

ILLINOIS DEPARTMENT OF PUBLIC HEALTH – EMS ON DIGITIZING LICENSING

Overview:

The Illinois Department of Public Health licenses Emergency Medical Services professionals in Illinois to ensure their competence and ongoing education. Licensing covers roles such as EMT-Basic, Advanced EMT, Paramedic, Lead Instructor, Dispatcher, First Responder, and pre-hospital nurses.

Agency Transformation Phase: 2, Process Standardization

During Process Standardization, a regulatory agency defines the right way to perform the work, along with the correct digital tools to use. Staff follow vetted processes that use best practices and meet regulatory compliance.

Learn more: [Phase 2: Process Standardization](#)

Opportunities and Solutions

High-Volume, Multi-Faceted Operations

Opportunity: The Illinois Department of Public Health – Emergency Medical Services (IDPH-EMS) licenses individuals and providers—and conducts vehicle inspections—an overwhelming workload if managed manually. The large number of tasks requires a system that handles complexity, while increasing efficiency.

Solution: GL Suite supports large agencies like IDPH-EMS by consolidating all workflows into a single platform. Built-in real time workflow ensures the efficient processing of tasks. The system supports the regulatory agency to easily adjust to any staffing change—with employees trained on the business process flow; business process guides in GL Suite guide new and current staff alike in the consistent execution of agency processes. By digitizing inspections and licensing, GL Suite eliminates the chaos of paper-based systems and keeps the agency running smoothly.

Offline and Complicated Business Processes

Opportunity: Many of the processes at the Illinois Department of Public Health – Emergency Medical Services occur offline and involve intricate steps, making them a challenge to manage.

Solution: GL Solutions works with IDPH-EMS to build these processes into the web, enabling a self-service portal where licensees and providers complete tasks independently. The switch to these configurable websites reduces the burden on agency staff and streamlines licensing procedures. GL Suite brings all staff workflows into one central location, replacing fragmented systems with a unified platform. Digitizing and supporting complex business processes ensures that the Illinois regulatory agency operates with improved speed and accuracy.

Links:

[Regulatory Agency Modernization in 5 Phases](#)

[Licensing and Permitting Solutions](#)

[Illinois Department of Public Health – Emergency Medical Services](#)