AMERIMED SOP
3.18.1 Radio Procedures
Rev 04/2024

OVERVIEW
Amerimed utilizes two-way radio as the primary means of communication with field operations. Any interaction with MedComm should be done over the radio. Tactical radio channels are available for logistics and/or specific scene/detailed needs. Calls to MedComm via telephone should only occur if the unit is out of radio range or due to radio failure. Calls to MedComm should be made only via a company assigned telephone (no personal telephones used to call MedComm). Toll-free numbers are available for calls to Communications and Administration.

SECTION A – COMMUNICATION FORMAT AND STRUCTURE
The New Employee Orientation covers radio orientation, all within this orientation will be considered policy and all employees will follow these directives. This orientation is shared on hire and can be found within NEOP documents.

The following are basic policies about communication format and structure.

Radio Lingo
- Plain text shall be used for all two-way radio traffic.

Routine Traffic
- Routine traffic is conducted via the primary talk group and uses what is known as 'announcement style' to reduce the volume of traffic. This is explained below.
- Status updates will always be provided to MedComm. Examples of status updates are: out of unit, changing locations, out for fuel, details, at destination, on scene, enroute, etc.
- Units should simply "announce" their change in status over the radio. For example:
  • Field Unit: "4101, In Service"   • Communications: "4101, (time)"
- Below is a list of required units status updates using the 'announcement style':
  - Required Unit Status Updates:
    - Unit Clear On Assignment / Call:
      "(Unit Number), Clear on (Repeat Pick-Up Location)"
    - Unit Enroute:
      "(Unit Number), Enroute" *or* "(Unit number), Responding."
    - Unit On Scene:
      "(Unit Number), On Scene (Pick-Up Location)"
    - Unit Transporting:
      "(Unit Number), Patient Loaded, Enroute (Destination Location)"
    - Unit Clear of Call / Available:
      "(Unit Number), Available from (Destination Location)"
    - Unit Out of Service:
      "(Unit Number), Out of Service, End of Shift"
    - Unit Out of Unit:
      "(Unit Number), Out on Portable (Location)"
    - Unit Out for Fuel:
      "(Unit Number), Out for Fuel (Location)"

EMS Dispatch Traffic / Transport Related / Response Related Radio Traffic
- EMS Dispatch traffic is conducted via the primary talk group.
- Radio procedure for patient reports is to be kept to a minimum and pertaining only to pertinent information. Patient reports relayed through MedComm should be made via "TAC" talk group channels.
- Field Units should always provide their current location when responding to a request to "Copy a Call."

Administrative / Tactical Radio Traffic
- Administrative traffic is conducted via the proper TAC talk-groups. This is traffic that is lengthier in nature and not of the nature that should be on the primary talk-group.

SECTION B – COMMUNICATION RESOURCES

Amerimed MedComm actively monitors main dispatch and tactical "TAC" talk group channels. Talk group channels are typically designated by proper time zones (e.g., Eastern Time Zone "ETZ," Central Time Zone "CTZ"). Additional talk groups may be assigned for unit-to-unit radio traffic (and a radio operator may be requested to monitor) as necessary.

Each crew is to have two (2) portable two-way radios with shoulder mics for communications with Amerimed. Portable radios should be removed from the unit(s) and placed in their respective chargers following each shift.

Amerimed talk groups actively monitored by MedComm are recorded.

Any radio problem should be communicated to the proper Chain of Command.