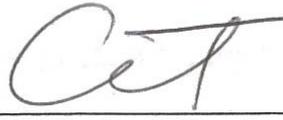


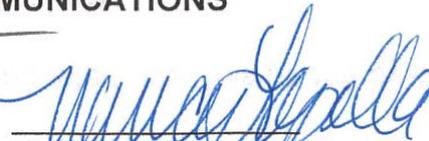


EMS VOICE COMMUNICATIONS

APPROVED:



EMS Medical Director



EMS Administrator

1. All EMS radio communication is conducted in accordance with FCC regulations and County policies. Unprofessional comments on EMS radio channels are prohibited.
2. Field Communications
 - 2.1. Dispatch Talk Group
Use of the Dispatch Talk Group includes but is not limited to dispatching incidents, communication with a resource assigned to single unit responses, communication with multiple resources when no Command Talk Group is assigned, resource deployment, tracking and status reporting.
 - 2.2. Command Talk Group
When assigned, use of a Command Talk Group includes but is not limited to communication between PSC and responding resources, the IC or designee, ICS positions including and above Directors, Supervisors, Leaders, Managers, Coordinators, etc. as approved by the IC, and within Groups, Divisions, Branches etc. when no Tactical Talk Group has been assigned.
 - 2.2.1. Command Talk Group functions are managed on the Dispatch Talk Group when not assigned.
 - 2.3. Tactical Talk Group
When assigned, use of a Tactical Talk Group includes but is not limited to communications within Groups, Divisions, Branches etc. Tactical Talk Groups are inter-incident only and shall not be used for communications external to the incident e.g. IC to PSC. PSC may not monitor and will not engage in communications on a Tactical Talk Group.

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2.3.1. Units assigned to an incident with a Tactical Talk Group shall switch from Command to Tactical as they approach the scene.

2.3.2. Tactical Talk Group functions are managed on the Command or Dispatch Talk Group when not assigned.

2.4. Air to Ground Communications

2.4.1. Helicopters shall communicate on the Dispatch or Command Talk Group assigned to the incident prior to initiating the landing sequence.

2.4.2. CALCORD shall be used for Air to Ground communication during landing and departure.

2.5. Car to car communications

2.5.1. Some Talk Groups have a direct, non-repeated function allowing communication between mobile and portable radios that are in close proximity. Use of these frequencies is restricted to non-emergent non-event administrative content that is not specified elsewhere in policy.

3. Hospital Communications

3.1. Hospital Talk Group

Use of Hospital Talk Groups includes but is not limited to communication between the field or PSC personnel and Emergency Departments related to the condition of incoming patients, awareness of potential patients and certain MCI procedures.

3.2. Paramedics shall contact the appropriate consulting physician by telephone (cellular required on vehicles) for consultation or medical advice. See Attachment 2.

3.3. Microwave Phone System

The microwave phone system uses microwave radio transmissions to link the users and is not connected to the hospital's internal phone system.

3.3.1. Only official business shall be conducted over this phone system.

3.3.1.1. Frequently used numbers include:

PSC EMS Dispatcher, Business	226
PSC EMS Emergency	344
EMS Agency	380

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Seton Medical Center	362
Kaiser South San Francisco	363
Peninsula	364
Mills	365
San Mateo County General	366
Seton Coast Side	367
Sequoia	368
Kaiser Redwood City	369
Stanford	370
Peninsula Blood Bank	371

4. Verbiage

4.1. Radio discipline shall be exhibited at all times on emergency incidents. Face to face communication should be used when practical to limit incident radio traffic.

4.1.1. Clear text shall be used when operating on EMS Talk Groups. Allowable exceptions are:10-4, 10-7, Code 2, Code 3, Priority 1, Priority 2, Priority 3.

5. EMS Agency Call Signs

EMS 1:	EMS Agency Administrator
EMS 2	EMS Clinical Coordinator
EMS 3:	EMS Agency Program Specialist
EMS 4:	EMS Agency Program Specialist
EMS Medical Director:	EMS Medical Director

6. Authorized Field Users

6.1. Dispatch, Command and Tactical Talk Groups

AMR - San Mateo ALS and BLS Ambulances
AMR - San Mateo Supervisory/Management
EMS Agency
South San Francisco Fire
Air ambulances operating within San Mateo County
San Francisco International Airport Fire
JPA Field Supervisors
PSC Incident Dispatchers
Alternate BLS provider ambulances

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6.2. Hospital Talk Groups

- AMR - San Mateo ALS and BLS Ambulances
- AMR - San Mateo Supervisory/Management
- EMS Agency
- South San Francisco Fire
- Air ambulances operating within San Mateo County
- San Mateo County Receiving Hospitals
- San Francisco International Airport Fire
- JPA Field Supervisors
- PSC Incident Dispatchers
- Alternate BLS provider ambulances

6.3. CALCORD

- AMR - San Mateo
- AMR - San Mateo Supervisors
- Air ambulances operating within San Mateo County
- Redwood City Area CHP
- San Mateo County Fire Agencies
- PSC Incident Dispatchers

6.4. FIRE Channels

- San Mateo County Fire Agencies
- AMR Supervisors
- AMR Ambulances
- PSC Incident Dispatchers

7. Cellular Telephone Requirements

- 7.1. Cellular communication shall be available in all Fire and EMS First Responder ALS vehicles and shall be maintained in working order.

Display	Call Sign	Zone	Purpose	Type	System
RED	County	CW	Dispatch	Repeated	Trunked
YELLOW	N/A	CW	Car to Car	Simplex	Trunked
MCI 1	County	CW	Command	Repeated	Trunked
MCI 2	County	CW	Command	Repeated	Trunked
EMS 1	N/A	CW	LEMSA admin	Repeated	Trunked
EMS 2	N/A	CW	LEMSA admin	Repeated	Trunked
CALCORD	N/A	CW	Multi Discipline coordination	Simplex	Conventional
PENINSULA	Peninsula	CW	Hospital	Repeated	Trunked
STANFORD	Stanford	CW	Hospital	Repeated	Trunked
SETON	Seton	CW	Hospital	Repeated	Trunked
KSR RWC	Kaiser	CW	Hospital	Repeated	Trunked
SM HC	County General	CW	Hospital	Repeated	Trunked
KSR SSF	Kaiser	CW	Hospital	Repeated	Trunked
SEQUOIA	Sequoia	CW	Hospital	Repeated	Trunked
SC VMC	VMC	CW	Hospital	Repeated	Trunked
SF GENERAL	SF General	CW	Hospital	Repeated	Trunked
ST FRANCIS	Saint Francis	CW	Hospital	Repeated	Trunked
SETON COAST	Seton Coast Side	CW	Hospital	Repeated	Trunked
PA VA	Palo Alto VA	CW	Hospital	Repeated	Trunked
DOMINICAN	Dominican	CW	Hospital	Repeated	Trunked

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