



# McLean County Area EMS System

**TITLE:** COMMUNICATIONS RECORDING PROCEDURES

**POLICY STATEMENT:**

The following guidelines have been established to assist the ECRN or the Medical Control Physician in the proper procedure of recording all in-bound, pre-hospital patient care information. The purpose for recording all calls is two-fold. First, is to seek Continuous Quality Improvement through retrospective evaluation of out-of-hospital care and secondly, to validate patient care in cases of litigation.

**GOAL/PURPOSE:**

To ensure recording of all patient care information given via radio and cellular telephone communications and provide operational guidance to the ECRN and Medical Control Physician.

**POLICY:**

1. All EMS communications at the operational medical control points shall be recorded.
2. The radio should be programmed at all times for automatic recording.
3. All communication where patient information was received and Medical Control provided verbal orders shall be documented in the ECRN radio log.
4. Any failure in the communications system requires immediate corrective action. If the communications system fails at the primary Resource Hospital, refer to the Emergent Transfer of Resource Hospital policy.
6. Any failure in the communications system, requires the completion of an "EMS System Incident Report" and forwarding the report to the EMS System office.