



Oakland County
SYSTEM PROTOCOLS
COMMUNICATIONS WITH EMERGENCY
FACILITIES & COMMUNICATION FAILURE

October 1, 2021

Section 8.8

Communications with Emergency Facilities

Purpose: Facilitate effective communications between EMS units and the OCMCA Emergency Facilities. Medical direction is available from all OCMCA Emergency Facilities (see Transportation Protocol Appendix 1).

Communicating with Emergency Facilities

EMS units may contact an Emergency Facility by the following:

- 800 MHz Radio
- Cell phone (recorded line – see Appendix A)
- VHF Radio
- eBridge

Emergency Facilities must assure that all forms of communication (listed above) are recorded.

EMS units should contact the Emergency Facility based on the following:

- Transporting: As soon as possible prior to arrival at the Emergency Facility.
- Non-transporting: Prior to leaving the scene.

Notification of Transport

A. Approved OCMCA Emergency Facilities

1. When transporting a patient, start your communication with one of the following:
 - Request for Medical Direction
 - Example: “Hospital this is Alpha 431 with a priority 1 traffic, requesting a physician to the radio.”
 - Notification only
 - Example: “Hospital this is Bravo 042 with priority 3 traffic. Notification of transport only.”
2. After the Emergency Facility acknowledges your communication provide the following information:
 - Patient priority
 - Age
 - Gender
 - Chief complaint
 - Vital signs if outside of normal limits, including significant EKG changes and GCS.
 - Field treatment (e.g. IV, O2, Meds given)
 - ETA
 - Request for medical direction, if applicable.
3. Re-contact the receiving facility, if necessary.

B. Non-approved OCMCA Emergency Facilities

Requests for transport to a non-approved Oakland County Medical Control Authority emergency



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facility, if medically appropriate, utilizing online medical control, as described below:

1. Contact your medical control hospital.
2. Provide rationale for transport.
3. Obtain approval.
4. If approved, contact the receiving emergency facility as described in this protocol.

Other Medical Direction Communications

In the following situations, EMS personnel will contact their Medical Control Hospital or the closest appropriate facility for medical direction from a physician or for documentation purposes. If transport is anticipated or EMS personnel are seeking assistance in obtaining patient consent for transport, the intended destination facility will be contacted for medical direction.

1. Pronouncement of death on scene (See Pronouncement of Death).
2. In situations where EMS providers believe an emergency condition still exists and a patient is attempting to refuse care or transport (See Refusal of Care).
3. Deviations from any protocol (See Protocol Deviation).
4. Any situation where EMS personnel feel medical direction from a physician is indicated.

Communications Failure

Communications Failure is the inability to make contact with an Emergency Facility by all available methods, as defined in this protocol. This includes technology failures or failure of the Emergency Facility to acknowledge communication transmissions.

1. EMS personnel may initiate medical treatment protocols and procedures including interventions identified after the “Post Medical Control” section.
2. Notify your immediate supervisor and/or EMS Coordinator of the communications failure.
3. The LSA will provide a written report describing the situation, actions taken, and description of the communication failure shall be provided to the Oakland County Medical Control Authority within 24 hours (fax: 248-975-9723, or email: QI@ocmca.org).



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Appendix A

EMERGENCY FACILITY TELEPHONE NUMBERS

Hospital Emergency Departments	800MHz Identifier	Recorded Line
Ascension Genesys Hospital	GENESYS	(810) 606-6922
Ascension Macomb – Oakland Hospital, Madison Hts. Campus	STJOHNO	(248) 967-7656
Ascension Providence Novi Campus	PROVNOV	(248) 465-4213
Ascension Providence Rochester Hospital	PROVROC	(248) 601-6060
Ascension Providence Southfield Campus	PROVSFD	(248) 849-4160
Beaumont Hospital-Farmington Hills (Botsford)	BOTS	(248) 471-7273
Beaumont Hospital-Royal Oak	WBRO	(248) 898-4566 Line 1 (248) 898-8811 Line 2
Beaumont Hospital-Troy	WBROY	(248) 964-5486
Children’s Hospital of MI - Troy	CH_TROY	(248) 457-1406
DMC Huron Valley – Sinai Hospital	HVSH	(248) 937-4555
Henry Ford West Bloomfield Hospital	HFWB	(248) 325-3671
McLaren Hospital-Clarkston	McCLARK	(248) 922-6899
McLaren Hospital-Oakland	McLAREN	(248) 338-5369
St. Joseph Mercy-Oakland	SJMO	(248) 858-6660
St. Mary Mercy-Livonia	ST_MARY	(734) 464-1714