

## AMERIMED SOP

### 3.18.1 Radio Procedures

Rev 10/2024

#### **OVERVIEW**

Amerimed utilizes two-way radio as the primary means of communication with field operations. Any interaction with MedComm should be done over the radio. Tactical radio channels are available for logistics and/or specific scene/detailed needs. Calls to MedComm via telephone should only occur if the unit is out of radio range or due to radio failure. Calls to MedComm should be made only via a company assigned telephone (no personal telephones used to call MedComm). Toll-free numbers are available for calls to Communications and Administration.

#### **SECTION A – COMMUNICATION FORMAT AND STRUCTURE**

The New Employee Orientation covers radio orientation for EMS Transport divisions along with MIH / QuikMedic divisions. All within this policy along with orientation will be considered policy and all employees will follow these directives. This orientation is shared on hire and can be found within NEOP documents. The following are basic policies about communication format and structure.

#### **Radio Lingo**

- Plain talk shall be used for all two-way radio traffic.

#### **Routine Traffic**

- Routine traffic is conducted via the primary talk group and uses what is known as 'announcement style' to reduce the volume of traffic. This is explained below.
  - Status updates will always be provided to MedComm. Examples of status updates are: clear on assignment, enroute, on scene, transporting, at destination, clear, out of unit, changing locations, out for fuel, details etc. Examples of all status change announcements may be found in the Radio Orientation.
  - Units should simply "announce" their change in status over the radio. For example:
    - Field Unit: "4101, In Service"
    - MedComm: "4101, (time)"

#### **Dispatch Traffic**

- Dispatch traffic is conducted via the primary talk group.
- All calls will be dispatched with tones dropped on all calls dispatched.
- Dispatch style examples are described in the Radio Orientation.
- Radio procedure for patient reports is to be kept to a minimum and pertaining only to pertinent information. Patient reports relayed through MedComm should be made via "TAC" talk group channels.
- Field Units should always provide their current location when responding to a request to "Copy a Call."

#### **System Status Management**

- System Status Management or SSM will be utilized to aid in mapping calls providing ETA's.
- When SSM is in place, the System Status Controller (SSC) will serve as the point of contact for any and all needs between the OIC, Division Manager or higher where any movement of runs are concerned.

- The SSC is positioned alongside the Radio Telecommunicator II to aid, the Radio Telecommunicator II will complete all radio traffic and assign calls as directed by the SSC.
- The SSC is responsible for mapping and assigning based on the closest, most appropriate unit and should collaborate as needed with the OIC on the planning aspects of the placement.

#### **Administrative / Tactical Radio Traffic**

- Administrative traffic is conducted via the proper TAC talk-groups. This is traffic that is lengthier in nature and not of the nature that should be on the primary talk-group.

#### **SECTION B – COMMUNICATION RESOURCES**

Amerimed MedComm actively monitors primary talk groups and tactical “TAC” talk group channels. Crews should not have to ask MedComm to prepare to copy, Telecommunicators should always be prepared to copy.

Talk group channels are typically designated by proper time zones (e.g., Eastern Time Zone “ETZ,” Central Time Zone “CTZ”) or specialty division (i.e. MIH and QuikMedic). Additional talk groups may be assigned for unit-to-unit radio traffic (and a Telecommunicator may be requested to monitor) as necessary.

Each crew is to have two (2) portable two-way radios with shoulder mics for communication. Portable radios should be removed from the unit(s) and placed in their respective chargers following each shift.

Amerimed talk groups actively monitored by MedComm are recorded.

Any radio problem should be communicated to the proper Chain of Command.