



Rogers Fire Department Standard Operating Procedures

Policy Title:	Trauma System Communications		
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PURPOSE

The purpose of this policy is to provide guidance and information regarding communications with the Arkansas Trauma Call Center using both Arkansas Wireless Information System (AWINS) radios and telephone.

POLICY

The Arkansas Department of Health, Trauma System Division, requires EMS services to notify the Trauma Call Center (TCC) when transporting trauma patients. When possible, the TCC should be notified prior to transport to allow the call center to assist in determining the best destination for all major (Triage Color: Red) or moderate (Triage Color: Yellow) patients. Utilizing the AWINS radio system, ambulance units shall contact the call center on talkgroup "Trauma 1". If the radio does not display this talkgroup, the operator can press and hold the "Home" button to automatically recall it. The TCC shall be referred to on the radio as "Trauma Com". After initially calling the TCC, information shall be passed along in the order provided below.

1. Unit Identification (i.e.: Rogers Fire Department Medic 1)
2. Location (i.e.: incident address or nearest intersection)
3. Chief Complaint
4. Patient's trauma level (Major or Moderate)
 - a. Specify the physiological status determining Major
 - b. Specify the anatomy or mechanism determining Moderate
5. Estimate time of arrival to nearest hospital by ground
6. Trauma Band Number

Example:

Medic 1: "Rogers Medic 1 to Trauma Com"

TCC: "Trauma Com, go ahead"

Medic 1: "This is Rogers Medic 1, we are at Interstate 49, Exit 81 with a motorcycle accident. We have a single victim with major trauma to the head and thoracic areas. He has altered LOC. We are five minutes to the Mercy Medical Center in Rogers and have applied trauma band xyz123".

TCC: "Trauma Com acknowledges" (Additional information and questions may follow)

Classifying patients as major or moderate will be determined by utilizing the current Adult and Pediatric Pre-hospital Trauma Criteria and Decision Scheme included in the most recent edition of the NWA Regional Medical Protocols. All efforts should be made to classify patients early as possible after arriving on scene. Prompt triage and early notification to the TCC allows expeditious research into local trauma center capabilities. Finding the appropriate hospital destination is essential to prompt patient care within the "golden hour".

Additional factors such as age, environment temperatures, medical history, extrication time, and pregnancy may cause a patient to be classified differently than provided guidelines.

The TCC can be notified after arrival to the closest trauma center when the patient is classified as minor and does not require transport to a Level I or Level II trauma center. After obtaining the information listed above, contact the call center on AWIN "Trauma 1" or by direct land line numbers (866) 940-1409 or (501) 301-1409. The same information format applies as is previously listed.

The Trauma System should not be activated when the following patient conditions occur:

- a. Rigor mortis
- b. Normothermic asytle secondary to trauma

The Trauma System is designed to improve patient outcomes across the State of Arkansas. Although it should be followed whenever possible, the paramedic may exercise their own judgment and deviate from trauma guidelines if the patient's condition warrants such a decision.