



Milwaukee County
OFFICE OF EMERGENCY MANAGEMENT
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NUMBERED NOTICE

Number: **18-07**

Date: 10/01/2018

From: Dr. M Riccardo Colella, Medical Director
Kinnyetta Patterson, Division Director

Section: EMS Division
911 Communications Division

To: All EMS Providers and EMS Communication Center Staff

Subject: Change to EMS Communications Notification Policy

Purpose: Directive

Inefficiencies exist with current radio communication processes between EMS providers and the EMS Communication Center based on input from stakeholders--having to report response times to two communication centers is an example.

Effective 10/23/2018, Milwaukee County EMS providers will no longer be required to notify the EMS Communications Center for activity not directly related to hospital notification, requesting online medical control physician consultation, or notifying for potential mass casualty events. You are no longer required to notify the EMS Communication Center for response, on-scene, en route to hospital, arrival at hospital or in-service times. Additionally, you are not required to notify for cancellation, no patient found, refusal of care, transfer of care or DOA.

Departmental CAD and electronic patient care records (ePCR) will be the standardized method of system-wide timestamping for all patient care related activity. It is imperative to ensure these times are accurately recorded to continuously help assess and improve our system performance.

Your patient care report to the EMS Communication Center should be succinct, conveying only the critical pieces of information necessary for the receiving hospital to prepare for your arrival. It is unnecessary to provide a long radio report with details not immediately important to hospital notification. That information should be provided to the bedside clinician upon arrival as outlined in the [OEM Transfer of Care Practice Guideline](#).

In the upcoming months, we will examine the radio report process as we engage input from EMS and emergency department stakeholders to ensure safe and effective notification. The EMS Communication Notification Policy Version 8 is attached for your review; it will be uploaded on the [OEM-EMS Standards of Care Manual](#), as well as the OEM-EMS app.