



McLean County Area EMS System

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Title of Policy: <i>Communications Recording Procedures</i>	Policy Number: C-101
Effective Date: 10/2004	Review Date: 10/24/2016
Policy Area: Communications	Approvals: EMSSC, EMS MD

Background to Policy:

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 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.

Policy:

- a. All EMS communications at the operational medical control points shall be recorded.
- b. The radio should be programmed at all times for automatic recording.
- c. All communication where patient information was received and Medical Control provided verbal orders shall be documented in the ECRN radio log.
- d. 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.
- e. Any failure in the communications system, requires the completion of an "EMS System Incident Report" and forwarding the report to the EMS System office.

Resources:

1. [EMS System Incident Report Form](#)