

Emergency Medical Responder: A Skills Approach

Fifth Canadian Edition



FIFTH CANADIAN EDITION

EMERGENCY MEDICAL RESPONDER

A SKILLS APPROACH

MEETS PARAMEDIC ASSOCIATION OF CANADA'S
NATIONAL OCCUPATIONAL COMPETENCY PROFILE



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Chapter 12

Communication and
Documentation

Objectives (1 of 3)

- Explain the importance of effective verbal communication of patient information.
- Identify five typical components of an EMS radio system.
- List correct radio procedures.
- Identify the six essential components of a call to the medical director.



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Objectives (2 of 3)

- Discuss the communication skills that should be used to interact with the patient.
- List the three components of the written pre-hospital care report and discuss the legalities of the document.
- Review the special documentation needed concerning patient refusal.
- List five special EMS reporting situations.

Communication

There are many components to a radio system:

- Base station
- Mobile radio
- Portable radio
- Repeaters
- Cellular phones

Advise the Dispatcher of Your Activities During an Emergency Call

- When you are en route
- When you arrive
- When you require additional assistance or specialized personnel
- When you return to service and are available for call

Be Prepared to Communicate the Following to the Medical Director

- Unit ID and that you are an EMR
- Patient's age, gender, and chief complaint
- Brief history of relevant events leading to injury or illness
- Physical exam results
- Care rendered and patient's response to care
- Reason for calling

Figures 12-5a and 12-5b

Figure 12–5a You can maintain an attitude of control and authority if you stand above the patient.



Figure 12-5a You can maintain an attitude of control and authority if you stand above the patient.

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Figure 12–5b If you want to soften your approach, get down to the patient's level.



Figure 12-5b If you want to soften your approach, get down to the patient's level.

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A Pre-Hospital Care Report Is Used

- To transfer patient information from one person to another
- To provide legal documentation
- To document the care you provided
- To improve your EMS system

3 Parts of Pre-Hospital Care Report

- Run data
- Patient information
- Narrative

Figure 12–6 An EMR Pre–Hospital Care Report Form (1 of 2)

Date (D/M/Y)				Emergency Medical Responder Patient Care Report			
Incident Location						Fire Incident	
Surname			First		Date of Birth (D/M/Y)	Sex: M F	
Address			City	Prov	Response Code: 3 4		
SCENE ASSESSMENT							
Mechanism of Injury <input type="checkbox"/> MVA, Plate # _____ <input type="checkbox"/> Extrication <input type="checkbox"/> Violence Seat Belt: Y N				<input type="checkbox"/> Medical Trauma <input type="checkbox"/> Fire/Smoke Other: _____ <input type="checkbox"/> MVA/Pedestrian, Plate # _____		Patient Found <input type="checkbox"/> Side Lying: L R <input type="checkbox"/> Sitting Supine <input type="checkbox"/> Prone Ambulatory	
Chief Complaint:							
History of Chief Complaint:							
Past Medical History:							
Allergies:							
Medications: (Given to Paramedic: Yes ___ No ___)							
Comments:							

Figure 12–6 An EMR pre–hospital care report form.

Figure 12–6 An EMR Pre–Hospital Care Report Form (2 of 2)

Verbal 1 Nil 2 Incomplete sounds 3 Inappropriate Words 4 Confused 5 Oriented/Alert		Motor 1 Nil 2 Extends 3 Flexion 4 Withdraws 5 Localizes 6 Obey		Eye 1 Nil 2 Pain 3 Voice 4 Spontaneous		Pupil Reaction + means the pupil reacts to light by constricting - means the pupil does not react to light Pupil Size ●1mm ●2mm ●3mm ●4mm ●5mm ●6mm							
Time	Resp	Pulse	B/P	Verbal	Motor	Eye	GCS Total	Pupil Size		Pupil React		Grip	
:			/					R	L	R (+/-)	L	R	L
:			/									<input type="checkbox"/> Absent	<input type="checkbox"/>
:			/									<input type="checkbox"/> Normal	<input type="checkbox"/>
:			/									<input type="checkbox"/> Weak	<input type="checkbox"/>

PATIENT ASSESSMENT

Protocol Code Number: _____ Assessed By (Primary EMR Regiment Number): _____

Patient Care Procedures

Px Code	Patient Care Procedure	Prior to Paramedic arrival	Assist Paramedic	Primary EMR Regiment #	Regiment #	Regiment #

East St. Paul Fire Department

Figure 12–6 Continued

Patient Refusal

- Before allowing a patient to refuse care, do the following:
- Ensure that the patient is competent and can make a rational, informed decision
- Try to persuade the patient to accept EMS care and transport
- Advise the patient of risks associated with refusing care
- Consult the medical director, as required

Special Incident Reports May Be Required for

- Infectious disease exposure
- Injury to EMS personnel
- Conflicts between agencies
- Multi-casualty incidents

Reminder

Make sure that you sign your PCR so that you get credit for the call!