

*Oakland County Medical Control Authority*  
**System Protocols**  
COMMUNICATIONS WITH EMERGENCY FACILITIES & COMMUNICATIONS  
FAILURE

June, 2018

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

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.

*Oakland County Medical Control Authority*  
**System Protocols**  
COMMUNICATIONS WITH EMERGENCY FACILITIES & COMMUNICATIONS  
FAILURE

June, 2018

Section 8.8

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 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.

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: [OI@ocmca.org](mailto:OI@ocmca.org)).

*Oakland County Medical Control Authority*  
**System Protocols**  
COMMUNICATIONS WITH EMERGENCY FACILITIES & COMMUNICATIONS  
FAILURE

June, 2018

Section 8.8

**Appendix A**

***EMERGENCY FACILITY TELEPHONE NUMBERS***

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

Updated October 24, 2017  
MCA Oakland County  
MCA Board Approval Date: December 4, 2015  
MDHHS: Approval Date: December 18, 2015  
MCA Implementation Date: March 1, 2016