

Michigan
System Protocols
COMMUNICATIONS FAILURE

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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.