



Emergency Medical Training Services

Emergency Medical Technician – Basic Program Outlines

Outline Topic: Communication

Revised: 11/2013

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.

FCC - Federal Communication Commission - controls and regulates all non-government communications in US. AM, FM, TV, Aircraft, Marine, Mobile, garage door openers.