

	SOUTHERN FOX VALLEY EMERGENCY MEDICAL SERVICES SYSTEM POLICY & PROCEDURES	
TITLE: HOSPITAL COMMUNICATION GUIDELINES		
SECTION: COMMUNICATION	POLICY NUMBER: B - 1.0	
APPROVED BY: DR. ARTHUR PROUST EMS MEDICAL DIRECTOR		
EFFECTIVE DATE: 09/01/2025	PAGE NUMBER: 1 OF 1	

**PURPOSE:**

To establish guidelines for pre-hospital communications.

**POLICY:**

1. Pre-hospital orders from the Resource or Associate Hospital shall be given by the EMS Medical Director or his/her designee who must be either a licensed physician or a qualified registered nurse who has successfully completed the ECRN (Emergency Communications Registered Nurse) course and have met all of the requirements in Policy C-22.0.
2. The Resource Hospital or Associate Hospital involved with a particular call shall have the operational control point for that call.
3. Each individual hospital will ensure that its staff is familiar with telecommunications equipment and radio protocol.
4. Telecommunications equipment shall be staffed and maintained 24 hours a day. (This includes all MERCI Radio and telephone.)
5. Immediate action shall be taken to restore operation if telecommunication equipment breaks down.
  - a. MERCI 340 will be utilized as the first form of back up in the event unable to utilize cellular phone lines
  - b. The use of eBridge outside of the standard forms may be utilized in the event unable to communicate to hospital via cellular or MERCI frequency.
  - c. Contact other EMS System Hospital via cellular or MERCI frequency.
6. Patient information shall be given in the prescribed order. The transmissions should be clear and concise.
7. Orders given must not exceed the training level and equipment availability of the pre-hospital personnel.
8. All orders given shall be acknowledged and repeated.
9. The patient's history and physical, therapy and responses shall be documented in the telecommunications log. Each log should have a unique number.
10. The EMS telecommunications equipment shall be configured so that the EMS Medical Director or designee may monitor all transmissions in the system.

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