




Central California Emergency Medical Services Agency

A Division of Fresno County
Department of Public Health

TO: All Fresno/Kings/Madera/Tulare EMS Providers, Hospitals, First Responder Agencies, and Interested Parties

FROM: Daniel J. Lynch, Director 

DATE: February 4, 2010

SUBJECT: Clarification of Special Memo #02-10 – Prehospital Call-ins

The purpose of this memo is to clarify and address any confusion in the recent Special Memo #02-10 when discussing ETA Call-ins to hospitals. At a recent meeting, there were concerns that the special memo prohibited the receiving hospital from asking a follow-up question at the time of an ETA call-in by ambulance personnel, which is not correct. There is nothing in the Special Memo or EMS Policy that prohibits a receiving hospital nurse or physician from asking a follow-up question at the time of an ETA call-in.

In Special Memo #02-10, it is the intent of the EMS Agency to remind and re-educate prehospital and hospital personnel on the purpose and use of the ETA call-in and to request personnel to adhere to the call-in formats that exist in EMS Policy and Procedure. There has been a significant amount of discussion over the last year regarding the amount of time that hospitals and ambulance personnel spend on hospital call-ins. There has been no change from current policy regarding this matter.

The purpose of the ETA call-in is to benefit both the ambulance personnel and the hospital by reducing the amount of time on the radio. This allows the paramedic more time to continue patient care and also provide patient notification to the hospital. As most of you know, the original development of the ETA call-in was to provide a quick "heads-up" to the receiving hospital and eliminate or reduce the call-in time. As stated in Special Memo #02-10, ETA call-ins are not meant for the receiving hospital to ask questions, but rather to provide a quick 15-30 second notification by EMS personnel of impending arrival. If the call-in is ETA only to the receiving hospital, the receiving hospital should simply identify the hospital and person answering the radio and acknowledge the radio transmission. There should never be orders requested or given during an ETA call-in, except under unusual circumstances. If the receiving hospital feels that further information is necessary, the Special Memo and EMS Policy support further questions being asked. Additional questions should be the exception and not the rule.

If you have any further questions, please contact me at (559) 445-3387.

DJL:rb