Chapter 4 Communications and Documentation

Communications and Documentation
- Essential _______________________ of prehospital care
- Verbal communications are vital.
- Adequate reporting and accurate records ensure ________________________of patient care.
- Reporting and record keeping are often _______________________ and dreaded in EMS.

Communications
- Communication is the _______________________ of information to another person.
  - Verbal
    - _______________________(through body language)
  - Verbal communication skills are important for EMTs.
- Enable you to gather critical information, coordinate with other responders, and _______________________ with other health care professionals

The Communication Process
- Sender takes a ________________________
- Encodes it into a message
- Sends the message to receiver
- Receiver _______________________ the message
- Sends _______________________ to the sender

Age, Culture, and Personal Experience (1 of 2)
- Shape how a person ________________________
- Body language and eye contact greatly affected by culture
  - In some cultures, direct eye contact is ________________________.
  - In other cultures, it is _______________________ to look away while speaking.

Age, Culture, and Personal Experience (2 of 2)
- Tone, pace, and _______________________ of language
  - Reflect mood of person and perceived importance of message
  - ________________________: Considering your own cultural values more important than those of others
  - Cultural ________________________: Forcing your values onto others

Nonverbal Communication (1 of 2)
- Body language provides more _______________________ than words alone.
- Facial ________________________, body language, and eye contact are physical cues.
• Help people understand messages being sent

8 Nonverbal Communication (2 of 2)
• Physical factors include:
  • _______________________: Anything that dampens or obscures true meaning of message
  • _______________________: Study of space and how distance between people affects communication

9 Verbal Communication (1 of 2)
• Asking _______________________is a fundamental aspect of prehospital care.
  • _______________________-ended questions require some level of detail.
    • Use whenever possible.
    • Example: “What seems to be bothering you?”

10 Verbal Communication (2 of 2)
• _______________________-ended questions can be answered in very short responses.
  • Response is sometimes a single word.
  • Use if patients cannot provide _______________________answers.
    • Example: “Are you having trouble breathing?”

11 Communicating With Patient (1 of 2)
• Make and keep eye _______________________.
• Use the patient’s proper name.
• Tell the patient the _______________________.
• Use language the patient can understand.
• Be careful of what you say about the patient to others. You may be sued for _______________________.

12 Communicating With Patients (2 of 2)
• Be aware of your _______________________language.
• Always speak _______________________, clearly, and distinctly.
• If the patient is hearing impaired, speak clearly and face him or her.
• Allow time for the patient to answer questions.
• Act and speak in a calm, _______________________manner.

13 Communicating With Elderly Patients
• Determine the person’s _______________________age.
• Do not assume that an elderly patient is _______________________or confused.
• Allow patient ample time to respond.
• Watch for confusion, anxiety, or impaired hearing or vision.
• Explain what is being done and _____________________.

14 Communicating With Children
• Children are aware of what is going on.
• Allow people or objects that provide ____________________ to remain close.
• Explain procedures to children truthfully.
• ____________________ yourself on their level.

15 Communicating With Hearing-Impaired Patients
• Always assume that the patient has __________________ intelligence.
• Make sure you have a paper and pen.
• ____________________ the patient and speak slowly, clearly and distinctly.
• Never ____________________ !
• Learn simple phrases used in sign language.

16 Communicating With Visually Impaired Patients
• Ask the patient if he or she can _______________________ at all.
• ____________________ all procedures as they are being performed.
• If a guide dog is present, ____________________ it also, if possible.
• Maintain ____________________ contact when moving patient.

17 Communicating With Non-English-Speaking Patients
• Use short, ____________________ questions and answers.
• Point to ____________________ parts of the body as you ask questions.
• Learn ____________________ words and phrases in the non-English languages used in your area.

18 Communication Systems and Equipment
19 Base Station Radios
• Transmitter and receiver located in a ____________________ place
• Power of ________ watts or more
• A ____________________ line (hot line) is always open.
  • Immediately “on” when you lift up the receiver

20 Mobile and Portable Radios
• Mobile radios installed in ____________________
  • Range of 10 to 15 miles
• ____________________ radios (hand-held)
  • Operate at 1 to 5 watts of power

21 Repeater-Based Systems
• Receives radio messages on one frequency and ______________________ (repeats) it on a 2nd frequency at a higher power
• A repeater is a base station able to receive _______________________ - power signals.
• Greatly _______________________ the range of mobile and portable units

22 Repeater System

23 Radio Frequencies
• Very High Frequency (__________)
  • ______________________ range
  • Prone to “skips” and interference
• Ultra High Frequency (__________)
  • ______________________ Range
  • Better reception
  • Able to penetrate better in urban setting

24 Digital Equipment
• Some EMS systems use _______________________ to send an ECG from the unit to the hospital.
• Telemetry is the process of converting electronic signals into ______________________, audible signals.
  • Signals can be _______________________ by the hospital.

25 Cellular Telephones
• Low-powered portable radios that communicate through interconnected _______________________ stations
• Cellular telephones can be easily ________________________ .

26 Other
• ______________________
  • Push-to-talk communication. Cannot transmit and listen at same time
• ______________________
  • Simultaneous talk-listen
• ______________________ channels
  • UHF channels reserved for EMS nationwide

27 Communication Quality
• Affected by power and _______________________ of antennas
• Changes in location can affect _______________________ of transmission
• Check communication equipment at beginning of each shift.

28 Federal Communications Commission (FCC) Duties
• Allocate radio frequencies
• ________________ base stations and assign call signs.
• Establish licensing standards and operating specifications
• Establish ________________ on transmitter power output
• ________________ radio operations

29 Dispatch Responsibilities
• Screen and assign ________________
• Select and alert appropriate units to respond
• ________________ and direct units to the location
• Coordinate response with other agencies
• Provide pre-arrival ________________ to the caller

30 Information Received From Dispatch
• Nature and severity of injury, ________________, or incident
• Location of incident
• ________________ of patients
• Responses by other agencies
• Special information
• ________________ dispatched

31 Communicating With Dispatch
• Report any problems during run.
• Advise of ________________ .
• Communicate scene ________________ .
• Keep communications ________________ .

32 Communicating With Medical Control
• ________________ communications facilitate contact between providers and medical control.
• Consult with medical control to:
  • Notify hospital of incoming patient
  • Request advice or ________________
  • Advise hospital of special circumstances
• ________________ your thoughts before transmitting.

33 Transmitting Patient Information
• 1. Patient’s age and ________________ (no names)
• 2. Patient’s chief complaint or EMT’s perception of problem
• 3. Brief pertinent ________________ of present illness or injury
• 4. Physical findings
  • -______________ signs -level of consciousness
  • -degree of distress -general
  ________________
Transmitting Patient Information

- 5. Brief summary of _______________________ and response
- 6. Past medical history
-   - allergies
-   - _______________________
-   - -prior conditions
- 7. _______________________

Role of Medical Control

- May be off-line or _______________________
- Guides treatment of patients
- May have to contact directly for _______________________
- Many _______________________ from system to system

Calling Medical Control

- Physician bases his or her instructions on _______________________
  received from the EMT-B.
- Never use _______________________ while communicating.
- _______________________ all orders received.
- Do not blindly follow an order that does not make sense to you.

Special Situations

- Notify as _______________________ as possible.
- Estimate the potential _______________________ of patients.
- Identify special _______________________ .

Standard Procedures and Protocols

- Keep transmission _______________________ .
- Develop effective radio _______________________ .
- Identify the called unit, followed by the calling unit.
  - “Dispatch, this is Medic One.”

Reporting Requirements

- Acknowledge dispatch information.
- Notify _______________________ at scene.
- Notify departure from scene.
- Notify arrival at hospital or facility.
- Notify you are _______________________ of the incident.
- Notify arrival back in _______________________ .

Maintenance of Equipment

- Radio equipment must be properly _______________________ .
- Nonfunctioning equipment should be removed from service.
plans should be in place in case of communication failure.

orders: Written documents signed by the EMS system’s medical director.

**Components of Oral Report**
- Patient’s name, chief complaint, nature of illness, mechanism of injury
- of information from radio report
- Any important history not given earlier
- Patient’s response to
- The vital signs assessed
- Any other helpful

**Written Communication and Documentation**

**Minimum Data Set (1 of 2)**
- Patient information
- Chief
- status
- Systolic BP (patients older than 3 years)
- Capillary refill (patients younger than 6 years)
- color and temperature
- Pulse
- Respirations and effort

**Minimum Data Set**
- Time incident was
- Time that EMS unit was notified
- Time EMS unit on scene
- Time EMS unit left scene
- Time EMS unit arrived at
- Time that patient care was transferred

**Functions of Prehospital Care Report**
- Prehospital care report serves six functions:
- of care
- Legal documentation
- Administrative
- Research
- and quality improvement

**Types of Forms**
- forms
Computerized versions
Narrative sections of the form
  - Most _______________________ section
  - Use only standard abbreviations.
  - Spell correctly.
  - Record time with assessment findings.
Report is considered _______________________.

47 The Narrative Section
• Should “tell the story” of the EMS Call
• Should be organized and flow _______________________
• Should include _______________________ and objective information
• The _______________________ will be your “best friend” or “worst enemy” in court or when defending your actions

48 Reporting Errors
• Do not write _______________________ statements on report
• If error made on report then:
  • Draw a _______________________ horizontal line through error
  • Initial and _______________________ error
  • Write the correct information

49 Documenting Right of Refusal
• Document assessment _______________________ and care given.
• Have the patient sign the form.
• Have a _______________________ sign the form.
• Include a statement that you explained the possible consequences of refusing care to the patient.
• You must show that patient had mental _______________________ to refuse treatment

50 Special Reporting Situations
• Be familiar with required reporting in your jurisdiction, including:
  • Gunshot wounds
  • _______________________ bites
  • Certain _______________________ diseases
  • Suspected physical, sexual, or _______________________ abuse
  • Multiple-casualty incidents (MCI)

51 Key Points of Documentation
• Your PCR may be the only _______________________ you have of a call that happened years ago
• Document _______________________ assessment findings including pertinent negatives
• Narrative(s) should fully describe all aspects of the _______________________ , the patient and patient care

52 ☐ Cardinal Rule of Report Writing
• IF IT WAS NOT _______________________ DOWN, IT WAS NOT DONE!