



Office of Emergency Management (OEM)

**Milwaukee County**

Christine Westrich, Director OEM

M. Riccardo Colella, DO, MPH, FACEP, Director of Medical Services

**Number:** 16-07

**Date:** March 30, 2016

**From:** Adam Cain, Director of Emergency Medical Services

**Section:** Medical Services

**To:** EMS Communication Center, OEM-911, EMS Field Providers, and Community Memorial Hospital Menomonee Falls (CMH)

**Subject:** Report and Radio Communication to Community Memorial Hospital, Menomonee Falls

**Purpose:** To establish guidelines for providing patient reports to both EMS Communications Center and Community Memorial Hospital, Menomonee Falls.

Effective immediately, all communications to the EMS Communications Center from Milwaukee County EMS Med units transporting patients to Community Memorial Hospital in Menomonee Falls (CMH) will be directed to Channel 1 (EMS Com 1) to give the patient report, and the incoming report will be monitored by CMH ED staff. CMH ED staff will then use the radio transmission to complete the incoming EMS radio report, as well as provide the incoming med unit with the room assignment by radio and any questions as appropriate.

Upon notification by an MCEMS Med unit to EMS Com that a channel is needed for a transport to CMH, the following steps will take place:

1. EMS Communication Center will notify med unit to go to channel 1 and stand-by.
2. EMS Communication Center will then switch to channel 1, and relay the following message:
  - "Milwaukee County EMS Communication Center to Community Memorial Hospital on channel 1 with an incoming EMS report"
    - EMS Communication Center shall try twice to reach CMH on channel 1 with the message above, and shall wait 30 seconds for response. After two unsuccessful attempts to reach CMH on channel 1 (1 minute), the EMS Communications Center shall proceed to step 3 and wait no longer for acknowledgement.

3. Once CMH responds that they are ready for the report, EMS Communication Center shall respond on channel 1:
  - “Med XX, go ahead with your report”
4. Once the med unit gives their report to both CMH and the EMS Communication Center, the EMS Communication Center shall respond on channel 1:
  - “Community Memorial, any additional questions and please go ahead with your room assignment”
5. Once CMH responds with any further questions and room number, EMS Communications Center will advise the med unit to return to channel 9, and complete the patient report.
6. If during transport the med unit transporting to CMH needs to provide an update on patient condition, the med unit will contact the EMS Communication Center on channel 9, who will then advise the med unit to go to channel 1, and repeat step 2.