Region 11 Chicago EMS System
Vector Solutions - Online EMS Education FAQs

GENERAL QUESTIONS

Q. *Why is the Region 11 Chicago EMS System moving to this online educational platform?*
A. Vector Solutions is an established and popular learning management system that provides the Region 11 Chicago EMS System the ability to offer our own system-wide education in addition to a library of over 100 hours of accredited continuing education (CE). This platform also allows for streamlined profile management of each user's CE modules and licensure tracking, which assists the Resource Hospital in accurate record keeping and timely communication.

Q. *Why does it cost $80 when before it was free?*
A. The previously used free platforms for a system the size of the Region 11 Chicago EMS System were difficult to manage and limited the educational opportunities we could provide.

Q. *What does the $80 for two years cover?*
A. This registration fee allows access to ALL mandatory Region 11 Chicago EMS System education, which will be provided online through this website. The available accredited online CE hours are topic based and DO NOT have an additional cost once you are a member. We will also continue to host live educational sessions.

Q. *Will the cost increase after the initial two-year period?*
A. We do not anticipate a cost increase and will work to maintain cost-efficiency.

Q. *Can I sign up for only one year at a time?*
A. No, the two-year subscription is an $80 one-time fee; which is reduced for Region 11 Chicago EMS System providers.

Q. *How much do the Resource Hospitals receive from this fee?*
A. The subscription is directly between the EMS providers and Vector Solutions to provide you with online education and license tracking. The Resource Hospital manages these services through the online platform, but does not receive any financial benefit.

REGISTRATION

Q. *How do I sign up for Vector Solutions account?*
A. Go to the www.chicagoems.org website and click the tab labeled 'Vector Solutions' in the top right corner. This will direct you to the Vector Solutions page where you can create a new user profile.

Q. When do I register?
A. The expectation is that an account is created within two weeks of the first EMS System Entry session date. This account is mandatory to maintain as long as you are active in the Chicago EMS System.

Q. What happens if I don't register on the site?
A. To function as an EMT or Paramedic in the Region 11 Chicago EMS System, a provider **must have** an active account with Vector Solutions. This account is mandatory to maintain as long as you are active in the Region 11 Chicago EMS System.

CONTINUING EDUCATION

Q. *How does the Continuing Education (CE) tracking work?*
A. Any course that is offered through the Vector Solutions online EMS education platform (Region 11 Chicago EMS System specific or additional topic-based courses) will be tracked in your profile so you can access your list of hours any time you log in.

Q. *What if I completed a course outside the system for CE?*
A. Outside CE hours can be uploaded and maintained in your profile once approved by your EMS System Coordinator. You can use the 'Self-Assign' tab and upload your certificate, which will be sent to your Resource Hospital for review and approval.

Q. *What about previous CE that I have completed, will these be uploaded to my profile?*
A. Users may upload any previous CE into their profile for review and approval. The Resource Hospitals will maintain their current databases for the foreseeable future, because they do not have the ability to merge the prior CE tracking database with Vector Solutions. ***All of your CE beginning November 1, 2017 will be tracked exclusively in Vector Solutions.*** The Resource Hospitals will use their existing and Vector Solutions databases to total your relicensing hours.

Q. *Are all the CE courses offered through Vector Solutions approved for IDPH/Region 11 CE?*
A. Yes

Q. *Is there a cap on the number of CE hours allowed through this website?*
A. There is no cap to online hours allowed during the renewal period, but per IDPH you may not exceed 20% of the total minimum required hours in one subject area.

Q. *Are we able to complete any modules found on the site or only what the Region 11 Chicago EMS System uploads and approves?*
A. Your Vector Solutions subscription allows you access to over 100 hours of CE that is approved by the Region 11 Chicago EMS System and IDPH.

Q. *Will this online system completely replace the way each Resource Hospital keeps a record (paper copy) of my CE?*
A. Yes, over the next few years we plan to transition to electronic records for documentation.

Q. Will all providers be required to submit all of their CE via this site or can they still submit in person if they choose?
A. Providers should submit their CE electronically through Vector Solutions and not in person. This process allows the EMS System Coordinator at your Resource Hospital to approve and track all CE quickly and efficiently and saves you from having to make a trip to their office.

Q. Can I use the old www.regionxiemssystem.com website for CE?
A. No, this website has been discontinued.

LICENSURE TRACKING AND RENEWALS

Q. My license renewal date is coming up; how do I know how many CE hours I have completed?
A. When you upload your license under 'My Credentials', the expiration date is a required field. This allows both the user and the Resource Hospital to easily track this date. The total number of CE hours that you completed prior to the implementation of the Vector Solutions online EMS education database will be added to the total courses completed in the 'My History' tab.

Q. How does license renewal work?
A. Approximately 60 days prior to the expiration date of your license, IDPH will send you a renewal notice through the USPS. Follow the instructions on the notice and renew / pay via the internet. ***Do not renew through regular USPS mail.*** Contact your Resource Hospital and let them know you have completed your portion of the renewal process. It is crucial that IDPH has your correct mailing address.

Q. *Can this platform be used to manage other licenses such as Lead Instructor?*
A. This platform can be used for Lead Instructor licensees. However, at this time the site will not be available for EMD licenses.

OTHER QUESTIONS

Q. If I have a problem with a link or uploading, who should I contact?
A. If you are having trouble viewing the courses or need any troubleshooting assistance, do not hesitate to contact the Vector Solutions support team by email: Support@targetsolutions.com, or phone (800) 840-8048

Q. If a member is only secondary in the Region 11 Chicago EMS System and gets all their CE and relicensure through another system, do they need to enroll in this site and pay the fee?
A. All mandatory Region 11 Chicago EMS System CE will be available ONLY through this website, however live sessions will continue to be offered. If you are not enrolled in Vector Solutions, it is your responsibility to attend one of the live sessions.

Q. If a member decides to retire after the registration period closes are they still required to participate?

A. Members with retirement in the next six months should contact their Resource Hospital for further instruction.

Q. Will my employer have access to my total CE hours and license tracking?

A. The Resource Hospital can provide this information to employers upon request.

Q. I already have access to Vector Solutions through my other job. Can I get access to the Region 11 Chicago EMS System site too?

A. Yes. Vector Solutions will merge the two accounts, but having a Region 11 Chicago EMS System Vector Solutions account is still required.