



# McLean County Area EMS System

705 N East Street  
Bloomington, IL 61701

Phone: (309) 827-4348  
Fax: (309) 827-2017

<b>Title of Policy:</b> <i>Communications Etiquette</i>	<b>Policy Number:</b> C-100
<b>Effective Date:</b> 10/2004	<b>Review Date:</b> 10/05/2016
<b>Policy Area:</b> Communications	<b>Approvals:</b> EMSSC, EMS MD

## Background to Policy:

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

## 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.

## 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, the life net system shall be utilized. Failures of the Life Net system should be reported to the EMS office within 1 business day.
- 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. In addition, providers and ECRN's should be aware of their tone of voice, and remain professional.
- 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.

## Resources:

1. [MERC Identifier Chart For MCAEMS Members](#)
2. [Life Net Login Page](#)
3. [EMS System Incident Report Form](#)