

# Finger Lakes Regional Emergency Medical Service Council, Inc.



**REMAC Advisory**

**24-01**

**Radio Failure**

Created  
4/2/2024

## PURPOSE

Guidance for radio failure

## BACKGROUND

Policy statement replaces previous special protocol with the adoption of the NYS Collaborative protocols.

- In the event that direct communications with any hospital cannot be established because the crew is not in UHF/VHF or 700mHz radio range due to either distance from the radio tower, or radio dead spots, or the UHF/VHF radio is malfunctioning, making voice communications impossible, and no telephones (landline or cellular) are available at the scene, and no other means of direct communications are available, the following policy will be in effect:
- Given the above circumstances, to allow for the immediate treatment of any emergency deemed appropriate in the judgment of the AEMT, EMT-CC or EMT-P in charge, all treatments in the Collaborative Protocols, except for controlled substances (excluding seizures), which would ordinarily require a physician's order may be carried out by any individual appropriately certified to use the protocols within the Region. All time sequences, as specified in the protocols will be followed. All indications for the treatment, the time treatments were performed, and patient responses to the treatment **MUST** be thoroughly documented on the ePCR.
- Use of this protocol assumes that attempts have been made via all available means to make contact with Medical Control.
- Thorough documentation is **MANDATORY** with regard to description of the communications problems encountered including which Medical Control physician you are trying to reach, if you attempted to reach another facility (and who that was), location, number of attempts at communications which were made, and the description of the patient's condition which warranted immediate treatment. In addition, attempts to contact Medical Control will be repeated at 5-minute intervals.

- **All documentation regarding each case utilizing the Radio Failure protocol will be submitted to the Program Agency within one week from the date of occurrence for reviewed by the CQI Committee.**
- **YOU MAY NOT USE THE RADIO FAILURE PROTOCOL TO TERMINATE RESUSCITATION EFFORTS IN THE FIELD IF THE PATIENT DOES NOT MEET STANDING ORDER CRITERIA OUTLINED IN THE CURRENT NYS COLLABORATIVE PROTOCOL TERMINATION OF RESUSCITATION**