



**REGION 11  
CHICAGO EMS SYSTEM  
POLICY**

Title: Resource and Associate Hospital EMS Communications Standards
Section: Communications
Approved: EMS Medical Directors Consortium
Effective: December 17, 2025

**RESOURCE AND ASSOCIATE HOSPITAL  
EMS COMMUNICATIONS STANDARDS**

- I. Physician direction and voice orders to EMS personnel and other hospitals participating in the EMS System are provided from the operational control point of a Region 11 Resource or Associate Hospital, which are also known as "EMS Base Stations" and provide Online Medical Control (OLMC) through radio or phone communication.
- II. All telecommunications equipment shall be maintained to minimize service interruptions. Procedures shall be established by the EMS Base Station hospital for immediate action to be taken to restore service. Operating personnel should utilize secondary forms of communication through either the MED Channels, cellular line, or MERCI VHF/UHF frequencies until service is restored to primary route of notification.
- III. An Emergency Communications RN (ECRN) will request the EMS Medical Director (EMSMD) or designated physician (ECP) consultation in:
  - A. Patient clinical care situations; and/or
  - B. Complex medical or legal issues and interpretation of the EMS System policies.
- IV. It is the responsibility of the attending ECP in the emergency department to assure that there is immediate ECP response whenever medical consultation and assistance is requested by EMS.
- V. The EMT/Paramedic may request to speak with the ECP if there are concerns relative to orders received from the ECRN or unique circumstances that require ECP decision-making.
- VI. All online medical direction calls are recorded for retrospective review for a minimum of 365 days, or consistent with the hospital's record retention policy, whichever is longer.