

	Standard Operating Procedure		
	Title / Subject <u>SIRN Medical Command Talkgroup</u>	Effective Date 02/12/2013	Revision Date 08/13/2013
	References		

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1. Introduction:

The purpose of this Standard Operating Procedure (SOP) is to define the use of Statewide Interoperable Radio Network (SIRN) Medical Command Talkgroups, henceforth known as MEDCOM Talkgroups.

2. Purpose/Objective:

The MEDCOM talkgroups may be used by WV EMS units, ambulances, and EMS providers to contact any designated Medical Command Center throughout the State of West Virginia to get medical orders, give a medical report, or arrange an aero-medical flight in West Virginia.

- 2.1 The West Virginia Medical Command SIRN talkgroups are designated as MED A through MED F. Letters are used to avoid confusion with the conventional analog MED Channels 1-10.

2.2 Each of the five regional Medical Command Centers has its own unique set of MED TALKGROUPS designated MED A through MED F with the center name preceding the name.

- WVU – West Virginia University; EMS Regions 6,7,8,9,10,11
- CHAS – Charleston Area Medical Center; EMS Regions 3,4
- HUNT – Cabell Huntington Hospital; EMS Region 2
- BECK – Raleigh General Hospital; EMS Region 1
- WEST – Medical Command Center; Region 5

ZONE CLUSTER	HAILING TALKGROUP
WVU MEDCOM	WVU MED C
CHAS MEDBASE	CHAS MED C
HUNT MEDCOM	HUNT MED C
REGIONAL COMMAND	BECK MED C
WEST COM	PKB MED C

3. Procedure For Assignment of WV Medical Command Talkgroups

3.1 MED C is the "CALL" talkgroup. Each medical command center will monitor its own MED C. Field unit(s) will make all initial calls to the appropriate regional command center using the MED C "CALL" talkgroup. The regional medical command center will then assign the field unit a MED talkgroup A, B, D, or E for a full patient report and all further traffic for the regional command center for that trip. Talkgroup F of each region may be assigned by each medical command region for special purposes.

3.2 Field units initially calling the appropriate regional command center will do so only on the MED C "CALL" talkgroup. Only the following information shall be provided to allow the MEDICAL COMMAND dispatcher to make the talkgroup assignment:

- County/Company & Unit Number
- Status of call
- Destination facility and ETA

Example: *"WVU MEDCOM, Hampshire County Medic 123 Status 2, Hampshire Memorial ETA 20 minutes"* After being assigned a MED talkgroup, the field unit shall wait for MEDCOM acknowledgement on the assigned talkgroup before giving an organized report.

- 3.3** Field units shall not utilize MED talkgroups A, B, D, E, or F unless specifically assigned by MEDICAL COMMAND.
- 3.4** In the event an EMS unit needs to talk directly to a receiving hospital, such as when transporting a BLS patient and that patient does not require the assistance of MEDICAL COMMAND or notification to MEDICAL COMMAND, the field unit may call the hospital on the hospital "private" talk group.

4. Procedure For Hospital To Hospital Contact

- 4.1** Hospitals should only monitor their own "private" talkgroup. To call another hospital, the hospital instituting the call should switch to the talkgroup of the hospital they wish to call.

5. Procedure For Aeromedical Flights

- 5.1 UHF Conventional Channels:** Communications of field units directly with aeromedical aircraft for landing zone (LZ) coordination shall occur on conventional MED channel 1 & 2 in simplex operation known as:

- HELO 1 (468.000)
- HELO 2 (468.025)

Conventional aeromedical channels will operate on the mobile transmit frequency for both transmit and receive (simplex).

- 5.2 VHF Agencies:** The use of VHF conventional channel 155.340 shall be monitored by MEDICAL COMMAND CENTERS throughout West Virginia. This conventional channel could be used if a VHF-equipped EMS unit can access that channel to contact aeromedical helicopters throughout the State of West Virginia known as HELO 3.

6. Procedure For 911 Center To Medical Command Center Contact

- 6.1** 911 Centers should contact their native Medical Command Center via telephone. In the event phone lines are down in the 911 Centers, they may use the MED C talkgroup to contact Medical Commands.
- 6.2** In the event the local 911 Center is not able to contact their native Medical Command Center, they should contact an alternate command center.

7. Medical Command Talkgroup Minimal Requirements

- 7.1 **The West Virginia Office of Emergency Medical Services (WVOEMS)** operates under statewide medical protocols therefore each EMS radio (mobile and/or portable) shall have, at minimum, the native and alternate Medical Command talk groups. If space is available, every MEDICAL COMMAND talk group should be programmed in the EMS radios.

OEMS Region 1	OEMS Region 2	OEMS Region 3/4	OEMS Region 5	OEMS Region 6-11
BECK REG CMD	HUNT MEDCOM	CHAS MEDBASE	WESTCOM	WVU MEDCOM
BECK MED A	HUNT MED A	CHAS MED A	PKB MED A	WVU MED A
BECK MED B	HUNT MED B	CHAS MED B	PKB MED B	WVU MED B
BECK MED C	HUNT MED C	CHAS MED C	PKB MED C	WVU MED C
BECK MED D	HUNT MED D	CHAS MED D	PKB MED D	WVU MED D
BECK MED E	HUNT MED E	CHAS MED E	PKB MED E	WVU MED E
BECK MED F	HUNT MED F	CHAS MED F	PKB MED F	WVU MED F
1-800-367-2690	1-800-747-2244	1-800-346-4206	1-866-893-7266	1-866-244-5027

8. Procedures For Contacting A Medical Command Other Than The Primary Medical Command

- 8.1 In the event a field unit is unable to make contact after 3 attempts with their primary Medical Command Center, they will contact an alternate command center by radio on MED C or by telephone. The secondary Medical Command will then take the field unit report and give the necessary orders, contact the receiving hospital or arrange Medical Flights just as the native Medical Command would do.
- 8.2 In the event a field unit in EMS REGION 8/9 can't contact WVU MEDCOM, they should attempt to use WESTCOM as the secondary Medical Command. The field unit should contact WESTCOM via the radio or by telephone. Radio contact will be made via PKB MED C.

9. Alternate Medical Command Plan for Field Units

Region 1 field units Contact Region 2 Medical Command

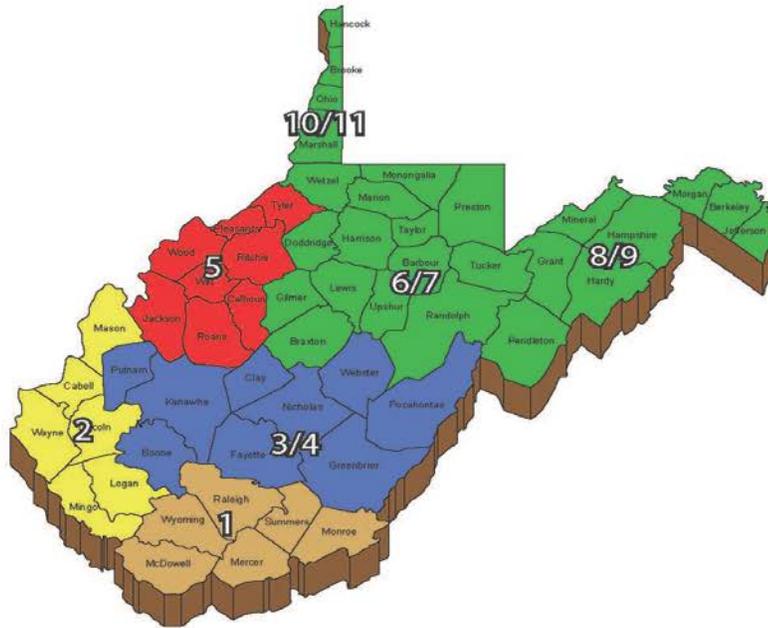
Region 2 field units contact Region 3/4 Medical Command

Region 3/4 field Units contact Region 1

Region 5 field units contact Region 6-11

Region 6-11 field units contact Region 5

West Virginia Medical Command System



Region 1

Location: Raleigh General Hospital

Participating hospitals:
Raleigh General Hospital

Region 2

Location: Cabell Huntington Hospital

Participating hospitals:
Cabell Huntington Hospital
St. Mary's Hospital

Region 3/4

Location: CAMC General Hospital

Participating hospitals:
CAMC General Hospital

Region 5

Location: Sutton MCC

Participating hospitals:
Camden Clark Memorial Hospital
St. Joseph's Hospital in conjunction with WV EMS TSN, Inc.

Regions 6/7, 8/9, and 10/11

Location: WVU Hospital

Participating hospitals:
WVU Hospital
Weirton Medical Center
Wheeling Hospital
Ohio Valley Medical Center
Reynolds Memorial Hospital
Wetzel County Hospital
City Hospital

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