CHAPTER 13

Communications

Three Types of EMS Communication

- Radio communication
- Verbal reports
- Interpersonal

Components of a Radio Communication System

- Base station
- Two-way mobile radio
- Portable radio
Radio System Components

- Repeaters
- Digital radio equipment
- Cellular telephones

Radio System Maintenance

- Backup radio system in case of equipment failure
- Daily radio checks and battery charging
- Maintenance by qualified technicians

Radio System Components

- Radio frequencies are assigned and licensed by the FCC (Federal Communications Commission)
Radio reports must be concise, organized, and pertinent.

- Listen before transmitting.
- Press “Push To Talk (PTT) button one second before speaking.
- Speak slowly and clearly.
- Avoid slang, codes, and profanity.
**Communication Principles**

- Do not give a patient's name over the air.
- Consider using landline or cell phone for privacy.
- Provide objective information.
- See Table 13-1 for details.

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**Communication with Medical Direction and Dispatch**

*(Interpersonal Communication)*

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**Reasons to Communicate with Dispatch**

- Location of call and information
- When en route to scene
- When arrive at the scene
- When en route to hospital
Reasons to Communicate with Dispatch

To:
- Advise when at hospital
- Advise when leaving hospital
- Report unusual situations
- Request assistance

Reasons to Communicate with Medical Direction

- Consultation
- Obtaining orders for medications/interventions

Medical Radio Report

- Provides patient information to hospital
- Allows hospital time to prepare
- Quality report “paints a picture” of the patient with words
Communication with Medical Direction

After receiving an order:
- Repeat the order back word-for-word.
- Question orders that are unclear or appear to be inappropriate.

Verbal Communication: At the Hospital

Introduction of the patient by name (if known).
- Summarize information from the radio report.

Continued...
Verbal Communication: At the Hospital

- Provide any additional information and changes since radio report

Interpersonal Communication

Maintain eye contact.
Be aware of your positioning and body language.

Interpersonal Communication Principles

- Be honest.
- Use language the patient can understand.

Interpersonal Communication Principles

- Use the patient's proper name. Ask the patient what he/she wants to be called.
- Act and speak in a calm, confident manner.
Interpersonal Communication Principles

- Allow the patient enough time to answer each question.
- LISTEN!

Interpersonal Communication Principles

- Be aware of disabilities that impair communication.
- Interpreters may be needed with non-English-speaking persons.

Pediatric Note

- It is often best to involve parents when communicating with a child.
Elderly patients may have visual or auditory deficits.

1. List the required elements of a radio report.
2. Describe ways to improve interpersonal communication.

What type of scene safety do you want to know from the sheriff’s deputy?

Should you contact the First Responders or wait until they contact you?
What patient information would be helpful to know?

What information should be provided to the incident commander upon arrival?

What type of coordinated effort between Ambulance 40 and Fire Rescue 8 should be done to ensure the best care?

What information about both the patient's condition and the landing zone need to be relayed to the helicopter?