

# COMMUNICATION FAILURE

## PURPOSE

To provide guidelines for the prehospital provider in the event that voice communication cannot be established or maintained and a delay in treatment may jeopardize the patient.

## RELATED POLICIES

Hospital Report/Consult #7001; Radio Communications Policy #7003; Destination Guidelines, GPC 04, EMS Event Reporting #2010.

## POLICY

- A. The ability to make and maintain voice communication with a hospital is a vital component of the prehospital patient care system.
- B. Hospital contact for the purpose of a physician consult shall be made when desired by the prehospital provider or when required by a treatment guideline.

## PROCEDURE

- A. If, following assessment, evaluation, and initiation of patient care as appropriate and set forth in Marin County guidelines, the prehospital provider is required to or wishes to contact a hospital and is unable to establish contact, the prehospital provider shall:
  1. Utilize the appropriate treatment guideline except for those items requiring a physician consult.
  2. Accompany the patient to the hospital according to Marin County Destination Guidelines.
  3. Make the appropriate verbal and written patient care reports on arrival at the receiving facility.
  4. Complete an EMS Event Form per EMS Policy 2010, and include the following (or similar) information: "Communications failure, \_\_\_\_ protocol utilized. Please audit call."
- B. Followup action
  1. EMS Event Form is forwarded to the CQI Coordinator within the provider agency for evaluation and appropriate action.
    - a. If failure is determined to be the result of equipment malfunction or problem, report with provider comment is forwarded to Marin County Department of Public Works Communications Division (i.e, Radio Shop) or other appropriate agency.
    - b. That agency will take appropriate action and advise provider of same within a reasonable period of time.