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3. Professionalism
4. Other
   a. Medical audit
   b. Quality improvement
   c. Billing
   d. Data collection

J. Factors which impede effective written communications
1. Semantic
2. Technical

K. Factors which enhance written communications
1. Semantic
2. Technical

L. Legal status of written communications related to an EMS event
1. Record of incident
2. Part of medical record
3. Confidentiality/ disclosure

M. Importance of data collection during an EMS event
1. System administration
2. Research
3. Quality management - often results in policy change

N. New technology used to collect and exchange patient and/ or scene information electronically
1. Technology-based
2. Real-time capture of events/ information
3. Integrated with diagnostic technology
4. Reduces dependance on traditional means of documentation, i.e., written
5. Influences role of medical direction
   a. Provides for advanced notification
   b. Potential for reduced time to in-hospital diagnosis and therapy

O. Legal status of patient medical information collected and exchanged electronically
1. Same status as traditional written documentation
2. May not have a "paper record" of incident

II. Systems

A. Methodology used for EMS communication
1. Simplex
   a. Advantages
      (1) Allows speaker to get message out without interruption
   b. Disadvantages
      (1) Slows process
      (2) More formal
      (3) Takes away ability to discuss case
2. Multiplex
   a. Advantages
      (1) Either party can interrupt as necessary
      (2) Facilitates discussion
   b. Disadvantages
      (1) Each end has tendency to interrupt the other
      (2) Voice interferes with data transmission
3. Duplex

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a. Advantages
(1) Either party can interrupt as necessary
(2) Facilitates discussion
b. Disadvantages
(1) Each end has tendency to interrupt the other
4. Trunked
a. Advantages
b. Disadvantages
5. Digital
a. Advantages
b. Disadvantages
6. Cellular telephone
a. Advantages
(1) Less formal
(2) Promotes discussion
(3) Can reduce on-line times
(4) Physician can speak directly with patient
b. Disadvantages
(1) Geography can interfere with signal
(2) Cell site may be unavailable
(3) External antenna necessary
(4) Problems with denied access to cell (PIN numbers unknown or forgotten)
7. Facsimile
a. Advantages
(1) Provides earlier notification
(2) Produces another piece of medical documentation
b. Disadvantages
(1) Must have access to a fax machine (at each end)
8. Computer
a. Advantages
(1) Potential to save retrospective data entry step
(2) Can document in real-time
(3) Sort on many categories
(4) Create multiple reporting formats
(5) Provide system data quickly
b. Disadvantages
(1) Subject to limitation of the computer and the operator
(2) Lose flexibility

B. Components of the local dispatch communications system and function
1. Define 9-1-1 AND E 9-1-1
2. Public safety access point
a. Types
b. Functions
3. Emergency medical dispatcher
a. Functions
4. Pre-arrival instructions
a. Purpose
b. Types

5. System dispatcher
    a. Functions

III. Regulation - The Federal Communications Commission (FCC)
- A. Federal agency established to regulate telecommunications in the U.S.
- B. Functions
    1. Licensing
    2. Frequency allocation
    3. Technical standards
    4. Rule making and enforcement
- C. Responsibilities

IV. Dispatch
- A. The functions of an Emergency Medical Dispatcher
    1. Call taking
    2. Alerting and directing response
    3. Monitoring and coordinating communications
    4. Pre-arrival instructions
    5. Maintaining incident record
- B. Appropriate information to be gathered by the Emergency Medical Dispatcher
    1. Caller's name and call-back number
        a. Enhanced 9-1-1 system
    2. Address of event
    3. Nature of event
    4. Specific event information
        a. Call screening
        b. Pre-arrival instructions
- C. Role of emergency medical dispatch in a typical EMS event
    1. Part of the EMS system team
    2. First contact with the EMS system
    3. Coordination of response
    4. Coordination of communications
    5. Provision of pre-arrival instructions to mitigate event prior to arrival of units
    6. Incident data collection
- D. Importance of pre-arrival instructions in a typical EMS event
    1. Provides immediate assistance
    2. Complements call screening
    3. Provides updated information to responding unit(s)
    4. May be life sustaining in critical incidents
    5. Emotional support for caller/ bystanders/ victim

V. Procedures
- A. Information that should be verbally reported to medical direction
    1. Depends on technology used for transmission
    2. May vary with local protocol
    3. Based on patient priority
    4. Standard format
        a. Efficient use of communications system
        b. Assists medical direction

c. Assures no significant information is omitted

5. Information
   a. Unit identification/ provider identification
   b. Description of scene
   c. Patient's age, sex, and approximate weight (for drug orders)
   d. Patient's chief complaint
   e. Associated symptoms
   f. Brief, pertinent history of the present illness/ injury
   g. Pertinent past medical history, medications, and allergies
   h. Pertinent physical exam findings
   i. Treatment given so far
   j. Estimated time of arrival at hospital
   k. Other pertinent information

B. General procedures for exchange of information
   1. Protect privacy of the patient
   2. Use proper unit numbers, hospital numbers, proper names, and titles
   3. Do not use slang or profanity
   4. Use standard formats for transmission
   5. Utilize the "echo" procedure when receiving directions from the dispatcher or physician orders
   6. Obtain confirmation that message was received

VI. Procedure for the use of the biotelemetry equipment used locally