Initial Date: 09/2004
Revised Date: 12/27/2022 Section: 8-12

Communications Failure

Purpose: To allow for continued patient care activities in the event of a communications failure or inability to contact medical control.

Procedure

1. With a communications failure or inability to contact medical control, EMS personnel may initiate medical treatment protocols and procedures including interventions identified after the “Post-Medical Control” section.
2. Contact medical control as soon as communications can be established and inform them of the situation, including care or procedures rendered.
3. Notification to the MCA of the communication failure will occur within 24 hours.
4. The electronic patient care record will have a protocol deviation noted and the circumstances around the communication failure described in the narrative section.

NOTE: This procedure is considered a protocol deviation and will only be used in exceptional circumstances.