



ROWAN COUNTY EMS

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RECOMMENDED PRACTICE

ENHANCING COMMUNICATIONS

- When taking patients to RRMC hospital notification is done on RMH A. Limit the call-in to a brief statement of the chief complaint and significant assessment.
- Give a complete patient report to the physician or nurse who accepts your patient.
- See the attending physician and report the mechanism of injury on all trauma patients transported to RRMC.
- Policy changes or problems with hospital staff or other health care providers should be reported in writing to the supervisor.
- Patients on non-emergency calls other than routine hospital or doctor's office appointments, will not be transported out of county without the authorization of the supervisor.

ENHANCING COMMUNICATIONS – Radio Use

- There are no private frequencies. Listen before keying the microphone to talk.
- When called a mobile unit should reply with unit number and location.
- ROWAN Communications will check with units on the scene 15 minutes. Crews should respond with either "Everything ok." or "Negative". In case of trouble police will be dispatched.
- If necessary a phonetic alphabet may be used for clarity. The alphabet is as follows;

A - Adam	K - King	U - Union
B - Boy	L - Lincoln	V - Victor
C - Charles	M - Mary	W - William
D - David	N - Nora	X - Xray
E - Edward	O - Oscar	Y - Young
F - Frank	P - Paul	Z - Zebra
G - George	Q - Queen	
H - Henry	R - Robert	
I - Ida	S - Sam	
J - John	T - Tom	

ENHANCING COMMUNICATION – Radio Use (continued)

- Military time is used to express all verbal and written times.
- Pronounce words clearly and somewhat slowly to improve understanding.