

Subject: Administration - Communications
Radio Communication

Associated Policies: 2503

- I. Authority and Reference (incorporated herein by references)
 - A. Division 2.5 of Health and Safety Code
 - B. California Code of Regulations, Title 22
 - C. North Coast EMS Policies and Procedures

- II. Purpose
To define who may receive a report from or give prehospital care instructions to prehospital care personnel.

- III. Policy
 - A. Only personnel authorized by the hospital are allowed to cooperate the EMS radio and/or EMS phone.
 - B. All hospital authorized personnel are required to fill out a report on each ambulance call.
 - C. The base hospital or alternate base hospital shall maintain records of communication between the service providers and the hospital through tape recordings and through emergency department communication record sufficient to allow for medical direction and continuing education of the EMT and/or Paramedic.
 - D. The tape recordings and Emergency Department communication record of prehospital care will be retained by the Prehospital Care Nurse Coordinator (PCNC) until the applicable charts are evaluated as part of the Continuous Quality Improvement (CQI) system.
 - E. When perceived patient care deficiencies or EMS system problems are identified in the CQI evaluation and are referred to North Coast EMS for resolution, tape recordings, communication logs, PCR's and other relevant information or materials will be kept available until the North Coast EMS investigation is completed.