

Emergency Medical Response



**American
Red Cross**

Lesson 11: Communication and Documentation

You Are the Emergency Medical Responder

As the closest responders in the area, your police unit is called to the scene where an elderly woman has collapsed in front of her home. When you arrive, a neighbor tells you that the woman suddenly collapsed and tripped on the concrete step in the walkway in front of her home. She is now conscious but a little dazed, and you find that she is also very frightened and apprehensive.

What can you do to try to ease the woman's fears and reduce her anxiety as you assess her for injuries?

Communicating within the Emergency Communications System

- Communications center (dispatch)
 - Point of contact between public and responders
- Medical director
 - Orders repeated word for word (echo method)
- Receiving facility (often a hospital)
- Medical personnel
 - Identify yourself as an EMR

Components of Radio Communication for EMS

- Base station
 - Mobile radios and data terminals
 - Portable radios
 - Repeaters
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- Use “clear text” when talking on the radio

Interpersonal Communication

What does it mean to be empathetic?

- Show empathy: be understanding and culturally sensitive to the thoughts, feelings and experiences of another person
- Create positive relationships:
 - Introduce yourself and team members
 - Provide information about your role
 - Eye level
 - Listen

Activity

You arrive at the home of an elderly couple in response to a 9-1-1 call for assistance. The couple's daughter called because her father, who is bedridden due to a stroke, was having difficulty breathing. The daughter is providing the information because the elderly couple speaks very little English.

How would you facilitate effective communication?

Documentation

- Established by state regulations
- Documenting care is as important as providing care
- The record is a legal document
- If you are called to court, the documentation supports your action(s)
- Quality assurance practices
- Final step in providing care, accurate & complete
- If it's not written down, it didn't happen!

Functions of the Prehospital Care Report (PCR)

- Primary function: ensures high-quality care
- Other functions:
 - Legal document
 - Educational and research tool
 - Administrative tool
- Confidentiality – falls within HIPAA
- Refusal of treatment
- Falsification is a serious offence

Page 207

☐ Continuation form used



Sections of the Prehospital Care Report

- Run data
- Patient data
- Check boxes
- Patient narrative
- Minimum data set
 - Patient information gathered by EMR
 - Administrative information

You Are the Emergency Responder

As you assess the elderly patient, you learn that her chief complaint is that she "blacked out" momentarily and fell. The patient is afraid that she has broken her hip. She has pain in her pelvis and is unable to move her left leg. You give a verbal update to the EMS personnel who have just arrived to take over medical care and transport the patient.

Why is it important to be brief and concise?

**Why is it important to thoroughly document
you call, observations and actions?**