

Madison County Department of Emergency Medical Services

Standard Operating Guideline



Title	Communications
Number	019
Adoption Date	1/1/07
Revision Date	
Approved by	Lewis Jenkins, EMS Director



Purpose:

To provide a guideline for telephone and radio communication while on duty.

Policy:

Communications are the cornerstone to smooth operations for fire, rescue, and emergency services. Communications shall be clear and concise.

1. The Madison County Department of Emergency Medical Services personnel shall:
 - A. Use plain English for all transmissions on the radio.
 - B. Do not use "10" codes. The use of "10" codes is prohibited.
 - C. When transmitting, speak directly into the microphone, holding it 4"-6" from the mouth.
 - D. Ensure you are on the proper frequency before transmitting.
 - E. Be courteous and concise when speaking.
 - F. Keep radio traffic to a minimum.
 - G. Switch to the fire channel for fires and MVA's after responding on the EMS channel.
2. The Madison County Department of EMS personnel shall adhere to the following guidelines for answering the Station phone:
 - A. Phones shall be answered, Madison County EMS and (Your Name)
 - B. Employees shall answer using their own name. Answering the phone with another employee's name is prohibited.
 - C. Personal phone calls will be limited.
 - D. Proper telephone etiquette shall be used at all times. Rudeness and hanging up abruptly will not be tolerated.
3. The Madison County Department of EMS personnel shall adhere to the following guidelines with reference to radio use in other jurisdictions:
 - A. Call their dispatch center by the name they request.
 - B. Identify yourself as Madison EMS Medic or Response (#) at the beginning of transmissions.
 - C. Advise the other jurisdiction and Madison County Dispatch when you leave the frequency.