

The Charlotte Hungerford Hospital EMS Communication Policy

ON-LINE MEDICAL DIRECTION

Pre-hospital providers will contact the receiving hospital regarding obtaining patient care orders within Region Five. If transporting outside Region Five, the sponsor Hospital will be contacted. This agreement includes all pre-hospital providers will establish medical oversight via a recorded line. All communications with the Hospital and Medical Authorization will be via C-MED (LCD). If the C-MED radio system is not functioning, call (860) 496-0711 Primary Recorded Telephone Line, and request a conference call.

In the event medical oversight is needed for a non transport emergencies, or non transporting issues, such a Refusal, or Presumption of death, medical oversight will be obtained through the Charlotte Hungerford Hospital.

COMMUNICATION FAILURE

In the event of complete communication failure, these Guidelines will act as the parameters for pre-hospital patient care. If communication failure occurs, the paramedic may follow the guidelines to render appropriate and timely emergency care to the patient.

Upon arrival at the receiving hospital, the EMS provider will immediately complete an incident report relating to the communication failure describing the events including the patient's condition and treatment given. This incident report must be filed with the paramedic's sponsor hospital EMS Medical Director and/or EMS Coordinator within 24 hours of the event. A copy of the patient's run form will also accompany the incident report.

CMED Telephone Number for Telephone Patches (Conference call)

The Litchfield County Dispatch Center, Inc

LCD can be reached by telephone at the following numbers:

(860) 496-0711 Primary Recorded Telephone Line

Non recorded Communication: Cell phones and land Lines

The EMS Provider will not establish Medical Control via cell phone, unless LCD is unable to establish a conference call.

In the event the EMS Responder utilizes a non recorded means of communication: Upon arrival at the receiving hospital, the EMS provider will immediately complete an incident report relating to the communication failure describing the events including the patient's condition and treatment given. This incident report must be filed with the paramedic's sponsor hospital EMS Medical Director and/or EMS Coordinator within 24 hours of the event. A copy of the patient's run form will also accompany the incident report.

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Phone Numbers for Hospitals within Region Five

Charlotte Hungerford Hospital can be reached by telephone at the following numbers:

(860) 496-6650 Emergency Department
(860) 496-6666 Hospital Operator

Danbury Hospital can be reached by telephone at the following numbers:

(203) 739-6757 Emergency Department – Medical Control
(203) 739-7101 Emergency Department – RN Station
(203) 739-7000 Hospital Operator

New Milford Hospital can be reached by telephone at the following numbers:

(860) 350-7222 Emergency Department
(860) 355-2611 Hospital Operator

Saint Mary's Hospital can be reached by telephone at the following numbers:

(203) 709-6004 Emergency Department
(203) 709-6000 Hospital Operator

Sharon Hospital can be reached by telephone at the following numbers:

(860) 364-4111 Emergency Department
(860) 364-4141 Hospital Operator

Waterbury Hospital can be reached by telephone at the following numbers:

(203) 573-6290 Emergency Department
(203) 573-6000 Hospital Operator

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