

# P-405 COMMUNICATIONS FAILURE




Review of P-405 Updates and P-405A Submission Data



# P-405 COMMUNICATIONS FAILURE

- P-405 was revised and went live on July 1, 2024
  - Expanded purpose statement
  - Defined communications failure
  - Removed references to obsolete protocols (P-111, P-113)
  - Added EMS clinician responsibilities section

 COUNTY OF SAN DIEGO EMERGENCY MEDICAL SERVICES	MEDICAL CONTROL	P-405
	COMMUNICATIONS FAILURE	
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**I. PURPOSE**

- A. To ensure EMS patient delivery to a receiving facility is anticipated, announced, and coordinated prior to arrival.
- B. To record geographic areas with weak radio or cellular signal.
- C. To document treatments provided during a period of communications failure.
- D. To provide a communication failure reporting methodology.
- E. To provide a method to improve communications reliability.

**II. AUTHORITY:** Health and Safety Code, Division 2.5, Sections 1797 and 1798.2; and California Code of Regulations, Title 22, Section 100146.

**III. DEFINITION(S)**

**Communications Failure:** A situation where EMS clinicians are unable to contact a base hospital because of radio or cellular signal weakness, equipment failure (e.g., battery failed, antenna broken), inability to access the radio system with a 'system busy' tone or message, or inability to maintain understandable voice contact.

**IV. POLICY**

- A. In the event that an EMS clinician at the scene of an emergency attempts direct voice contact with a Base Hospital but cannot establish or maintain that contact and reasonably determines that a delay in treatment may jeopardize the patient, the EMS clinician may perform any adult or pediatric protocols listed as Standing Orders (SO) or Base Hospital Orders (BHO) within the approved County of San Diego EMS protocols. The EMS clinician may continue treatment within the protocols, listed as SO or BHO, until direct communication can be established and maintained, or until the patient arrives at the receiving facility. Direct voice communication with a Base Hospital shall be reattempted at the scene or in route. Communication failure shall not be declared for routine busy radio traffic periods, without reasonable attempts to contact more than one Base Hospital.




# P-405 COMMUNICATIONS FAILURE

## EMS Clinician Responsibilities

It is imperative that EMS patient delivery to a receiving facility is anticipated, announced, and coordinated prior to facility arrival. EMS clinicians have a responsibility to facilitate this communication and **shall use any of the following strategies** if they are unable to contact their assigned base hospital:

1. Make a reasonable attempt to contact a different base hospital
2. Use a cellular phone to contact a base hospital
3. Request that the assigned communications center contact a base hospital to relay patient acuity and destination
4. Contact the receiving hospital via the BLS/MT1 zones on the Regional Communications System (RCS) network
5. Agencies using LEMSIS shall upload the prehospital care record (PCR) to the receiving facility prior to arrival

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# P-405A COMMUNICATIONS FAILURE FORM



- P-405A was revised and went live on July 1, 2024 and only requires:
  - Incident number
  - Agency/Unit number
  - Approximate location
  - Equipment or technical issue
  - Routine busy radio traffic issue

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**Report of Communications Failure**

Incident Information	Agency Information
<u>Incident #:</u>	<u>Agency/Unit #:</u>

**Communication Information**

What was your approximate location when you first attempted to make contact<sup>1</sup>?

\_\_\_\_\_

Was this an equipment issue or a technical issue?  Yes  No

Was this a routine busy radio traffic issue?  Yes  No

<sup>1</sup> Approximate geographical location (e.g., I-15 South at Deer Springs Road). This information will be used to record geographic areas



# P-405A COMMUNICATIONS FAILURE FORM

- Online submission of P-405A went live in June 2024
- Accessible through CoSD EMS website
  - [https://www.sandiegocounty.gov/content/sdc/ems/prehospital\\_syst\\_emv2/communications-failure-form.html](https://www.sandiegocounty.gov/content/sdc/ems/prehospital_syst_emv2/communications-failure-form.html)

**Communications Failure Form (P-405A)**

Communications failure is a situation where EMS Clinicians are unable to contact a base hospital because of radio or cellular signal weakness, equipment failure (e.g., battery failed, antenna broken), inability to access the radio system with a 'system busy' tone or message, or inability to maintain understandable voice contact.

In the event of a communications failure, EMS clinicians shall complete all fields below to submit a P-405A Communications Failure Form within twenty-four (24) hours of the incident to the San Diego County EMS Office.

Name \*

Certification Number \*

Incident Number \*

Agency/Unit Number \*

What was your approximate location when you first attempted to make contact? \*

*Approximate geographical location (e.g., I-15 South at Deer Springs Road). This information will be used to record geographic areas with weak radio or cellular service.*

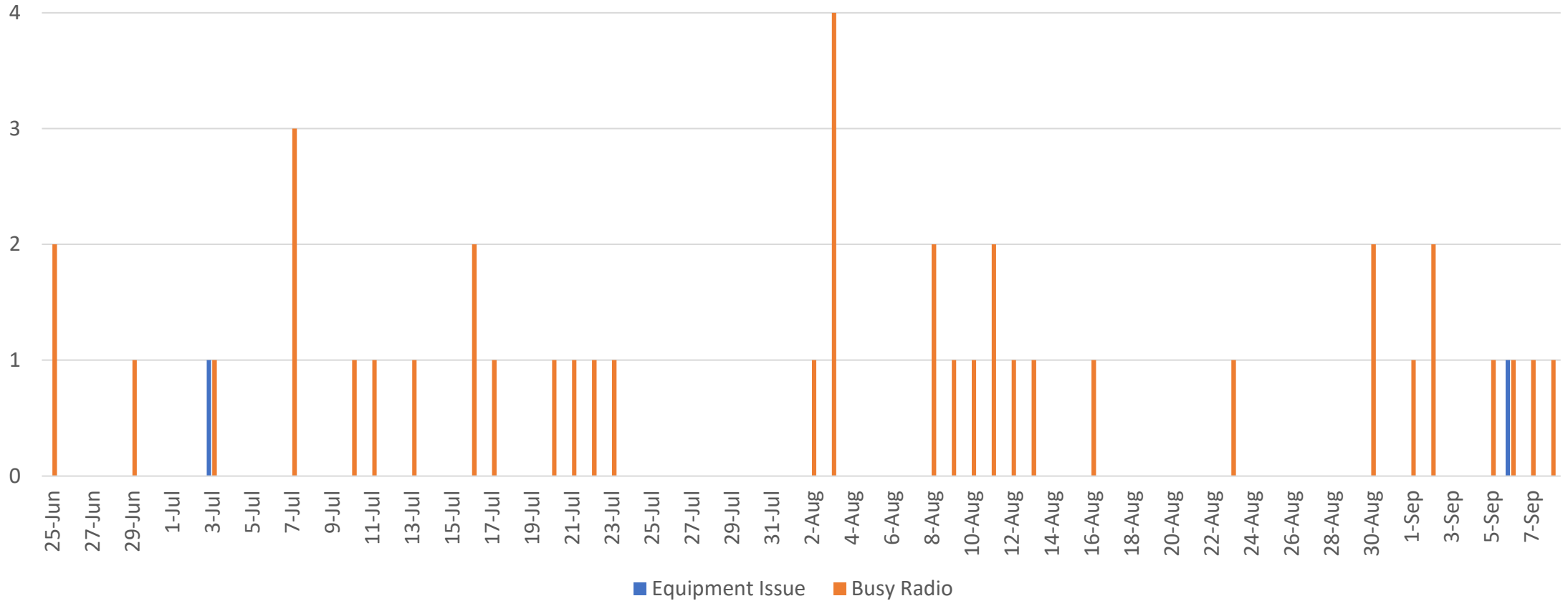
Was this an equipment issue or a technical issue? \*

Was this a routine busy radio traffic issue? \*

**Submit**



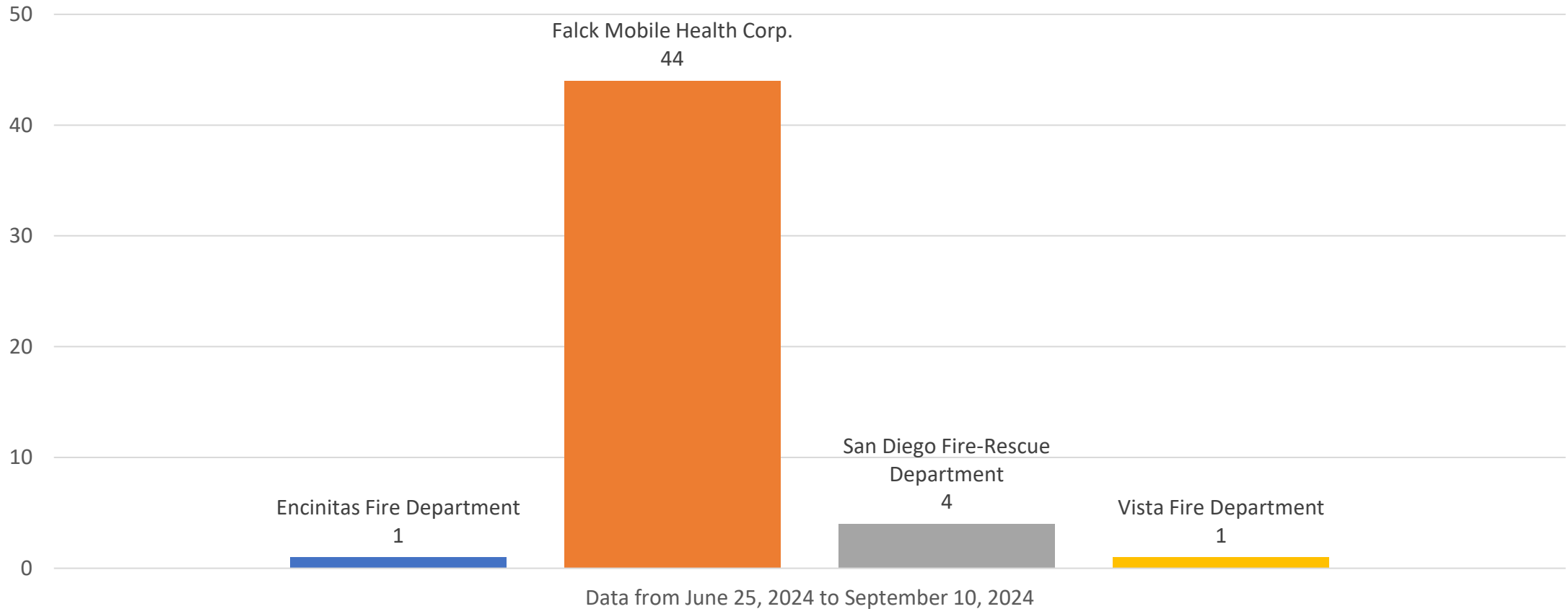
# P-405A SUBMISSION DATA



Data from June 25, 2024 to September 10, 2024



# P-405A SUBMISSION DATA BY AGENCY





# QUESTIONS?

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