



COMMUNICATION FAILURE

PURPOSE

To define the specific conditions under which an EMS provider may utilize procedures for patient care in the event of communication failure.

AUTHORITY

Health & Safety Code, Division 2.5, Chapter 2, § 1797.84

Health & Safety Code, Division 2.5, Chapter 3, Article 5, § 1797.185

Health & Safety Code, Division 2.5, Chapter 4, Article 1, § 1797.220

Health & Safety Code, Division 2.5, Chapter 5, § 1798

Health & Safety Code, Division 2.5, Chapter 6, Article 1, §§ 1798.100, 1798.102

California Code of Regulations, Title 22, Division 9

POLICY

In the event that an EMS provider at the scene of an emergency attempts direct voice contact with a Hospital Physician but cannot establish or maintain that contact:

- I. The EMS provider may initiate necessary BLS/ALS procedures specified in the approved Yolo County Emergency Medical Services Agency (YEMSA) Policies and Protocols.
- II. Emergency Department (ED) Physician contact is required to perform the procedures(s) and/or to administer medication(s) that are identified in YEMSA Policy/Protocol as **“Receiving ED Physician Order Only”** or **“Base Hospital Physician Contact Required”**. In the event of communication failure those procedures/medications shall not be performed/administered.

PROCEDURE

- I. In each instance where BLS/ALS procedures are initiated or attempted under the conditions specified for communication failure, the Paramedic shall:
 - A. Attempt to establish Hospital contact throughout the call, as circumstances permit.
 - B. Immediately upon voice contact, provide a verbal report to the ED Physician.