





		<b>Administrative Policy</b>	<b>2201</b>
		<b>Effective</b> <b>April 1, 2018</b>	<b>Expires</b> <b>March 31, 2019</b>
Policy: <b>Radio Communication Standard</b>	Approval: Medical Director <b>Reza Vaezazizi, MD</b>	Signed 	
Applies To: <b>PSP, EMT, AEMT, PM, MICN, BHP, EMS System</b>	Approval: REMSA Director <b>Bruce Barton</b>	Signed 	

**PURPOSE**

The purpose of this policy is to facilitate radio communication interoperability, define the standard of radio frequencies for Emergency Medical Service (EMS) providers and describe the guidelines to be observed by prehospital and hospital emergency medical personnel operating in Riverside County.

**AUTHORITY**

[California Health and Safety Code - Division 2.5: Emergency Medical Services \[1797. - 1799.207.\]](#)  
[California Code of Regulations, Title 22. Social Security, Division 9. Prehospital Emergency Medical Services](#)

**Radio Etiquette**

Radio traffic is expected to be professional at all times and to conform to the rules and regulations of the Federal Communications Commission (FCC). Use of frequencies for other than intra-agency or interagency communication or as authorized by those agencies during a specific incident is prohibited.

1. Clear text communication will be utilized during radio communications.
2. Use of the complete radio call sign is important in all radio communication, and is particularly essential when interfacing with other agencies and on larger incidents.
  - a. Call signs for private ambulance units will coincide with the respective unit or assignment preceded by resource type, e.g.:
    - i. BLS units - "Permitted Provider 110", "BLS Provider 22"
    - ii. ALS units - "Permitted Provider Medic 345"
  - b. First response agency units will use the assigned call signs designated by their respective agencies.

**Radio Communication Procedures**

All ambulance resources within the Riverside County operating area must maintain radio communications capability as specified in this policy at all times.

1. Two-way communications between EMS/ambulance dispatch centers and the responsible first response agency will occur for all emergency medical responses requiring a joint response.
2. The responsible first response agency will designate the response frequencies for use by the responding public safety resources and should include them as part of the initial dispatch information communicated to the EMS/ambulance dispatch center.
3. EMS/ambulance dispatch centers will inform the appropriate responsible first response agency of the responding unit's identifier upon receipt of all dispatch information. This can happen concurrently with acknowledgement of receipt of the call.
4. The permitted provider dispatch center will notify the responding ambulance units of assigned frequencies and responding units will initiate communication and monitor the assigned public safety frequency throughout the response, during staging and while on-scene.

5. Two-way communication between on-scene incident command and ambulance units will occur as needed to facilitate a timely, safe, and effective emergency medical response.
6. All communications initiated by the on-scene Incident Commander to the responding ambulance unit will be acknowledged by the unit.

## **Provider Responsibilities**

Permitted providers upon receipt of the current year radio programming plan provided by REMSA, must have all radios reprogrammed no later than 30 calendar days.

All permitted providers will have a VHF radio in, or immediately accessible to for the purpose of providing patient information to receiving facilities.

All permitted providers will have printed documents of the current programming available in the EMS resource list. Inspection of these documents include the current First response repeater map provided by County Fire every year the programming is published.

All permitted providers will be required to train on curriculum developed by the EMS Communications working group through the Riverside County Association of Fire Chiefs. This will include an initial training, and annual updates thereafter.

## **Hospital Responsibilities**

Base hospitals will ensure that their medical control VHF radio and prehospital dedicated recorded telephone lines are fully functional and operational at all times to include regular checks of all systems.

Radio communication disruptions must be reported to surrounding hospitals and EMS dispatch centers, so that field resources may contact alternate hospitals. Additionally, the Riverside County EMS Agency will be notified of all communication disruptions.

All receiving hospitals will have an VHF radio in, or immediately accessible to, the emergency department for the purpose of receiving patient information from inbound ambulances.

All hospitals will have a ReddiNet terminal for interfacility and/or inter-county emergency / disaster communication. Hospitals will assure appropriate placement and operation of ReddiNet terminals to facilitate their readiness and usage. All essential information regarding hospital status and bed availability must be updated on a continuous basis for the rapid and efficient coordination of patient destinations in the event of a multi-patient incident.

## **Specific Frequency Requirements**

All ambulance resources will be capable of communicating with the Emergency Communications Center (ECC) of the Riverside County Fire Department, EMS providers at the scene, local fire agencies, and with designated receiving hospitals in Riverside County.

All permitted ambulance providers must maintain applicable frequency use agreements with respective first response agencies that facilitate interoperable communications for 911, and potential disaster response.

All EMS vehicles will have immediate access to all frequencies listed in the Riverside County Radio Frequency Annex. EMS providers that need or require additional frequency coordination will contact Riverside County Information Technology Department, PSEC division for assistance.

The following are descriptions of the County and State licensed radio frequencies utilized within the Riverside County EMS System and their specified usage.

1. The Riverside County Information Systems, Radio Division is responsible for the following frequencies:
  - a. MEDNET 1 (155.2650, PL 110.9 hz, Encode/Decode)

This frequency is to be used by ambulances to advise hospital emergency departments (EDs) of inbound patients. Applicable DTMF Tones are included in the resource list to contact the appropriate receiving facilities.

b. MEDNET 2 (155.2950, PL 110.9 hz, Encode/Decode)

This frequency is to be used by ~~AMR~~ Ambulance Contractor to dispatch and coordinate emergency ALS ambulances within western Riverside County.

i. North (Box Springs)

Receive: 155.2950MHz 110.9Hz

Transmit: 155.9100MHz D532N (Max Power 45-Watts)

2. AMR is responsible for the following frequencies, with permission given to ~~Riverside County Fire Department~~ First Responder Agencies to utilize them:

a. MEDNET 3 (155.3550, PL 110.9 hz, Encode/Decode)

This frequency is to be used by AMR – Riverside (to include Hemet and the Pass areas) to dispatch emergency ALS ambulances in the western section of the County. Repeater frequency information for MedNet 3 as listed below:

i. South (Elsinore Pk)

Receive: 155.3550MHz 110.9Hz

Transmit: 155.9850MHz 118.8Hz

b. MEDNET 4 (155.2050, PL 110.9 hz, Encode/Decode)

This frequency is to be used by AMR – Desert to dispatch emergency ALS ambulances in the eastern section of the County, Repeater frequency information for MedNet 4 as listed below:

i. Desert West (Whitewater)

155.2050MHz 110.9Hz

151.1150MHz 88.5Hz

ii. Desert Indio (Indio Hill)

155.2050MHz 110.9Hz

151.1150MHz D114N

iii. Desert Center (Chuckwalla)

155.2050MHz 110.9Hz

151.1150MHz D532N

3. The California State Office of Emergency Services (OES) is responsible for the following frequency:

a. CALCORD (156.0750, Tone 6)

CALCORD is a California Coordination frequency, provided by the California State Office of Emergency Services, which is a unit-to-unit frequency for on-scene coordination during Health Department declared emergencies and for medical management of multi-casualty incidents. This frequency is often used for ground to air communication. The Riverside County Fire Department and the Riverside County Health Services Agency have permits to operate on this frequency.

4. Public Safety Enterprise Communication (700MHz Digital Trunk Radio System)

The Public Safety Enterprise Communications System is a countywide digital trucked radio system used in Riverside County. It provides interoperable communications between county and city stakeholders. The system has been a cooperative effort between Riverside County Sheriff, Riverside County Fire, Riverside County, Economic Development Agency, the County Executive office, and Riverside County Information Technology Department.

5. The Riverside County Sheriff's Office is responsible for the following frequencies. These frequencies are to be used by emergency medical services personnel to patch in and communicate with SO at the scene (SO utilizes 700 MHz system).

a. Riverside Sheriff VHF West (trans 154.8900, PL 110.9 hz Enc/Decode, rvc 158.8500 carrier squelch)

- b. Riverside Sheriff VHF Desert(trans 158.7600, PL 110.9 hz Encode/Decode, rvc 159.0900 carrier squelch)
  - c. Riverside Sheriff VHF Blythe (trans 154.8900, PL 192.8 hz Enc/Decode rvc 158.8500 carrier squelch)
6. The Hospital Association of Southern California (H.A.S.C.) is responsible for the following service: ReddiNet  
This is a satellite and internet communications system linking hospitals, providers and public health officials. It is used in the management of EMS daily operations (e.g., diversion status, MCI coordination) as well as being the major interfacility disaster communications system.
7. All ALS units will have the capacity to make base hospital contact for medical direction. Primary means of communication with the hospital will be either cellphone or VHF radio.

## **Waiver**

The Riverside County EMS Agency reserves the right to grant waivers to the requirements of this policy on an as needed basis. The request for waiver must stipulate the reasons for the request and a statement as to the alternative method proposed for meeting the communications requirements being waived.

## **Communication Failure**

This policy does not in any way modify requirements for notification procedures of receiving facilities or treatment modalities. Any communication failure with both online medical direction or any other unusual event resulting in radio communication failure must be reported to REMSA via the communication failure reporting form.