

OEMS at a Glance

Emergency Medical Services (EMS) regulations have been in place since July 1, 1996, under the Emergency Medical Services Regulatory Board (EMSRB). On January 1, 2025, the EMSRB transitioned to the Minnesota Office of Emergency Medical Services (OEMS).

The OEMS continues to serve with the same mission and values, ensuring high-quality emergency medical care for all Minnesotans.

OEMS Values:

- Collaborative
- Inclusive
- Trusted
- Efficient
- Consistent
- Fair

We are committed to supporting EMS providers and ensuring the health and safety of our communities.

OEMS Review Panel

The OEMS Review Panel reviews investigations and applications to identify possible violations of Minnesota law. The Panel is composed of the Deputy Director of EMS Providers, Deputy Director of Ambulance Services, and the Compliance Supervisor. Meetings are led by the Deputy Director of EMS Providers and include participation from OEMS legal counsel with the Minnesota Office of the Attorney General.

The Panel also utilizes the expertise of the Deputy Director of Medical Services, a licensed physician, to review cases that involve clinical judgment beyond the Panel's scope. This multidisciplinary approach ensures that skills and competencies relevant to the allegations are properly evaluated.

The Review Panel makes disciplinary recommendations to the Director, with support from an Assistant Attorney General and OEMS staff during the meetings.



Our Commitment to Fairness

Our investigation and compliance process is designed to be fair and focused on uncovering the truth, not simply finding faults. We understand that mistakes can happen, and most people learn and grow after addressing the consequences of their actions. Our goal is to ensure safety and fairness while supporting EMS providers committed to serving Minnesotans. At the same time, we are dedicated to protecting the public by addressing situations where a provider may not be able to practice safely.

It's important to note that our decisions apply only to OEMS. Other organizations, such as licensing boards or agencies in other states, have their own rules and processes, which may result in different outcomes. Additionally, while our actions may affect someone's employment, employment decisions are separate and do not influence our process.

OEMS Law References

- Minnesota Statutes 144E—Office of EMS
- Chapter 13—Data Practices
- Chapter 14—Administrative Procedure

Minnesota Office of EMS

335 Randolph Avenue
Saint Paul, Minnesota 55102

Phone: (651) 201-2800 Fax: (651) 201-2812

Website: mn.gov/oems

E-mail: Compliance.oems@state.mn.us

Updated October 2025

Disclaimer: This pamphlet is for general informational purposes only and does not replace or supersede Minnesota Statutes, Minnesota Rules, or official policies of the Office of Emergency Medical Services (OEMS). OEMS makes determinations based solely on the law and administrative procedure. Nothing in this brochure creates new rights, responsibilities, or guarantees. Active investigative data are classified as confidential or protected nonpublic under Minn. Stat. §§ 13.41 until an investigation is closed or made public as required by law.

An Overview of the OEMS Complaint Resolution Process



OFFICE OF EMERGENCY MEDICAL SERVICES

This pamphlet explains the OEMS complaint resolution process, from receiving a complaint to ensuring compliance. It gives a clear overview of how the process works. This pamphlet does not limit or change the actions OEMS may take under the law.

Mission: *To protect the public's health and safety through regulation and support of the EMS system.*

Complaint Investigation Process

1 REVIEW THE COMPLAINT

We review your complaint to see if we have the legal authority to investigate the allegations.

2 INVESTIGATION

We may contact you to get more information and may ask you to sign forms so we can access additional documents for the investigation. We also interview and gather information from the subject and any other person who might have useful information.

3 MAKING A DECISION

The OEMS reviews all the evidence to determine whether there is enough proof to support the complaint. If the evidence is sufficient, we decide what actions, if any, are appropriate.

4 NOTIFICATION

You will be notified when the OEMS closes the investigation. If the board takes action, you will receive a copy of the decision with your closure letter. If no action is taken, your notification will simply state that the investigation is closed.

Types of Public Action

- Deny your OEMS application
- Suspend, revoke, or refuse to renew your credential
- Place conditions and/or limits on your practice
- Require supervision
- Issue a censure or reprimand
- Require additional testing, coursework, and/or a skills review



Discipline & Compliance

OEMS uses several tools to encourage compliance and promote rehabilitation when possible. We strive to work with individuals involved in disciplinary actions whenever possible. Many times, these actions are resolved through an agreement that allows the individual to continue practicing EMS while adhering to specific terms of the disciplinary order. Compliance staff ensure these agreements are properly followed. Common agreed-upon actions include:

- Agreement for Corrective Action
 - Stipulation and Consent Order
 - Voluntary Surrender
- If an agreement cannot be reached, the OEMS may proceed with disciplinary measures independently. This could lead to a contested case hearing before an administrative law judge.

Your Rights

You have the right to consult with or be represented by an attorney at any stage of the complaint or disciplinary process. Additionally, if you disagree with the OEMS's proposed action, you have the right to request a contested case hearing. These hearings follow rules set by the Office of Administrative Hearings, which keeps a record of the process.

OEMS staff cannot provide legal advice or interpret laws on your behalf. If you have questions about your rights or responsibilities, you should consult an attorney or other qualified legal professional.

Data Privacy for Investigative Data

The Minnesota Government Data Practices Act protects certain information gathered during an investigation. Active investigative data is classified at a higher level of privacy than inactive data, and OEMS only shares information when permitted or required by law.

Actions taken by OEMS, including final disciplinary decisions and any agreements reached without a hearing, are *public information*.

Public actions are reported to multiple entities, including the National Registry of Emergency Medical Technicians (NREMT), other EMS regulatory agencies, and employers. OEMS is also required to report qualifying disciplinary actions to the National Practitioner Data Bank (NPDB), as authorized under the federal Health Care Quality Improvement Act of 1986 (42 U.S.C. §§ 11101–11152; 45 C.F.R. Part 60). The NPDB promotes patient safety and accountability by maintaining a centralized record of licensure actions such as suspensions, revocations, or other findings of misconduct.