

Section 5.2: General Radio Traffic Guidelines

Texas A&M EMS personnel will at all times conduct radio traffic in such a manner as to uphold the professionalism that is expected of every Texas A&M EMS employee.

The main purpose for radio traffic is to relay important information between EMS units and dispatch. To ensure that all pertinent radio traffic is received and understood, excessive and non-pertinent radio traffic should be avoided. Any confidential information pertinent to a call, including but not limited to, patient name, UIN, or a facility gate code should not be relayed over the radio. Instead, this information should be included in a dispatcher's call notes or relayed to the crew over the phone as necessary.

To eliminate confusion to units monitoring radio traffic, only current EMS employees who are certified dispatchers or DITs and who are on duty at the time should conduct all radio traffic from dispatch. This includes all tone tests, routine traffic, and alarms. Dispatchers are not allowed to perform the duties of other personnel while on duty; likewise, other personnel will not be allowed to perform the duties of the dispatcher. If the dispatcher must leave their duties for a short period of time, another certified dispatcher who is not on duty can cover their duties.

Radio traffic relating to an emergency call should be appropriately acknowledged by the dispatcher with the unit and a time stamp, for example "861 obtaining patient refusal [time]". The dispatcher should be careful not to respond to a yes/no question with "Clear, (Unit #), (Time)" over the radio. Instead, he/she should use the appropriate "affirmative" or "negative" response. The reason for repeating traffic is to confirm what was said; if the unit that made the original statement notices an error, this allows them to correct it.

Non-emergent radio traffic does not require a time stamp but should still be repeated.



NIMS compliant radio traffic format should be used, which follows the “hey you, it’s me” format. This means that the unit being called should be the first unit voiced over the radio followed by the calling unit. This method is used as the standard because the format of voicing the name of the unit being called first yields a higher chance that the crew will notice the traffic on the radio if it begins with their number.

The following are examples of basic formats for all radio traffic. The unit numbers that are underlined can be replaced with any appropriate number

If EMS is trying to contact a unit:

D: "861, EMS"

861: "861"

D: Proceed with message

If a unit is trying to contact EMS:

861: "EMS, 861"

D: "861"

861: Proceed with message

If a unit makes a statement or is conveying information:

861: "861 en route to the station"

D: "861en route station [time]"

If a unit is trying to contact another unit:

861: "811, 861"

811: "861"

861: Proceed with message