

APPROVAL:

BASE HOSPITAL MEDICAL DIRECTOR

DATE

5/6

RESPONSIBLE ADMINISTRATOR

DATE

5/6/08

Policy Number: EMS.02

Effective Date: 8/2006

Review Date: 12/2007

Revision Date: 1/2008

See Also Policy Number: _____

SUBJECT: COMMUNICATIONS WITH EMS PROVIDERS**POLICY:**

University Physicians Healthcare Hospital at Kino campus will provide the necessary communications equipment and ensure that it is operational.

PURPOSE:

To provide an orderly, efficient system to answer all incoming telemetry calls and provide timely treatment and medication orders to EMS providers.

APPLICABLE TO:

Emergency Department Intermediaries
Emergency Department Physicians

IMPLEMENTATION PLAN:

The hospital is committed to the appropriate in-service education of all those affected by a new policy so that implementation will occur in a consistent and informed manner. The administrator (or designee) in charge of the relevant department will be responsible for the in-service education of those employees affected by the policy. There will be an employee sign-in sheet or other similar documentation to establish the employees who have received education on the policy. The appropriate administrator (or designee) will maintain such documentation.

PROCEDURE:

- 1.0 Only qualified Emergency Department Intermediaries and/or Base Hospital Physicians will answer EMS telemetry calls.
- 2.0 Equipment shall be operational at all times and centrally located in the Communications Room of the Emergency Department.
- 3.0 Equipment will be approved and maintained (if applicable) through UPHK Information Systems Department with any equipment failure reported and corrected in a timely manner.

- 4.0 In the event of a power or equipment failure, UPHK has the availability of the MEDS system and a dedicated phone line as a communication backup. Should all systems fail, or if contact with UPHK cannot be obtained, UPHK relinquishes control to University Medical Center in Tucson as per agreement.
- 5.0 UPHK has provided a special dedicated phone line for use by prehospital personnel. The purpose of this line is to provide an alternate mode of communication between medical control and prehospital personnel. The dedicated phone line is **(520) 746-3149**.
- 6.0 All telephone and radio communications between UPHK and Prehospital personnel will be recorded. This recording shall be kept for a minimum of 7 years.