

# Monterey County EMS System Policy



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## EMS Communications System

### I. PURPOSE

To prescribe the methods participants in the Monterey County EMS System use to communicate with each other during routine operations and medical disaster situations and to define required testing schedules for every component of the EMS Communications system.

### II. POLICY

- A. All vehicles utilized in the Monterey County EMS system shall be equipped with the appropriate radio and telecommunications equipment necessary for dispatch and other related communications (see matrix).
- B. To ensure that communication systems used by EMS System participants are operational during a disaster, those systems shall be regularly tested, as described in this policy.
- C. To ensure personnel are always capable of using EMS communication systems, participants must practice using infrequently-used methods of communication to ensure reasonable familiarity with those systems during times of disaster.
- D. Post disaster, any After Action Report done on the response of the EMS system shall include a section on EMS communications.
- E. EMS system participants are responsible for acquiring, and maintaining their EMS communications systems to ensure they are in good working order always.
- F. Any significant problems or outages of any component of the EMS communications system should result in the immediate notification of all appropriate personnel – including the EMS Duty Officer.

### III. COMMUNICATION SYSTEMS AND USE

- A. EMS System Participants shall use the EMS Communications systems identified in the following matrix for routine and disaster communications. In the event a primary communication method fails, EMS providers shall immediately use a backup or redundant system.
- B. ReddiNet
  - 1. Hospitals should update their HaveBED and overall bed status on ReddiNet at least every 24 hours during routine operations.
  - 2. The EMS Communications Center is responsible to enter actual MCI and disaster information immediately upon declared MCI situations or other disasters.

### V. COMMUNICATION SYSTEM TESTING

#### A. Implementation of Communication System Testing

1. The EMS Communications Center will lead and coordinate the testing of each of the communication methods within the EMS Communication System.
2. EMS communication tests will occur daily until each user reaches, and sustains for one week, a 95% response rate on all of the following communication tests:
  - a) 800 MHz. Disaster Medical Radio System
  - b) Field to Hospital MED Frequencies
  - c) EMResource
  - d) EMS Paging and Alerting System
  - e) Satellite Phone
  - f) HAM Radio (after system is installed)
3. The EMS Communications Center will record and provide the EMS Agency with the results of EMS System communication tests.

#### B. Continued Communication System Testing

1. After each hospital and communications center achieves and sustains for one week, a 95% response rate, EMS System communication tests will occur no less than weekly, as long as the 95% response rate is maintained.
2. The EMS Communication Center will lead and coordinate the testing of each of the communication methods within the EMS Communication System.
  - a) 800 MHz. Hospital Disaster Radio System
  - b) Field to Hospital MED Frequencies
  - c) EMResource
  - d) EMS Paging and Alerting System
  - e) Satellite Phone (monthly)
  - f) HAM Radio (after system is installed)

C. EMS System participants shall participate in EMS System Communication tests. The performance standard is a 95% response rate in each communication system.

D. Each organization's performance will be tracked, trended and reported.

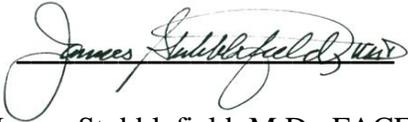
E. Training needs will be addressed as identified by system stakeholders and EMS Agency.

### **VI. COMMUNICATION SYSTEM TRAINING, EXERCISING, AND REVIEW**

- A. Employing organizations shall train each employee to competently use each component of the EMS System communication equipment applicable to their position. Recurring training will be done on those systems used less frequently.

- B. Every employee providing “emergency medical dispatch” (EMD) will be trained and accredited as per national standards in EMD and in all applicable local standards, policies, and procedures.
- C. Following any critical incident or medical disaster, any post-incident after action review shall include a section on EMS communications, including reporting on components that worked well and components that either failed or did not perform as expected.
- D. EMS Communications Centers will work collaboratively with other EMS system stakeholders in quality improvement, policy and procedure development, and clinical and operational changes to the system and will provide the data needed for monitoring and evaluation of the EMS system.

**END OF POLICY**



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