


EL DORADO COUNTY EMS AGENCY

ADMINISTRATIVE POLICIES

Effective: January 1, 2017

Scope: Administrators



EMS Agency Medical Director

EMS COMMUNICATIONS

PURPOSE:

To ensure dissemination of information in an orderly fashion that accounts for all recipients to clearly understand the message being relayed. Provide all users the ability to classify communications into categories by importance and take appropriate action in accordance with this policy and the communication being received.

DEFINITIONS:

POLICY:

1. All agencies that interface with EDCEMSA shall be responsible to understand and abide by this policy.
2. Each EMS contractor, base hospital, or affiliated agency shall designate a primary point of contact person and a secondary point of contact person to be utilized in the event that the primary is not available. The point of contact person is responsible for the dissemination of information to all applicable personnel (as identified on the communiqué) and also, when indicated, confirmation of response back to the EDCEMSA.
3. All electronic communications shall be classified as follows;
 - a. Email
 - b. Memo
 - c. Bulletin
 - d. Safety Bulletin
 - e. Paramedic Alert
4. Each of these communications shall be interpreted as follows:
 - a. Email
 - i. General communication – No Action necessary, of low importance.
 - b. Memo
 - i. General communication – Must be read by all recipients, of moderate importance. No reply required.
 - c. Bulletin
 - i. General Communication – Must be read by all recipients, of High importance – Reply confirmation required to sender.
 - d. Safety Bulletin –
 - i. Safety Issue – Must be forwarded to agency representative and distributed to all EMS personnel – of Very High importance – Reply confirmation required, sender shall confirm all recipients have acknowledged bulletin, sender must keep a record of confirmation on file.
 - e. Paramedic Alert –
 - i. Protocol or other operational change – Must be forwarded to agency representative and distributed to all EMS personnel - of Very High importance – Reply confirmation required, sender shall confirm all recipients have acknowledged bulletin, sender must keep a record of confirmation on file.

5. Timelines –
 - a. All communications requiring confirmation must be acknowledged within 14 days of dispersal.

6. Failure to comply –
 - a. Any recipient or member agency representative that fails to comply with this policy will be subject to review and counseling by the Director of the EMSA or his designee as necessary to ensure communications are being consistently distributed and received.
 - b. Identified problems will be forwarded to the El Dorado County Fire Chiefs Association for review and comment.