



McLean County Area EMS System

TITLE: "COMMUNICATIONS ETIQUETTE"

POLICY STATEMENT:

All McLean County Area EMS System agencies communicate with area hospitals on a daily basis. The Advocate BroMenn Medical Center, OSF St. Joseph Medical Center, and System Associate hospitals' emergency departments have EMS communications equipment and all serve as Medical Control for System participants. To reduce the circumstances that may lead to misinformation or misunderstandings when transmitting patient information and treatment orders, criteria have been developed which comply with regulations of the Federal Communications Commission.

GOAL/PURPOSE:

To assure that appropriate and complete radio communication exists in the McLean County Area EMS System.

POLICY:

- A. Only the precise air time necessary to transfer essential patient care information should be utilized by all EMS providers and all Medical Control sites, whether on UHF radio, VHF radio, or cellular phone.
- B. If it is necessary to transmit telemetry ECG recordings to Medical Control, only short periods of time should be utilized.
- C. Medical Control is the designated authority to elicit efficient radio transmissions as circumstances arise.
- D. Voice communications must remain professional at all times. Foul language must never be used as it is an illegal act. Do not use slang or other words that may not be commonly spoken in the region.
- E. Do not use 10 codes.
- F. Any violation of this policy shall be reported to the EMS System immediately via an incident report and may result in disciplinary action.