



# STANDARD OPERATING GUIDELINE

Number 109-01

## NEXTEL and Cellular Phone Usage

EFFECTIVE DATE: 02/01/2002	REVISION DATE: 12/01/2007	APPROVED BY: RONALD D. ROMBS	PAGE: 1 OF 1
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**PURPOSE:** To establish authorized usage of the Lincoln County Emergency Medical Services owned and issued Nextel's and cell phones.

**SCOPE:** This procedure applies to all LCEMS employees.

**POLICY:** Effective communications with the communications center, LCEMS administration and receiving hospitals is essential for day-to-day operations. Due to limited VHF radio coverage in Lincoln County, additional communications devices are placed on each unit for emergency communications.

Nextel telephone/radio units and/or cellular telephones on LCEMS apparatus are for **OFFICIAL BUSINESS USE ONLY**.

The only telephone usage should be to local hospitals and the communications center.

The Nextel units will not be used to place and/or receive personal calls.

The radio airtime on the NEXTEL units is private and is unlimited usage. All communications with LCEMS staff and apparatus will be conducted while in the radio mode.

NEXTEL units are to be carried by personnel at all times. These will be utilized as the primary backup communication device for contact with the Operations Supervisor and CMED in the event of VHF failure.

Personnel will log all cellular phone calls, NEXTEL (Phone) and/or cellular phone usage as to Date, Time, Number Called, Place Called, Person Speaking To, Person Placing Call, Length of Call (minutes), and the Purpose of the call, on the ***Lincoln County EMS Phone Log*** and turned in to the Shift Supervisor at the completion of each shift.



# STANDARD OPERATING GUIDELINE

Number 109-02

## Alpha-Numeric Pager Procedures

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**PURPOSE:** The intent of this policy is to ensure proper use of the alpha-numeric paging system as a means of communication for LCEMS employees and to ensure that employees can be easily contacted should the need arise and to assure the rapid and accurate dissemination of important information.

**SCOPE:** This procedure applies to all LCEMS employees.

**POLICY:** LCEMS shall incur all costs associated with the paging service and will allow employees to use this service for their personal use as well as for business purposes.

All personnel shall monitor and keep their pagers on at all times (on-duty and off-duty), except in situations when it is not reasonable to do so (i.e., out of town, on vacation, during weddings or funerals, etc.), as alphanumeric messaging is the primary method of contacting employees. This time is not considered hours worked under Fair Labor Standards.

If an employee is called out and responds to an incident or event, then the time is considered hours worked.

If an employee chooses to turn their pager off or to not carry it with them, then that employee will still be responsible for any information that he or she does not receive.

Examples of situations when the pagers will be utilized include:

- Callback of employees for incident coverage.
- Provide information to selected groups or committee.
- Notification of full-time employees of changes to their base assignment, schedule, etc... (i.e., inclement weather, early transport for Medic 31)
- Notification of part-time employees of available shifts / time.

The following guidelines shall be utilized when notifying part-time employees of available shifts / time:

- All shifts / time will be paged to the entire part-time staff simultaneously.
- Shifts / time will be awarded to the first part-time employee who calls back and can work without incurring overtime.



# STANDARD OPERATING GUIDELINE

Number 109-02

## Alpha-Numeric Pager Procedures

EFFECTIVE DATE: 02/01/2002	REVISION DATE: 12/01/2007	APPROVED BY: RONALD D. ROMBS	PAGE: 2 OF 2
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- All pages to cover shifts / time will be sent between the hours of 0600 - 2300, unless the situation warrants immediate attention in which case the page may be sent at any time day or night.

Should an employee lose or damage their pager beyond repair while on-duty or from a secure location, the County will replace the pager at no expense to the employee.

Should an employee lose or damage their pager beyond repair while off-duty or from an unsecured location, then that employee must reimburse the County for the cost of a replacement pager.

Pagers requiring repair shall be turned into the employee's Shift Supervisor who shall forward to Administration for replacement and or repair.

In the event of an **emergency or a disaster situation**, the paging system shall be used as the **primary emergency notification** mode to recall additional resources.



# STANDARD OPERATING GUIDELINE

Number 109-03

## Radio Communication Procedures

EFFECTIVE DATE: 02/01/02	REVISION DATE: 12/01/2007	APPROVED BY: RONALD D. ROMBS	PAGE: 1 OF 3
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**PURPOSE:** The intent of this policy is to assure concise, clear, reliable, and professional communications between C-MED and emergency response personnel.

**SCOPE:** This procedure applies to all LCEMS employees.

**POLICY:** Radio traffic shall be conducted and broadcast in a professional manner at all times.

The use of ten codes is prohibited and all traffic will be in plain language.

LCEMS personnel are prohibited from using "blind transmissions".

All crew personnel will carry the assigned LCEMS portable radio and alpha numeric pager for their respective unit assignment at all times. **Personal owned radios are not permitted for use while on-duty at LCEMS.**

All personnel shall make use of the alpha-numeric pager to confirm dispatch information, rather than asking CMED to repeat dispatch information.

When a unit receives a dispatch, one of the crew members will write down the dispatch information as it is given out to avoid confusion and repetitious radio traffic. The crew will acknowledge the call and be physically enroute to the call within one (1) minute.

When a crew is contacted via radio, they will acknowledge with their crew number and location. Example, "CMED Medic 2", "Medic 2 – North Generals Boulevard – Go ahead". Anytime a crew changes location, CMED will be made aware of movement.

When at all possible, use the radio to contact Medical control for orders.

The following format shall be used when calling for orders:

- Identification of the unit number and request for physician or MICN to the radio.
- Identification of the caller, including certification.



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Number 109-03

## Radio Communication Procedures

EFFECTIVE DATE: 02/01/02	REVISION DATE: 12/01/2007	APPROVED BY: RONALD D. ROMBS	PAGE: 2 OF 3
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- Patient information
  - Age
  - Gender
  - Chief complaint
  - Present status, and vital signs
  - Brief history of acute illness
  - Synopsis of physical exam
  - Pertinent systemic problems
  - Pertinent medications and allergies
- Brief summary of care provided
- ETA
- Request for orders
- Repeat all orders back to the Physician/MICN

This conversation should take no longer than sixty seconds. If the radio is not operational, the unit cell phone may be utilized to contact medical control for orders.

The following format shall be followed when calling in a patient report to a receiving hospital.

- Identification of unit number and status of radio traffic (emergency or non-emergency).
- Identification of the caller, including level of certification
- Patient information
- Age
- Gender



# STANDARD OPERATING GUIDELINE

Number 109-03

## Radio Communication Procedures

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- Chief complaint
- Present status and vital signs
- Brief summary of care provided
- ETA

In the event of a radio system failure, the cell phone, Nextel, and/or the paging system will be utilized for primary communication.