

# Monterey County EMS System Policy



Policy Number: 3091  
Effective Date: 7/1/2017  
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## BASE HOSPITAL COMMUNICATION FAILURE


### I. PURPOSE

To provide a specific procedure for initiating paramedic ALS field treatment when voice communication with the base hospital cannot be established or maintained, and a delay in the treatment may jeopardize the life of a patient.

### II. POLICY

- A. In the event a paramedic is required but unable to establish or maintain voice contact with the Base Hospital and reasonably determines that a delay in treatment may jeopardize patient outcome, the paramedic may initiate any of the standardized ALS procedures for which they have been trained and are approved for use by the Monterey County EMS Agency. The paramedic may initiate the treatment indicated based on patient needs.
- B. The paramedic will continue attempts to establish and maintain direct voice contact with the Base Hospital while enroute to the receiving facility. Upon establishing contact, the paramedic will report on the patient's condition, treatment initiated, and patient response.
- C. Upon arrival at the receiving facility, the paramedic will make a verbal report to the on-duty emergency physician or receiving nurse in the emergency department.
- D. The paramedic will complete an Unusual Occurrence Report form and submit it to the Base Hospital Coordinator within 24 hours of the incident. In addition, the Unusual Occurrence form will be submitted to the EMS Agency. The Base Hospital will also complete an Unusual Occurrence form and submit it to the EMS Agency.
- E. The Base Hospital Medical Director and/or Base Hospital Coordinator will review the incident and contact EMS by phone if the incident requires immediate follow-up; if immediate follow-up is unnecessary, the completed EMS copy of the report will be forwarded within one week.

### END OF POLICY

  
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