

Chapter: COUNTY OF SAN DIEGO EMERGENCY MEDICAL SERVICES
Key Words: Policy/Procedure/Protocol

SUBJECT: Communications Failure

POLICY NO: P-405

PAGE: 1 of 2

DATE: July 1, 2010

AUTHORITY: Health and Safety Code, Division 2.5, Sections 1797 and 1798.2; and California Code of Regulations, Title 22, Section 100146.

I. PURPOSE

To document the procedure for Paramedic activity during and reporting of communications failure

II. POLICY

- A.** In the event that a Paramedic at the scene of an emergency attempts direct voice contact with a Physician or Mobile Intensive Care Nurse (MICN) but cannot establish or maintain that contact and reasonably determines that a delay in treatment may jeopardize the patient, the Paramedic may initiate any Paramedic activity authorized by the County of San Diego, Emergency Medical Services (CoSD EMS) Medical Director in accordance with the CoSD EMS Treatment Protocols P-111 "Adult Standing Orders for Communication Failure" and P-113 "Pediatric Standing Orders for Communication Failure", until such direct communication may be established and maintained, or until the patient is brought to a general acute care hospital. Direct voice communication with the Base Hospital shall be attempted at the scene or in route.
- B.** In each instance where Advanced Life Support (ALS) procedures are initiated in accordance with Section A of this policy, immediately upon ability to make voice contact, the Paramedic who has initiated such procedures shall make a verbal report to the contacted Base Hospital Physician or MICN. A "Communications Failure Form" (CoSD EMS P-405A (Attachment A)) shall be completed and filed with the contacted Base Hospital Physician, when possible, immediately upon delivery of the patient to a hospital, but in no case shall the filing of such documentation be delayed more than 24 hours. If no contact is made, the form is filed with the assigned Base Hospital. The Base

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Hospital Physician shall evaluate this report and forward the report to the CoSD EMS Medical Director within 72 hours of receipt of report from Paramedic(s).

III. ATTACHMENTS

A. P-405A (Attachment A): Communications Failure Form