Amerimed uses a state of the art, nation-wide two-way radio system for all operations company-wide.

• *Talk Group Channels are as follows (by agency):*

Amerimed Emergency Medical Services

Talk Group Name	Comm Ctr ID	Purpose
EMS ETZ Control 1	"RADIO"	Dispatch Channel-Eastern Time Zone EMS Operations
EMS ETZ Control 2 Operations	'RADIO"	Added/Peak Dispatch Channel-Eastern Time Zone EMS
EMS CTZ Control 1	"RADIO"	Dispatch Channel - Central Time Zone EMS Operations
EMS CTZ Control 2 Operations	"RADIO"	Added/Peak Dispatch Channel–Central Time Zone EMS
EMS TAC 3	"EMS TAC 3"	Tactical Channel – Shared (All Divisions)
EMS TAC 4	"EMS TAC 4"	Tactical Channel – Shared (All Divisions)
EMS Event 1	"EVENT 1"	Tactical Channel for Events – Shared (All Divisions)
EMS Event 2	"EVENT 2"	Tactical Channel for Events – Shared (All Divisions)
EMS Records	"RECORDS"	Direct Communication with EMS Patient Accounts
EMS Admin / Comm Center	"ADCOMM"	Logistics Channel for Command Staff and Communications
EMS Admin *		Administrative Channel for Management/Field Command Staff *

Special Note: "Admin" channels are only accessible on radios assigned to command staff and are NOT monitored/accessible by the Communications Center and/or other staff.

Each "Control" channel will serve as the "Main" channel for EMS operations including dispatches, post moves, and all unit status updates. This channel should be main channel monitored by EMS staff for the specific geographic area where they are located. Each "Control 1" channel will always be available. "Control 2" channels will be added and assigned to divisions during peak call volume times. For example: All ETZ divisions may be on "ETZ Control 1" at night; another ETZ radio operator may be staffed at 0800, at which time, Ohio, Indiana, and South Carolina divisions may me switched to "ETZ Control 2." The Communications Center staff will determine when and what divisions may be moved to the additional dispatch channel(s) based on radio traffic patterns and/or call demand.

"TAC" channels will be used for "non-essential" / secondary radio traffic associated with calls and/or operational logistics. These channels ARE monitored by the Communications Center and should be used for contact with the Communications Operator(s) that would otherwise "tie up" the control channels.

Additionally, these channels will be used, as needed, for field operations, incident management, etc. as assigned by the Communications Center, Manager, Team Leader, Supervisor and/or ("OIC") Officer in Charge. "EMS TAC 4" is also available for inter-unit radio communication when using primary channels is not appropriate. "TAC" channels may be assigned ad hoc for emergency situations if/when the CONTROL channels need to remain clear for an incident (e.g. patient issue, unit accident, etc.). "TAC" channels are shared company-wide across all Divisions. "TAC" channel names have been changed to be in chronological order with "Control" channels… Control 1, Control 2, TAC 3, TAC 4, etc.

"Event" channels will be used as needed for field operations/event operations, etc. as assigned by the Communications Center, Manager, Team Leader and/or ("OIC") Officer in Charge. This channel is available for inter-unit radio communication when assigned to a special event, MCI, or other purpose and using control channels is not appropriate.

The "Records" channel is monitored by the Patient Accounting Staff during regular business day hours (0900-1700). This channel allows direct and immediate access to billing staff in the event a field associate/unit needs assistance with billing issues.

Amerimed Mobile Integrated Healthcare

Talk Group Name	Comm Ctr ID	Purpose
MIH Control 1	"RADIO"	Dispatch Channel - MIH Operations
MIH Control 2	"RADIO"	Additional Dispatch Channel - MIH Operations
MIH TAC 3	"MIH TAC 3"	Tactical Channel
MIH Records	"RECORDS"	Direct Communication with MIH Patient Accounts
MIH Admin *	"ADCOMM"	Administrative Channel for Management/Field Command Staff

* Special Note: "Admin" channels are only accessible on radios assigned to command staff and are NOT monitored/accessible by the Communications Center and/or other staff. The "MIH Control" channels will serve as the "Main" channel for MIH operations including dispatches, post moves, and all unit status updates. "MIH Control 2" will be activated as MIH operations continue to grow, possibly for another time zone (in the future, similar to EMS channels). The "TAC" channel will be used for "non-essential" / secondary radio traffic associated with calls and/or operational logistics. This channel IS monitored by the Communications Center and should be used for contact with the Communications Operator(s) that would otherwise "tie up" the control channels. Additionally, these channels will be used, as needed, for field operations, incident management, etc. as assigned by the Communications Center, Manager, Team Leader, Supervisor and/or ("OIC") Officer in Charge. "MIH TAC 3" is available for inter-unit radio communication when using primary channels is not appropriate. The "Records" channel is monitored by the MIH Patient Accounting Staff during regular business day hours (0900-1700). This channel allows direct and immediate access to billing staff in the event a field associate/unit needs assistance with billing issues.

• *General Use Reminders*

Channels/Talk Groups can be cycled via the top mounted rocker switch. The current channel number followed by the Talk Group description will be displayed on the front display of the radio. Volume

control (up/down) is located on the side of the radio under the Push to Talk ("PTT") button. Associates can confirm coverage/signal strength and the radio ID/alias by cycling through a momentary press of the top mounted power button. The power button must be held for 2-3 seconds to power the radio on/off.

EMS Field Operations radios will be programmed with both ETZ and CTZ channels; however, the order of the channels will vary depending on the appropriate time zone for the division. The lesser used control channels will be last in the radio channel list.

MIH Field Operations radios will be programmed with both EMS (ETZ & CTZ) Controls channels. These channels will be last in the radio channel list.

Field Operations Associates are reminded that two-way radios are assigned to each staff member and are to be worn on your person at all times while on duty. Speaker-microphones are to remain attached to the radio and worn by each staff member. (This allows the radio to be heard better without being "broadcast" to others around you. A radio without a speaker-microphone can violate our privacy policy and be a nuisance to those around you.)

Also, as another reminder of SOP, our two-way radio system is the primary mode of communication between the Communications Center and units. Field crews are not to call the communications center by telephone unless specifically requested/approved by a communications operator, supervisor, team leader, or manager.

All talk groups / channels are monitored by Communications Center staff and recorded by the system, unless otherwise noted.

The communications staff will be assigned in the Communications Center Radio Room as follows:

Console 1 - Dispatch Radio Operator / System Status Coordinator – EMS ETZ Control 1

Console 2 - Dispatch Radio Operator / System Status Coordinator – Tac 3

Console 3 - Dispatch Radio Operator – System Status Coordinator-- EMS CTZ Control 1

Console 4 - Dispatch Radio Operator / --System Status Coordinator--MIH Control 1

Console 5 - Dispatch Radio Operator / System Status Coordinator – EMS ETZ Control 2