

## General Radio Procedures

Supersedes:

Effective: 02-01-00

1. **F.C.C. Rules:** The applicable rules and regulations of the Federal Communications Commission shall govern the general operation of the EMS radio channels.
2. **Monitor Frequency:** All persons operating EMS radios must monitor the frequency on which they desire to operate, prior to transmitting.
3. **Transmitting Names:** All communications shall be kept impersonal. When names are transmitted, the full name or last name with title only shall be used. Names may also be substituted for call signs. In order to maintain patient privacy rights, patient names shall not be transmitted except in cases of extreme emergency, and only when the conduct of the medical care to be provided requires specific patient identification.
4. **Identify Every Transmission:** Unit identifiers are to be said in every transmission.
5. **Intonation and Voice level:** Word or voice inflections that reflect irritation, disgust or sarcasm must not be used. Relations with other users shall remain cordial at all times. Do not yell under any circumstances.
6. **Message Brevity:** All messages shall be kept brief and to the point.
7. **Answering Radio Calls:** All radio calls must be answered. When busy with patient care activities or traffic on another channel, the phrase "STAND-BY" shall be used to indicate receipt of call and intent to answer when available.
8. **Prowords and Phrases:** Experience has proven that some words when spoken over a two-way radio can be easily confused with other words and result in disastrous miscommunication. The words and phrases in this list are ideal for avoiding this type of problem and all radio users should become comfortable with their use.

<b>Word or Phrase</b>	<b>Definition (for radio use)</b>
ACKNOWLEDGED	I have received your message and will act upon it.
ACUTE	Condition of rapid onset.
AFFIRMATIVE	Yes. (Spoken over a radio, "yes" is easily confused).
ARRIVAL	Unit has arrived at its intended location
ASSIGNMENT	Assignment to an incident or radio channel.
BREAK	To interrupt in an emergency, or to separate

parts of a group of messages.

CALIBRATION	A telemetry signal that when transmitted produces a 1mv output at the EKG display. (Similar to "standardizing" an EKG strip)
CHANNEL (e.g. MED 1)	The radio frequency or pair of frequencies used in a radio system.
CONTACT	Establish communications.
CLEAR	Available; I am terminating this communication (or incident).
DISREGARD	Do not take action on last transmission.
ENGAGED/DISENGAGED	Radio patch connected/disconnected.
ENROUTE	Traveling to a specified destination.
FREQUENCY	The technical expression of an electronic signal expressed in cycles-per-second (cps), or hertz (Hz), or megahertz (MHz) of a base-line signal. In general use frequency refers to the signal used in a radio system. (E.g., 155.340 MHz, or tone code 7A~192.8 cps).
HOLD	Remain at present location or specified position.
INCIDENT	An emergency at which EMS is required.
INCORRECT	Wrong.
LANDLINE	Order to make call by phone or refers to telephone company supplied circuits that connect a radio system.
MONITOR	Listen to all traffic on a radio channel.
NEGATIVE	No.
OBTAIN	Get.
OUT	I have finished all messages, do not expect a replay and the channel is open to others.
OVER	I have finished my message and expect a reply from you.
QUIET RESPONSE	Without use of siren.
RELAY	Pass the traffic on to another person or station (repeat message verbatim).
ROGER	As in acknowledge, I have received your

	message and will act on it.
REPEAT	Administer the indicated therapy an additional time. (See SAY AGAIN).
SAY AGAIN	Repeat the last message transmitted. (Not to be confused with REPEAT).
SHIFT	Change channel as ordered.
SHIFT AND ACKNOWLEDGE	Change channel as instructed and say on the new channel your ID and acknowledge the shift.
SHIFT AND CONTACT	Change channel as instructed and call the desired station.
SHIFT AND STANDBY	Change channel as instructed and listen for further traffic.
STAND-BY	Answer to request is not immediately available, or user is busy with competing traffic. The order stand-by implies that a unit should stay on channel until called upon; order should not be acknowledged.
STATUS	A unit's present activity.
TRAFFIC	Messages transmitted by radio between units and/or stations.
TRANSPORT	Commence transportation of a patient by ambulance.

9. **Transmitting Directions:** When transmitting directions by radio, providers should use proper names and avoid using slang or abbreviations, particularly when describing locations. Use specific instructions, said in phrases, such as "PROCEED TO", "TURN", "HOLD", "MONITOR", "ADMINISTER", etc.

See Related SOP: Metro Boston EMS Communication Network

Reference: This document is based in part on the "Massachusetts Emergency Medical Services Systems Communications Plan" which was adopted by the Department of Public Health's Emergency Medical Care Advisory Board in June, 1984.