

MONROE COUNTY MEDICAL CONTROL AUTHORITY  
SYSTEM POLICY

## COMMUNICATION FAILURE

**Purpose:** To allow for continued patient care activities in the event of a communications failure or inability to contact medical control.

### I. Procedure

- A. With a communications failure or inability to contact medical control, EMS personnel may initiate medical treatment protocols and procedures including interventions identified after the "Contact Medical Control" section.
- B. Contact medical control as soon as communications can be established and inform them of the situation, including care or procedures rendered  
A written report describing the situation, actions taken, and description of the communication failure shall be provided to the medical control within 24 hours
- C. A written report describing the situation, actions taken, and description of the communication failure shall be provided to the medical control within 24 hours

**NOTE:** This procedure is considered a serious protocol deviation and will only be used in exceptional circumstances in which a failure to implement a medical treatment protocol would jeopardize the patient's health, safety, or welfare.