

Policy and Procedures

Title: Radio Communications

Date issued / last revision: December 7, 2004

Date effective: Immediately

Radio Communications

Statement:

Cooperstown Medical Transport, Inc. (CMT) is establishing policy and procedure for the appropriate use of its radios.

Purpose:

This policy and procedures is to provide guidelines for the proper use of a radio.

Scope:

This policy applies to all employees of CMT, full time, part time and per diem.

Policy:

1. The radio systems we use are not informal, as in the case of the Citizen's Band (CB) radios. All communications shall be professional in nature.
 - a. Slang or unacceptable radio traffic could result in disciplinary action.
2. The use of our radio system is not a secure form of communications. Members of the community can overhear all communications. Therefore appropriate etiquette is demanded.
3. All radio communications should be kept brief and to the point. Use plain English.
4. The Federal Communication Commission (FCC) licenses the use of radio spectrum. They reserve the right to monitor communications for appropriate use.
5. Any use of a CMT's radios implies consent for monitoring / recording by CMT.
 - a. Refer to *Electronic Communications Monitoring* policy and procedure for further information.
6. Radio communications shall be restricted to official business matters.
7. Referring to patients by name over the radio is strictly prohibited.
 - a. Refer to *Confidentiality / Privacy* for further information.
8. If at any time you suspect problems with the radio in your assigned vehicle, notify the dispatcher as soon as possible.
 - a. A *vehicle failure / problem report* form must be filed by the reporting person.
 - b. Dispatch will notify the on duty / on call supervisor.
9. When a crew requests law enforcement, the crew will briefly explain the reason for the request to the dispatcher.
10. The dispatcher will provide the responding unit(s) with pertinent information concerning the call, as it becomes available.

11. When transmitting on the radio, the microphone should:
 - a. Be held approximately 2 – 3 inches from the mouth
 - b. Press the transmit button (key the mike)
 - c. Pause briefly before speaking
 - d. Speak slowly, clearly and at a normal volume
 - e. Use plain language – not ‘10’ codes

12. Use the following format (in the exact order given) when calling another unit or dispatch on the radio.
 - a. State the identifier or vehicle number of whom you are calling, *and*
 - b. State your vehicle number or identifier, *and*
 - c. State which channel number or tower you are using.

EXAMPLES: “Dispatch this is 946 on Meridale”
“CMT 943 / dispatch on local”

13. Anytime the dispatcher calls a crew, the crew will respond with their unit number and exact location.

14. When calling the dispatcher, the unit will not transmit or give information until the dispatcher acknowledges them.

15. For communication to Otsego and Delaware county refer to:
 - a. *Low Band Radio Use in Delaware County* for further information
 - b. *Low Band Radio Use in Otsego County* for further information