SOP Template: Communication Protocols with Dispatch, Hospitals, and Other Agencies

This SOP details **communication protocols with dispatch, hospitals, and other agencies**, outlining standardized procedures for timely and accurate information exchange, coordination during emergencies, reporting requirements, use of communication devices, and roles and responsibilities of personnel. The goal is to ensure effective collaboration and seamless operation among all involved parties to enhance response efficiency and public safety.

1. Purpose

To establish and maintain clear, timely, and effective communication protocols among dispatch, hospitals, and other relevant agencies during routine operations and emergency situations.

2. Scope

This SOP applies to all personnel involved in communications relating to emergency medical services, fire response, law enforcement, and other collaborative agencies.

3. Procedures

3.1 Information Exchange Protocols

- Confirm receipt of all communications via radio or digital platforms.
- Use standard terminology and plain language unless advised otherwise (e.g., code use between agencies as/if prescribed).
- Document all significant communications in the appropriate log or incident report system.

3.2 Coordination During Emergencies

- Notify dispatch of situation status updates immediately upon notable developments.
- Relay patient condition and estimated time of arrival (ETA) to hospitals during medical transports.
- Coordinate incident command structure and information flow with other agencies via assigned communication channels.

3.3 Reporting Requirements

- Complete after-action and handoff reports as soon as feasible post-incident.
- Ensure transmission of accurate patient care reports and critical information to receiving hospitals.
- Submit incident reports to dispatch and participating agencies within prescribed timeframes.

3.4 Use of Communication Devices

Device	Primary Use	Backup/Alternative
Radio	Main channel for field-to-dispatch and inter-agency communications	Cell phone, Satellite phone
Mobile Data Terminal (MDT)	Digital transmission of incident data, patient info	Radio voice transmission, Written records
Cell/Satellite Phone	Communication when out of radio coverage	Radio, MDT

4. Roles and Responsibilities

All Personnel:

- Maintain professionalism in all communications.
- Adhere to confidentiality and privacy regulations (e.g., HIPAA).

Dispatch:

- Coordinate all incoming and outgoing communications.
- Maintain accurate logs of all critical exchanges.

Field Units:

- Provide prompt situation updates.
- Relay critical information to hospitals and dispatch as needed.

Hospital Liaison:

- Receive and confirm patient and incident information.
- Provide feedback and updates to field units as appropriate.

Agency Representatives:

- Ensure inter-agency communication protocols are followed.
- Facilitate information-sharing and joint coordination.

5. Review and Quality Assurance

- This SOP will be reviewed annually or after major incidents to ensure continued effectiveness.
- Feedback may be submitted by any participating agency or individual.

6. References

- National Incident Management System (NIMS) Communication Guidelines
- Applicable state and local EMS/Fire/Police protocols
- Agency-specific privacy/confidentiality policies (e.g., HIPAA)

7. Appendix

- Sample communication scripts
- Emergency contact lists
- Radio channel lists and frequencies