

# SOP Template: Communication Protocols with Hospitals and Dispatch

This SOP establishes **communication protocols with hospitals and dispatch**, detailing structured methods for timely and accurate information exchange during emergencies. It includes guidelines for initiating contact, verifying patient information, coordinating transport logistics, maintaining clear and concise communication, and documenting all interactions. The purpose is to ensure seamless collaboration between emergency responders and medical facilities to optimize patient care and improve response efficiency.

## 1. Purpose

To define procedures for effective communication between emergency responders, hospitals, and dispatch centers to support coordinated, high-quality patient care and efficient transport logistics.

## 2. Scope

This SOP applies to all personnel involved in emergency response, patient transport, and medical coordination, including EMTs, paramedics, and dispatch operators.

## 3. Responsibilities

- **Emergency Responders:** Initiate and maintain timely communication with dispatch and receiving hospitals.
- **Dispatch Personnel:** Coordinate information flow between field units and healthcare facilities.
- **Hospital Staff:** Receive notifications, prepare for incoming patients, and provide necessary feedback to responders and dispatch.

## 4. Protocols and Procedures

1. **Initiating Contact**
  - Contact dispatch via designated radio, phone, or data system at the start of an emergency call.
  - Notify dispatch of patient status, location, and estimated arrival time as soon as possible.
2. **Verifying Patient Information**
  - Confirm patient's name, age, gender, and relevant medical history with dispatch and receiving hospital.
  - Document all relayed information accurately.
3. **Coordinating Transport Logistics**
  - Inform dispatch and hospital of anticipated transport time and any special requirements (e.g., isolation, trauma).
  - Maintain continuous updates during prolonged or critical transports.
4. **Maintaining Clear and Concise Communication**
  - Use standard codes and terminology as per agency protocol.
  - Repeat critical information to confirm accuracy.
  - Avoid transmission of confidential patient data over unsecured channels.
5. **Documentation**
  - Record all communication events, including time, content, and participants, in the patient care report or log system.

## 5. Communication Flow Example

Step	Responsible	Communication
Initial Contact	Responder ↔, Dispatch	Incident report, location, initial patient status
Hospital Notification	Dispatch ↔, Hospital	Patient details, ETA, special requirements
Ongoing Updates	Responder ↔, Dispatch ↔, Hospital	Status changes, delays, additional needs
Arrival Confirmation	Responder ↔, Hospital	Arrival notification, patient handover

## 6. Quality Assurance

- Regular review of documented communications for compliance and effectiveness.
- Continual training on communication equipment, codes, and protocols.

## 7. References

- Local EMS policies and procedures
- State health department guidelines
- National emergency communication standards