Communication

- EMD.

- Your Patient and Family Members.

- Police, Fire.

- Health Care Professionals - i.e. Dr. Offices, Nursing Homes.

- Medical Direction/Director.

Radio bands also called Radio Frequency

- Ultra High Frequency (UHF) penetrates concrete and steel. - Common in city.

- Low band frequency travel further so are better for country.

Written Communication:

- Prehospital Care Report (PCR) - written record of events.

- Use only medically approved abbreviations.

The Call

Step 1: Detection of emergency and citizen access.
• 911
• E911
• 7 digit
• On-star
• Life-Line

Step 2: EMD at dispatch center

• Dispatch units.
• Gives pre-arrival instructions.
• Call coordination between agencies.
• Incident Recording and times of events.

Step 3: Medical Direction

• Either via protocols off line or on line.

Step 4: Transfer Communications
• Receiving facility report.

• Include VS, CC, History, exam findings, care provided.

Radio Equipment: (look up these terms in the textbook, if needed)

• Portable

• Mobile

• Repeater

• Base Station

• Satellite

Radio Communication

• Simplex - transmits and receives on same frequency. Old fashion toy walkie-talkies.

• Duplex - two frequencies. One to transmit and one to receive. Like a telephone. (get feedback).

• Multiplex - Like DSL can be on the phone, use the fax, and be on line at the same time on the same line.

• Trunking - 800MHz - This system has many frequencies and waits for one to open up or become free.

  This is the system when you hear a beep which indicates a line is secured.

• Digital - mobile data terminals. Dallas Fire Rescue has this. It is a computer in the unit. Common in police units.

• Cell Phones - disadvantage dead zones and scanners can listen.
• Facsimile - quick way to send patient info. Problem is who can get the info on the machine because not secured. Privacy issues.

Reporting Procedures

• Radio Report

Unit/ID

Scene

Age, sex, weight

CC

Brief pertinent history

Brief past pertinent history

Physical findings

Treatment given

ETA

Radio Procedures

• Listen to channel first to see if available.

• Press button for 1 second.
• Speak 2-3 inches from microphone.

• Speak slow and clearly.

• Normal pitch voice.

• Be brief - less than 30 seconds at a time. Know what you are going to say before press the button.

• Avoid codes unless a part of your system.

• Do not waste air time.

• Protect privacy. Do not use name of patient.

• Use proper titles.

• Do not use slang.

• Use echo procedure - repeat info when given.

• Always write down info given.

• Make sure message was received and acknowledged.