

Communications Failure Guideline

Purpose: It is incumbent upon system providers to make [MCEP](#) contact in a number of scenarios. These may include, but are not limited to, the discontinuation of resuscitative efforts, administration of dangerous drugs or narcotics as outlined by the board of pharmacy and State of NM DOH guidelines, and atypical treatment of medical or traumatic conditions. Communications are also critical to obtaining medical orders and transmitting patient condition. At times, due to geographic location, communication or technological limitations, and/or catastrophic failure of a communication system, communications may become unlikely or impossible. Should such an event take place, and compromise the ability of field personnel to obtain medical control from an emergency physician, the Communication Failure Guideline may be utilized when it is determined to be in the best interest of patient care.

ALL PROVIDERS:

- Shall adhere to the scope of practice that their licensure allows, and the “Albuquerque and Bernalillo County Emergency Medical Services Protocols and Guidelines.”
- Shall make reasonable attempts as patient care allows, to obtain [MCEP](#) consult during transport until successful or at the receiving facility. Unsuccessful attempts at [MCEP](#) contact must be documented in the ePCR with approximate times.
- Adhere to patient privacy regulations when utilizing alternate forms of communication.
- Not all patients will require [MCEP](#) consultation, but in situations where it is required by guideline, the paramedic shall attempt to obtain medical control using all reasonably secure forms of communications possible; including, but not limited to, radio Med channels, relay through communications center, and telephone/cellular devices.
- If all attempts to obtain [MCEP](#) consultation have been unsuccessful, and the patient’s condition falls under a specific protocol in which a drug or other intervention requires [MCEP](#) orders, the provider may follow the treatment guidelines if he or she determines that the patient cannot wait to receive the intervention.
- The provider shall thoroughly document the patient’s condition before and after interventions, circumstances behind the inability to obtain medical control, times of contact attempts, approximate location, and types of communications that were attempted unsuccessfully.
- Providers will immediately notify their agency of utilization of this guideline through the agency’s QI process. All uses of “The Communications Failure Guideline” will be reviewed by the agency’s Medical Director in detail.

LIMITATIONS:

- This guideline does not provide exemption for [MCEP](#) consultation for the [“No Guideline” Guideline](#).