

<b>Title:</b>	<b>Emergency Radio Procedure</b>		
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- This guideline is intended for NTS team members who are not LAS employees and are using the radio under exceptional circumstances when the LAS paramedic is unable to or when instructed by the LAS paramedic.
- The information in this guideline has been generated with reference to TETRA radio training (found on thepulse via Home/Operational/Airwave digital radios/Training support)
- LAS staff should use the radio in accordance with existing LAS guidelines and policies via <http://thepulse.londonambulance.nhs.uk> under Home/Operational/Airwave digital radios/Training support or /Airwaves policies

## Obtaining immediate help via the LAS radio (mainset or handheld)

- 1) Turn up the radio volume by rotating the volume knob on the top (handset) or left hand side (mainset)
- 2) Be aware of your location i.e. street name, hospital etc (in case EOC are unable to locate you via the tracking system)
- 3) If using the mainset remove the microphone from the holder (to left of mainset)
- 4) Press # key (bottom right)
- 5) Message will appear on screen stating 'Priority delivered'
- 6) Once received the LAS Emergency Operation Centre (EOC) will respond and a message will appear on the screen stating 'Individual Call' and there will be an audible sound
- 7) Accept the call by holding in the transmission button on the left side of the handset or left side of the microphone (mainset). Keep the button depressed and state the following:  
This is BT01 (or BT02), I am the nurse/doctor on board. The paramedic is unable to radio...**X**... has occurred and I require ..**Y**..
- 8) Release the button to allow LAS control (EOC) to talk back to you and direct you as necessary.
- 9) If you need to state further information, provided the screen still shows 'Individual call' repeat 7 as required. If the 'Individual call' message is no longer on the screen repeat from 2)
- 10) If EOC need to call you back there will be an audible sound and the 'Individual call' message will appear on the screen as in 5)



HANDSET

MAINSET

(Note: The information displayed on the screen will differ)

**Examples of X&Y:**

We have had an accident, the paramedic is hurt and I need an ambulance to our location (also ask for police, fire brigade as necessary)

We have had an accident, there are 3 casualties and I need at least 2 ambulances to our location.

The paramedic is dealing with a running call involving a patient who has (give brief details of what has happened i.e. been hit by a car, is in cardiac arrest) and the paramedic needs an ambulance/HEMS (whatever the paramedic requests)

The paramedic is being assaulted and we need urgent police to our location

**Note: In an extreme emergency only**, when other attempts to contact EOC have failed, the orange triangle button on the top (handset) or left side (mainset) should be pressed and held for 2 seconds. This will create an open microphone situation and allow the entire LAS control and every handset/mainset to hear you. State BT01 or BT02, briefly what the problem is and where you are.

