



**North Country
Regional Emergency Medical
Advisory Committee**

Policy Statement

Serving: St. Lawrence, Jefferson, and Lewis Counties

No. 96 - 03

Date: 01/08/1997

Revised: 04/03/2017

Re: Communication Policy

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Supersedes:

It is the North Country REMAC policy that all patients will be transported to an appropriate Article 28 Medical Facility.

All ambulances on emergency transports to non-medical control facilities must contact a medical control hospital before leaving the scene and give the physician a short report (for possible diversion). This will assure that the patient will be transported to the proper facility.

Do not delay transport if you have a problem with communications. Document the problem on the PCR and notify medical control of the problems.

You may contact medical control hospital by telephone from patient's location or by cellular phone. You may also utilize radio to contact the medical control hospital.

Communications:

Transmit the following information to the emergency department during transport:

1. Ambulance Service Identification.
2. Patient Information
 - a. Age and sex
 - b. Chief Complaint
 - c. Subjective and objective patient assessment findings
 - d. Level of consciousness and vital signs
 - e. Pertinent history as needed to clarify the problem (mech. Of injury, previous illnesses, allergies, medications, etc.)
 - f. Treatment given and patients response
 - g. Other pertinent information
3. Notification of any delay in transport or of any unusual circumstances.
4. Estimated time of arrival (ETA).



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Advise the emergency department of any changes in the patient's condition during transport.

Documentation:

- A. Submit a verbal report summarizing the above (patient information) to the responsible medical personnel upon arrival at the emergency department.
- B. Submit the hospital copy of the prehospital care report (PCR) or your agency approved run sheet if utilizing electronic PCR prior to leaving the hospital.