



EMS PROFESSIONS

The **Platinum Educational Group** monthly newsletter is dedicated to EMS instructors, administrators, and providers. If you have any questions please reach out to us anytime either by [email](#) or call **616.818.7877**.

In this edition:

1. Improve Your Program in 2020
2. Who is Platinum Educational Group, Exactly?
3. Platinum Educational Group is restructuring in 2020
4. Facebook Contest
5. **Article:** Platinum Educational Group's Refund Policy
6. **Article:** Preceptor Training ð We Got You Covered
7. **Article:** The Scholarly Column ð Present vs. Presence
8. Price Change Notification
9. And Much More!



Improve Your Program in 2020

The New Year always brings in fresh ideas, a clear mind, and resolutions for improvement-both personally and professionally. We truly hope that all your personal goals are achieved this year, but we KNOW we can assist you with achieving your professional ones! If your 2020 professional goal is to maximize your program's efficiency, we can help! We want to make your lives, and your students' lives, much easier! We can also help raise your programs overall performance and pass rates! If you do not currently use our solution(s), take a short demo and find out why we are the best choice.

[View our solutions & schedule a demo](#)

Until then, we wish you all a happy and prosperous New Year!

The Staff at Platinum Educational Group



Who is Platinum Educational Group, exactly?

As Platinum Educational Group continues to broaden the versatility of their solutions for healthcare professions, as well as increase our audience, we would like to remind people of who we are and

what we do!

We are staunch advocates for the highest degree of training for all EMS levels. **We are proud to boast the best study prep and skills**

tracking programs for each.

"Platinum Educational Group is always ahead of the ever changing game!" - Dr. Kelly Weller Ed.D, RN, LP EMS-C, Program Director EMS, Lone Star College - Montgomery

"From the Program Directors side of the coin, they are great people to work with and very responsive!" - Scott Kaminski, Public Safety Program Coordinator, Lorain County JVS

Factoid: We have delivered over 230 new features to our customers, many at their request, since 2015!

Our Mission: Deliver valid and reliable testing, assessment, scheduling, skills tracking, and reporting solutions.

Our Vision: Every learner in the world can benefit from our solutions.



Platinum Educational Group is restructuring in 2020

"Education is the most powerful weapon which you can use to change the world." - Nelson Mandela

In January, Chief information officer (CIO) and Co-owner will be taking the helm as Platinum Educational Group's CEO. By the time you read this article, Jason would have assumed the company's highest leadership position from co-founder and retiring CEO, Douglas Smith.

As part of our restructuring plan Doug Smith will be returning to his teaching roots at Platinum Educational Group. Doug's intention is to continue to support Platinum as a full-time medical educator which will give a big boost to the education bench under direction of John Spencer. Also, at the beginning of the year, Tom Gottschalk, COO has indicated his plans to retire from Platinum. Similar to Doug's offer, Tom will be offering his full support to Jason and the team upon requests (just from the sidelines) while exploring new and exciting adventures that lie ahead of him.

So, what does this mean for the future?

[Read full article](#)



Facebook Contest

Thank you to everyone that has given us some love on Facebook. We appreciate you and are fast approaching our 3500 "likes" contest drawing. If you haven't already, give us a like and be included. Winner will receive a **\$25 visa gift certificate**. As a **bonus**, if you are a current Platinum customer, **leave us a review** in our [review section](#) and get a **gift automatically sent** to you.

In addition to special contests, each month we randomly select a profile that has liked our [Fan Page](#). That person/company receives an awesome "thank you" package from us! So, go ahead and give us a "like" YOU MAY BE OUR NEXT WINNER! December's awardee is **Jason Stanton from Peoria, Arizona**.

New Features Updates

By the Dev Team

[NEW FEATURES: December 2019](#)

[NEW FEATURES: November 2019](#)

[NEW FEATURES: October 2019](#)

[NEW FEATURES: September 2019](#)

Platinum Educational Group Solutions for EMS Training Programs

Top Five Reasons to Use EMSTesting

- True Computer Adaptive Testing Practice that mimics the format of the National Registry exam!
- Most Validated Solution available, over 175,000,000 responses to date!
- Over 5,000 question test bank; with questions FOR ALL provider levels!
- Group Testing feature turns learning into a fun game!
- EMSTesting can be used with any EMS textbook, regardless of publisher!

Join the hundreds of other programs that have adopted our solutions to make their EMR-EMT-AEMT-Paramedic program run as smoothly as possible! We offer the most reliable and valid testing on the market via [EMSTesting](#). We provide the only Computer Adaptive Testing (CAT) testing prep program that mimics the National Registry Exam! We will help your program raise your pass rates and we offer a [100% guarantee*](#) to back that!

"My paramedic program started using EMSTesting.com in 2013 and I have to say that it is the best testing platform that I have experienced in my 15 years as an educator. The students that graduate from our program are well prepared for the national exam. We just started using the solution for my EMT program and our pass rate has improved greatly! - Rob Dowling, Director of EMS, Franciscan Health Crown Point

Easy Demo Scheduling!

PLATINUMPLANNER.COM

Top Five Reasons to Use PlatinumPlanner

- Easiest platform to record Appendix G competencies
- Accreditation Standards! Meets/Exceeds what accrediting bodies are looking for!
- Customizable to meet YOUR program specific needs!
- Provides students with a FREE mobile app that works both online and offline!
- There is NO Institutional fee just a competitive nominal per-student fee!

In addition to testing, we also provide a complete skills tracking, scheduling and reporting solution called [PlatinumPlanner](#). This flexible program tracks schedules, skills, and patient encounters. It assists in clinicals, labs, and scenario experiences. It generates reports for student progress, accreditation standards, and [NREMT Portfolio requirements](#), and the recent [CoAEMSP Appendix G](#) changes! **Platinum Planner also offers free preceptor training - something our competitors do not!**

Do not waste time tracking your students with paper and pencil! Stop paying more for inferior software! We have an easier and more cost-effective clinical tracking solution!

"Our training coordinator unexpectedly had to go out for several months on extended sick leave and I had to take over some of the tasks. It had been several years since I had worked extensively in Platinum Planner. When I called with questions, they were able to walk me through over the phone. Great Customer Support!" - Diane Koch, EMS Specialist, Yakima County Emergency Medical Services

Easy Demo Scheduling!



Platinum Educational Group's Refund Policy

By John Zimmer, HR Manager

PEG recognizes that there will be times when our service cannot be used and require a refund to be issued. Please click the link below to view our refund policies for:

- Client-School-Institution Refunds
- Bookstore Refunds
- Student Refunds

Platinum Educational Group (PEG) proudly do their best to provide you with excellent customer service. If you are experiencing technical

difficulties or just need help with our websites/software, contact our help desk at 616-818-7877, or use the red Help button at the bottom right corner in our software, or contact us at <https://platinumed.zendesk.com>.

[View Full Refund Policy](#)



Preceptor Training ð We Got You Covered

By Tom Gottschalk, COO, Medical Educator

In the past two months, our staff has noticed an increased interest in learning how Platinum Educational Group is able to help Paramedic programs manage and initially get their preceptors Ötrained.Ó I am not certain on why all the extra inquiries have been coming in now, rather than months ago, although I have my hunches.

Please allow me to offer an overview of how Platinum delivers preceptor training and allows schools to customize their training without an additional charge!

[Read Full Article](#)



The Scholarly Column: Present vs. Presence

By Regina M. Sportsman, RMA, CMA (AAMA), BA, MM, MBA

Many instructors have gotten into the habit of showing up on time and being present in their classrooms. Being ÖPresentÓ versus having ÖPresenceÓ can change the dynamics of the environment of your studentÖs classroom experience. Below is a list of questions that you might ask yourself.

[Read Full Article](#)

News From Our Allies in Education

Every month we feature a key news snippet or other information from our allies in EMS Education. If you would like to connect and see how we can collaborate, [contact us!](#)



Site Visitor Workshop to be Held at ACCREDITCON 2020

The CoAEMSP is increasing its site visitor cadre and is seeking Paramedic educators and physicians to become site visitors for CoAEMSP. The training workshop will be conveniently hosted in conjunction with ACCREDITCON, May 27-31, 2020, in Louisville, for those applicants who have been selected to be site visitors. [More details](#)



EMS 3.0 Workshop

Join us, Tuesday, March 24, 2020 in Arlington, VA! Get the latest information on EMS reimbursement including cost collection and the implementation of the CMS ET3 Model. Learn how to expand the healthcare services your agency provides to your community using sustainable economic modeling and best practices from agencies across the country. Registration opens October 14, 2019. [More Details.](#)

[More details](#)



National Registry Reaches All Time High for Nationally Certified EMS Professionals

The National Registry of Emergency Medical Technicians recently announced that more than 400,000 EMS professionals are currently nationally certified at the EMR, EMT, AEMT or Paramedic level ð the highest amount in the 48 year history of National EMS Certification.

[More details](#)

Inspiring Educational Excellence (IE2) Logo Contest

In recognition of our new mission statement, "Inspiring Educational Excellence," NAEMSE is having a logo contest! Flex



your artistic muscles and send in your original logo(s) incorporating the three words "Inspiring Educational Excellence" and you could win a FREE registration for the 2020 NAEMSE Educators Symposium!

[More details](#)



VerifyStudents Announces Drug Screening Enhancements

VerifyStudents by Corporate Screening is proud to offer a convenient, mobile-friendly and paperless drug screening solution. Now, we're pleased to announce several NEW enhancements to our drug screening solution. Customers now have access to student drug screening statuses with the Drug Screening Instance History feature. The feature displays all milestones and timestamped action histories for your drug screening orders.

We're also pleased to offer the availability of approximately 4,500 more drug test collection sites to our network. With thousands of sites across the nation, your students have more options than ever.

[Read Full Article!](#)



Ask the Customer Support Team

Q: What is the best process for switching our primary school admin? A: We know Primary Admin changes can happen, and we'd like to make the transition as smooth as possible for you. In short, a current school admin (primary or not) can create the new admin in EMSTesting and/or Platinum Planner, then call us and request that the admin be changed to the primary admin. If the old primary admin is no longer working at your company we can flag/disable their school admin account, so they no longer have access to all school settings, but only once we have set someone new as the primary admin.

[Read Full Article!](#)

"The best thing about this group is the customer service. All of my questions have been answered within 30 min to an hour. The Help box with frequently asked questions is also nice and I've been able to use it without calling in. Keep up the great work Platinum Group!" - Jenifer Goodson, EMS Instructor, East Central College (MO)



Prices Effective July 1, 2020

Our pricing schedule will increase **slightly** in 2020. These increases will not affect training institutions, but students will see a **nominal** change. The increase is being done for several reasons including:

- To continue providing our customers with the **most up-to-date technology and software** programming.
- To continue providing our customers with the **most experienced customer support and programming staff**. To date, our customer support has an **industry-leading 97% satisfaction rate** and the **shortest average call back time** to students and instructors.
- To keep pace with inflation and fair market value. Even after this upcoming increase, **Platinum Educational Group is still under its competitors' prices** while offering more benefits, services, solutions, and overall value.

[Read Full Article!](#)



Does your Program need Student Access Cards or Credit?

By John Zimmer, Client Relations Manager

Many programs still need to gain EMSTesting or Platinum Planner student access. There are three ways students can gain access into our programs:

1. EMS programs can purchase student access credit or cards directly through Platinum Educational Group; then the students reimburse through tuition or lab costs.

2. Students can purchase access cards through their institutions' bookstores.
3. Students can purchase access from our websites directly (EMSTesting, PlatinumPlanner, PlatinumTests) using their own credit/debit cards.

If you need student access for either EMSTesting, PlatinumTests or Platinum Planner, contact **John Zimmer** at 616-490-5395 or email [EMAIL](#).

If your annual license ends soon, please renew prior to expiration to avoid an interruption in service. If you have questions about your license renewal, contact **John Zimmer** at [EMAIL](#).

Leaving You Laughing

By Steve Barry

