

Communications and Documentation

National EMS Education Standard Competencies

Preparatory

Applies fundamental knowledge of the emergency medical services (EMS) system, safety/well-being of the emergency medical technician (EMT), medical/legal, and ethical issues to the provision of emergency care.

Therapeutic Communication

Principles of communicating with patients in a manner that achieves a positive relationship

- › Interviewing techniques (pp 116–120)
- › Adjusting communication strategies for age, stage of development, patients with special needs, and differing cultures (pp 114–115, 120–124)
- › Verbal defusing strategies (pp 115–117)
- › Family presence issues (pp 119–120)

EMS System Communication

Communication needed to

- › Call for resources (pp 140–141)
- › Transfer care of the patient (pp 124–127, 142–143)
- › Interact within the team structure (pp 140–142)
- › EMS communication system (pp 135–139)
- › Communication with other health care professionals (pp 124–125, 142–145)
- › Team communication and dynamics (pp 124–125, 142–145)

Documentation

- › Recording patient findings (pp 126–135)
- › Principles of medical documentation and report writing (pp 126–135)

Medical Terminology

Uses foundational anatomical and medical terms and abbreviations in written and oral communication with colleagues and other health care professionals.

Knowledge Objectives

1. Describe the factors and strategies to consider for therapeutic communication with patients. (pp 113–125)

2. Discuss the techniques of effective verbal communication. (pp 116–125)
3. Explain the skills that should be used to communicate with family members, bystanders, people from other agencies, and hospital personnel. (pp 116–125)
4. Discuss special considerations in communicating with older people, children, patients who are hard of hearing, visually impaired patients, and non-English-speaking patients. (pp 120–124)
5. Describe the use of written communications and documentation. (pp 126–134)
6. State the purpose of a patient care report (PCR) and the information required to complete it. (pp 126–132)
7. Explain the legal implications of the PCR. (pp 130–131)
8. Describe how to document refusal of care, including the legal implications. (pp 132–135)
9. Discuss state and/or local special reporting requirements, such as for gunshot wounds, dog bites, and abuse. (p 135)
10. Describe the basic principles of the various types of communications equipment used in EMS. (pp 135–139)
11. Describe the use of radio communications, including the proper methods of initiating and terminating a radio call. (pp 139–145)
12. List the correct radio procedures in the following phases of a typical call: initial receipt of call, en route to call, on scene, arrival at hospital (or point of transfer), and return to service. (pp 139–142)
13. List the proper sequence of information to communicate in radio delivery of a patient report. (pp 142–143)

Skills Objectives

1. Demonstrate the techniques of successful cross-cultural communication. (pp 114–115)
2. Demonstrate completion of a PCR. (pp 126–135)
3. Demonstrate how to make a simulated, concise radio transmission with dispatch. (pp 139–143)