



Nursing Service Guidelines Emergency Department (ED)

Title: **PRE-HOSPITAL COMMUNICATION VIA RADIO MEDICAL CONTROL**

Responsibility: ED Registered Nurse (RN)

Purpose of Guidelines: To provide consistency in handling radio communications between pre-hospital providers of the Critical Care Transport team and authorized personnel of the ED at the University of Toledo Medical Center (UTMC).

Procedure

1. ED attending physicians, ED residents, or Registered Nurses (RNs) will operate the EMS system and maintain voice communications with personnel from pre-hospital squads, Lucas County dispatch, or a member of the Critical Care Transport team contacting the Emergency Department via the squad or dispatch phone/radio.
2. Any radio communication containing request for orders from the pre-hospital squad of Critical Care Transport team and orders from the ED attending physician will be handled by the RN, ED Resident or attending physician who is giving the orders.
3. All information concerning the run is being recorded on tape at the time of communication by Lucas County EMS and may be subject to future review.
4. During a disaster situation, both the squad and/or dispatch phone/radio may be assigned to a paramedic if staffing allows.
5. The squad and dispatch phone/radio is answered by stating: "UTMC control. Go ahead" (repeat the name of the squad calling in).
6. Transmissions to the Life Squad or other emergency units, including the Critical Care Transport are communicated: "Life Squad ____ (Critical Care Transport), this is UTMC Control."
7. When the transmission is complete, sign off by saying: "UTMC clear."
8. To provide patient anonymity, the name of the patient being transported will not be asked nor transmitted over the radio.
9. The volume control of the EMS squad or discharge phone/radio is not to be kept in the off position or at a low volume position.

Reviewed by: Julia Benfield, BSN, RN, Director Emergency Department

Approved: 7/05

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