental information may be requested. WVOEMS may forward reported information to law enforcement if criminal misconduct is suspected. WVOEMS will not accept anonymous complaints or take action based on an anonymous claim.

Rationale

EMS professionals, under the authority of WVOEMS provider licensure, have unsupervised, intimate, physical, and emotional contact with patients at a time of maximum physical and emotional vulnerability, as well as unsupervised access to a patient's personal property. These patients may be unable to defend or protect themselves, voice objections to particular actions, or provide accurate accounts of events at a later time. EMS professionals, therefore, are placed in a position of the highest public trust. The public, in need of out-of-hospital medical services, relies on WVOEMS provider licensure and national certification to assure that those EMS professionals who respond to their calls for aid qualify for this extraordinary trust. Reporting of possible misconduct helps to ensure the validity of certification processes and ultimately the protection of the public.

