Learning Objectives

• Identify why good communication skills are important when providing EMS
• Identify roles of verbal, written, electronic communication in providing EMS
• Identify why proper terminology should be used when communicating during EMS event

Learning Objectives (Cont'd)

• Identify why proper verbal communication should be used during EMS event
• List factors that enhance, hinder effective verbal communication
• Identify why proper written communication should be used during EMS event
Learning Objectives (Cont'd)

- List factors that enhance, hinder effective written communication
- Recognize legal status of written communication documenting EMS event
- State why data should be collected during EMS event

Learning Objectives (Cont'd)

- Identify technology to collect, exchange patient/scene information electronically
- Recognize legal status of patient medical information exchanged electronically

Learning Objectives (Cont'd)

- Identify ways to use communication equipment:
  - Digital communications
  - Fax machine
  - Computer
- Describe phases of communication used to complete typical EMS event
Learning Objectives (Cont’d)

- Identify various parts of typical EMS communications system, describe function, use
- Describe functions, responsibilities of Federal Communications Commission

Learning Objectives (Cont’d)

- Identify, distinguish following communications systems:
  - Simplex
  - Multiplex
  - Duplex
  - Half duplex
  - Trunked
- Describe how EMS dispatcher functions as integral member of EMS team

Learning Objectives (Cont’d)

- Identify role of emergency medical dispatch in typical EMS event
- Identify importance of prearrival instructions in typical EMS event
- Describe purpose, reason you verbally communicate patient’s information to hospital
Learning Objectives (Cont'd)

- Discuss need for assessing patient for external bleeding
- Describe normal, abnormal findings when assessing skin color, temperature, condition
- Describe evaluation of patient’s perfusion status based on findings in primary survey

Learning Objectives (Cont’d)

- Describe information you should include in patient assessment information you verbally report to medical direction

Introduction

- Communication
  - Information exchange between 2+ individuals
  - Poor communication costs lives
  - Must be proficient in all forms
Process of Communication

- Sender
- Receiver
- Channel
- Medium
- Feedback

Modes of EMS Communication

- Verbal
  - Professional
  - Knowledgeable
  - Words, actions affect what others receive
  - Minimize barriers
  - Avoid medical terms
  - Accurate, concise
  - No assumptions

Modes of EMS Communication (Cont’d)

- Written
  - Prehospital care report (PCR)
  - Quality management process

- Electronic
  - Transmit PCRs, 12-lead ECG, billing reports
  - Laptops, PDAs
  - Fax machine
  - Radio, wireless transceivers
Phases of EMS Communication

- Occurrence
- Detection
- Notification, response
- Treatment, preparation for transport
- Preparation for next event

EMS Communication Systems

- Radio communication
  - Base stations
  - Mobile radio
  - Portable radios

EMS Communication Systems (Cont'd)

Hand-held Unit
EMS Communication Systems (Cont'd)

- Radio frequencies
  - Radio wave
  - Ultra-high-frequency (UHF)
  - Very-high-frequency (VHF)
  - 800 MHz
  - Federal Communications Commission (FCC)

EMS Communication Systems (Cont'd)

- Cellular & satellite telephones
  - Cell
  - Satellite

- Repeater systems
  - Receives low-wattage, rebroadcasts at high wattage

EMS Communication Systems (Cont'd)

- Radio systems
  - Simplex
  - Duplex
  - Half duplex
  - Multiplex
  - Digital equipment
  - Telematic
  - Trunking system
Dispatch Centers

- Computer-aided dispatch (CAD)
- Public safety answering point
- 9-1-1/enhanced 9-1-1
- EMS Dispatchers

Relaying Patient Information

- Radio use principles
  - Protect patient privacy
  - Ensure on, volume adjusted
  - Clear frequency before beginning transmission
  - Press microphone key/push talk key, wait 1-2 seconds before speaking
  - Speak in normal tone, 2-3 inches from mouth

Relaying Patient Information (Cont'd)

- Radio use principles
  - Identify whom calling, then self
  - Wait for response indicating you may transmit
  - Plain English, clear text
  - Brief transmissions
  - Clarify sound-alike phrases
Relaying Patient Information (Cont’d)

- Radio use principles
  - Use words easy to hear
  - Use echo procedure
  - Standard format for transmission
  - Confirm message received

Relaying Patient Information (Cont’d)

- Standardized reporting format
  - Unit, provider identification
  - Scene description
  - Patient’s age, gender, approximate weight
  - Chief complaint, associated symptoms

Relaying Patient Information (Cont’d)

- Standardized reporting format
  - Brief, pertinent history of present illness, injury
  - Pertinent medical history, medications, allergies
  - Pertinent physical examination findings
  - Treatment given, patient response
  - ETA
Relaying Patient Information (Cont’d)

- Verbal/hand-off report
  - Patient name
  - Complaint
  - History
  - Treatment, response to treatment
  - Vital signs taken after radio contact

Chapter Summary

- Each phase of emergency requires good, effective communication
- Accurate communication of every type—verbal, written, electronic—essential for patient’s health, documentation
- Quality management essential to overall improvement of communication, patient care

Chapter Summary (Cont’d)

- Good knowledge of terminology helps eliminate communication problems
- Radios are backbone of communication system in EMS
- Repeater systems, essential to ensuring quality radio communication over extreme distances, rough terrain
Chapter Summary (Cont’d)

- Radio systems vary depending on local EMS system, type of equipment used
- CAD systems send, receive numerous date types quickly, accurately

Questions?