

Communications Failure

Purpose: To allow for continued patient care activities in the event of a communications failure or inability to contact medical control.

1. Procedure

- a. With a communications failure or inability to contact medical control, EMS personnel may initiate medical treatment protocols and procedures including interventions identified after the “Contact Medical Control” section.
- b. Contact medical control as soon as communications can be established and inform them of the situation, including care or procedures rendered.
- c. A written report describing the situation, actions taken, and description of the communication failure shall be provided to the medical control within 24 hours.

NOTE: This procedure is considered a serious protocol deviation and will only be used in exceptional circumstances in which failure to implement medical treatment protocol would jeopardize the patient’s health, safety or welfare.