

# West Michigan Regional MCC

## System Protocol Communications Policy

Date: **April 9, 2018**

Page 1 of 6

### *Communications Policy*

The purpose of this policy is to provide the means and expectations for EMS communications with hospitals in the WMRMCC area, to include radio frequencies, channels and recorded phone lines, in compliance with the state Medcom plan.

#### **I. General Alert from EMS to hospitals:**

##### **A. EMTrack and EMResource**

1. EMTrack is expected to be utilized as a means for providing hospitals with a preliminary notification of all inbound patients going to the Emergency Department.
2. EMTrack notification should be entered prior to departure from the scene, when possible. If unable, provide the hospital with radio notification and then enter the call into EMTrack after hospital arrival and include "EMTrack entered after patient delivered" in the notes.
3. Participating hospitals are expected to maintain operational sessions of EMTrack and EMResource for the receipt of incoming patient notifications and for monitoring of and response to alert messages.
4. Dispatch agencies or ambulance agencies, or both, are expected to maintain operational sessions of EMTrack and EMResource for the purposes of monitoring hospital availability and for the receipt of alert messages.
5. Some dispatch entities may be tasked with the creation of event notifications within EMResource for the purposes of MCI, disaster or significant event notifications.
6. EMS personnel are accountable for the proper use of the EMTrack notification system.
7. EMTrack notification of a hospital for low acuity patients (Alpha, Bravo and Charlie patients, unless specifically required to provide a radio report) is sufficient to meet the medcom requirement of hospital notification.

##### **B. Audible Communication with hospitals**

1. Only designated and recorded communications methods should be utilized for compliance with statutory requirements.
2. In addition to EMTrack notifications, radio reports or phone calls are required for all ECHO and DELTA level patients and if any of the following apply (when in doubt, call):
  - a. CHARLIE level trauma patients
  - b. Any time approval is needed, by protocol, for medications or procedures
  - c. Whenever there are two or more patients in the back of the ambulance
  - d. ALL STROKE and STEMI patients
  - e. Unusual situations
  - f. Patients needing isolation or decontamination (DECON)
  - g. If there is a possibility of the hospital diverting the patient
3. Audible reports (radio or phone) shall generally include:
  - a. Patient severity level
  - b. ETA
  - c. Age, gender
  - d. Chief complaint and history of chief complaint
  - e. Significant physical and test findings
  - f. Vital signs
  - g. Treatment provided, requested treatments, if any, and response to treatment
  - h. Additional trauma patient information: current anticoagulant use and pertinent comorbidities

# West Michigan Regional MCC

## System Protocol Communications Policy

Date: **April 9, 2018**

Page 2 of 6

### C. Audible Communications between dispatch and EMS units

1. All licensed EMS vehicles and dispatch centers are required to have the following federal VHF interop channels.

Frequency	Input	Type	Tone	Alpha Tag	Description	Mode	Tag
155.75250		BM	156.7 PL	VCALL10	VCALL10 - Calling	FMN	Interop
151.13750	159.47250	RM	156.7 PL	VTAC11/36	VTAC11/36 - Tactical/Repeater	FMN	Interop
154.45250	158.73750	RM	156.7 PL	VTAC12/37	VTAC12/37 - Tactical/Repeater	FMN	Interop
158.73750	159.47250	RM	156.7 PL	VTAC13/38	VTAC13/38 - Tactical/Repeater	FMN	Interop
159.47250	151.13750	RM	156.7 PL	VTAC14/33	VTAC14/33 - Tactical/Repeater	FMN	Interop

2. When agencies with primary radio systems which are incompatible (mismatch of VHF, UHF or 800) must work together, the federal VHF interop frequencies will be utilized, unless another method of establishing interoperable communications has been put into place.
3. EMS vehicles equipped for operation on UHF for dispatch or hospital communications shall have the following channels programmed into their radios (base, mobile and portable).

Frequency	Input	Type	Tone	Alpha Tag	Description	Mode	Tag
453.21250	458.21250	RM	156.7 PL	UCALL40/40D	UCALL40 - Calling	FMN	Interop
453.46250	458.46250	RM	156.7 PL	UTAC41/41D	UTAC41 - Tactical	FMN	Interop
453.71250	458.71250	RM	156.7 PL	UTAC42/42D	UTAC42 - Tactical	FMN	Interop
453.86250	458.86250	RM	156.7 PL	UTAC43/43D	UTAC43 - Tactical	FMN	Interop

4. When all agencies responding to an event have UHF communication capability, the federal UHF interoperability channels should be utilized, unless another method of interoperable communication has been put into place.
5. EMS agencies operating on the 800MHz band shall have the following 800MHz federal interop channels programmed into their radios (base, mobile and portable)

Frequency	Input	Type	Tone	Alpha Tag	Description	Mode	Tag
851.01250	806.01250	RM	156.7 PL	8CALL90/90D	8CALL90 - Calling	FMN	Interop
851.51250	806.51250	RM	156.7 PL	8TAC91/91D	8TAC91 - Tactical	FMN	Interop
852.01250	807.01250	RM	156.7 PL	8TAC92/92D	8TAC92 - Tactical	FMN	Interop
852.51250	807.51250	RM	156.7 PL	8TAC93/93D	8TAC93 - Tactical	FMN	Interop
853.01250	808.01250	RM	156.7 PL	8TAC94/94D	8TAC94 - Tactical	FMN	Interop

6. When all agencies responding to an event have 800MHz capability, the federal 800MHz interop channels should be utilized, unless another method of interoperable communication has been put into place.
7. Establishment and dissemination of the method for interoperable communications is the responsibility of the primary dispatch agency having jurisdiction over the event or incident.

MCA: **West Michigan Regional Medical Control Consortium**

**Section 8.41**

MCA Approval Date: **April 9, 2018**

MDCH Approval Date:

MCA Implementation Date:

# West Michigan Regional MCC

## System Protocol Communications Policy

Date: **April 9, 2018**

Page 3 of 6

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When not established by dispatch, the Medical Branch Director may establish or delegate the establishment of the interop channel.

8. During an event which crosses MCA borders and where participating EMS services have incompatible dispatch and on-scene communications capabilities, the primary dispatch agency, or the primary medical dispatch agency, responsible for management of the event shall communicate out to the regional response agencies on EMResource and via CHREG6 the radio frequency and channel being used for medical response and on-scene communications.
9. If a response agency is unable to communicate on the assigned frequency or channel(s), that agency or dispatch shall make contact directly by phone with the agency having primary responsibility for the event and shall, cooperatively, establish a means of establishing interoperable communication.
10. All EMS dispatch centers shall have the capability to communicate minimally on VHF, and 800MHz. Dispatch centers where UHF is used as the primary method of communication with ambulances must have the capability to communicate on UHF.
11. All hospital emergency departments which receive patients from EMS must have the capability to receive and record HERN (VHF) and phone communications via the dedicated phone number. Hospitals must have the capability of receiving and recording either UHF or 800MHz communications from ambulances, or both, depending on the communications systems in place with ambulances which transport to that hospital.

# Communications Platform by County and Hospital - WMRMCC

VHF – (HERN) all hospitals transmit on 155.34 PL 97.4 or none. Mobiles should use “carrier squelch” on receive.

<i>County</i>	<i>Hospital</i>	<i>HERN</i>	<i>Sq. Tone</i>	<i>UHF Med Channel</i>	<i>Freq. TX</i>	<i>TX PL</i>	<i>Freq. RX</i>	<i>RX PL</i>	<i>800 MHz</i>	<i>Phone</i>
Allegan	Allegan General Hospital	155.34	173.8	Not Used					03AGH	269-673-9602
Allegan	Borgess Pipp Hospital	155.34	77.0	Not Used					03PIPP	269-685-9200
Barry	Pennock Hospital	155.34	114.8	Not Used					08PENN	(269) 945-3497
Clare	Mid-Michigan Medical Center - Clare	155.34	127.3	Not Used					18HOSP	(989) 386-9411
Ionia	Sparrow - Ionia Hospital	155.34	136.5	Not Used					34MD911	(616) 523-1727
Isabella	McClaren Central Michigan	155.34	156.7	Not Used					37MCA	(989) 772-6777
Isabella	Mid-Michigan Medical Center – Mount Pleasant	155.34	143.0	Not Used					37MMMP	(989) 773-0299
Kent	Spectrum Health - Helen DeVos	155.34	192.8	2	468.025	331	463.025	331	41MED6	(616) 391-5319 xt 3
Kent	Mercy Health - Saint Mary's	155.34	141.3	5	468.100	192.8	463.100	97.4	41MED2	(616) 685-3077
Kent	Mercy Health - Saint Mary's <b>SW</b>	155.34	141.3	9	467.950	192.8	462.950	97.4	41MED1	Radio Only
Kent	Metro Health Hospital	155.34	91.5	4	468.075	632	463.075	632	41MED3	(616) 252-6900
Kent	Spectrum Health - Blodgett	155.34	79.7	1	468.000	192.8	463.000	97.4	41MED4	(616) 391-5319 xt 2
Kent	Spectrum Health - Butterworth	155.34	192.8	2	463.025	192.8	463.025	97.4	41MED5	(616) 391-5319 xt 1
Mason	Spectrum Health - Ludington	155.34	SCQ	Not Used					53HOSP	(231) 845-1144
Mecosta	Spectrum - Big Rapids	155.34	118.5	Not Used					54HOSP	(231) 592-1610
Montcalm	Sparrow - Carson Hospital	155.34	94.8	Not Used					59MEDCC	(989) 584-6339
Montcalm	Sheridan Community Hospital	155.34	203.5	Not Used					59MEDCC	(989) 291-6350
Montcalm	Spectrum Health - Kelsey	155.34	179.9	Not Used					59MEDCC	(616) 391-8012
Montcalm	Spectrum Health - United	155.34	146.2	Not Used					59MEDCC	(616) 391-8010
Muskegon	Mercy Health - Hackley	155.34	110.9	6	468.1250	167.9	463.1250	97.4	61MED1	(231) 720-1912
Muskegon	Mercy Health - Mercy	155.34	127.3	4	468.0750	167.9	463.0750	97.4	61MED2	(231) 720-1912
Newaygo	Spectrum Health - Gerber	155.34	107.2	Not Used					62HOSP	(231) 924-1301
Oceana	Mercy Health - Lakeshore	155.34	206.5	Not used					64HOSP	(231) 861-3058
Osceola	Spectrum Health - Reed City	155.34	131.8	Not Used					4367MCA	(231) 832-8522
Ottawa	Holland Hospital	155.34	103.5	7	468.1500	151.4	463.1500	151.4	70MED1	(616) 494-4120
Ottawa	North Ottawa Community Hospital	155.34	91.5	8	468.1750	151.4	463.1750	151.4	70MED2	(616) 847-5310 (ER)
Ottawa	Spectrum Health - Zeeland	155.34	186.2	1	468.0000	151.4	463.0000	151.4	70MED3	(616) 748-3657

Bolded frequencies are primary, light colored frequencies are not currently used or monitored.

# Communications Platform by County and EMS Agency – WMRMCC

County	Agency	UHF	VHF/UHF Freq. TX	TX PL	VHF/UHF Freq. RX	RX PL	800 MHz	Phone
Allegan	Wayland Area EMS	Available, not Primary						(269) 792-2958 (station) (269) 673-3899 (ACCD)
Allegan	Life EMS - Allegan	Available, not Primary					03LIFE (primary) 03UIC1-14, 03911E, 03911W	(269) 673-2225 (269) 673-3899 (ACCD)
Allegan	Plainwell Area EMS	Not Available					03PAEMS	(262) 685-0880 (station) (269) 673-3899 (ACCD)
Allegan	American Medical Response							(616) 459-8197
Barry	Castleton – Maple Grove, Nashville Amb.	Not Available	151.265	186.2	154.235	186.2		(269) 209-0728 (station) (800) 968-4865 (BCCD)
Barry	Thornapple Township EMS	Not Available	151.265	186.2	154.235	186.2		(269) 795-3350 (800) 968-4865 (BCCD)
Barry	Mercy Hastings							(800) 968-4865 (BCCD)
Clare	Mobile Medical Response							(800) 232-5216
Ionia	Life EMS - Ionia		468.2000	192.8	463.2000	97.4	Not Used	(616) 727-5433 (616) 527-8822 (ICCD)
Ionia	Portland EMS		159.285	179.9	151.205	131.8		(517) 526-0470 (616) 527-8822 (ICCD)
Isabella	Mobile Medical Response							(800) 232-5216
Kent	AMR - Kent						Not Used	(616) 459-8197
Kent	Life EMS		468.200	192.8	463.200	97.4	Not Used	(616) 458-5433
Kent	Rockford Ambulance						41RAAM	(616) 866-2293
Kent	N Emergency (n/o 10 mile)	8	468.175	192.8	463.175	192.8	41EMER (Full County)	
Kent	N Emergency - backup	8e	468.175	173.8	463.175	192.8	41EMS (MCI Ground)	
Kent	S Emergency (s/o 10 mile)	6	468.125	251	463.125	251	41HOSP (MCI Hosp)	
Kent	S Emergency - backup	6e	468.125	503	463.125	251	41MCA (MCI Alternate)	
Lake	Life EMS – Lake							(231) 745-5433
Mason	Life EMS - Newaygo		458.175	167.9	453.175	167.9	43EMS?	(231) 845-5433
Mecosta	Mecosta County EMS							(231) 796-2626
Montcalm	Montcalm County EMS						59M911 (EMS) 59COM (Dispatch)	(989) 831-3500 (Central Dispatch) (989) 831-0838 (EMS Supervisor)
Muskegon	Professional Med Team (north)	10					Not Used	(231) 720-1911 (Dispatch) (231) 720-1912 (MedCom)
Muskegon	Professional Med Team (south)	10					Not Used	(231) 720-1911 (Dispatch) (231) 720-1912 (MedCom)

# Communications Platform by County and EMS Agency – WMRMCC

Muskegon	White Lake Ambulance Services	VHF	150.77500	107.2	155.26500	107.2	Not Used	(231) 728-2312 (dispatch) (231) 894-4306 (station)
Newaygo	Life EMS - Newaygo		458.175	167.9	453.175	167.9	Not Used	(231) 928-5433
Oceana	Oceana County EMS – Mason Oceana 911						64911 & 64EMS	(231) 869-5858
Osceola	Osceola County EMS							(231) 832-6152
Ottawa	Ottawa County Sheriff Department							(616) 738-4000
Ottawa	North Ottawa Community Hospital - EMS	VHF (NOCH Dispatch)	155.325	192.8	155.325	97.4	Not Used	(616) 842-3600 (616) 847-5333 (Dispatch) (616) 842-6800
Ottawa	AMR - Ottawa		467.96250	127.3	462.96250	127.3	Not Used	(616) 459-8197
Ottawa	Life EMS - Ottawa		468.2000	192.8	463.2000	97.4	Not Used	(616) 458-5433
Ottawa	Grand Haven Twp Fire Rescue		458.7750	118.8	453.7750	118.8	Not Used	(616) 842-5988