

CHAPTER 13 QUIZ

Write the letter of the best answer in the space provided.

- _____ 1. The shortest and most concise form of communication performed by an EMT-B on a call is the:
A. hospital radio report. **C.** dispatch report.
B. verbal report. **D.** written run report.
- _____ 2. The part of the patient's history that an EMT-B must report in the patient's own words is the:
A. chief complaint (CC). **C.** estimated time of arrival (ETA).
B. past medical history (PMH). **D.** history of present illness (HPI).
- _____ 3. All of the following patient data should be included in a radio medical report except:
A. name and address. **C.** mental status.
B. age and sex. **D.** chief complaint.
- _____ 4. The federal agency that assigns and licenses radio frequencies used by EMS units is the:
A. FDA. **C.** FCC.
B. HUD. **D.** DOT.
- _____ 5. The communication device with the most powerful output is the:
A. cellular phone. **C.** base station.
B. portable radio. **D.** repeater.
- _____ 6. Radio output is measured in units known as:
A. ohms. **C.** watts.
B. joules. **D.** volts.
- _____ 7. The principles of radio communication encourage transmissions that make use of:
A. codes or slang. **C.** plain English.
B. courtesies such as "thank you." **D.** phrases such as "be advised."
- _____ 8. Discussions between an EMT-B and a patient are known as:
A. the verbal report. **C.** the medical history.
B. interpersonal communication. **D.** documentation.
- _____ 9. To keep emergency frequencies open, an EMT-B should pause for several seconds if a transmission takes longer than:
A. 1 minute. **C.** 2 minutes.
B. 30 seconds. **D.** 15 seconds.
- _____ 10. The type of body language patients generally find the most assuring is:
A. direct eye contact. **C.** lowered eyes.
B. a closed stance. **D.** crossed arms.
- _____ 11. To help calm a patient, an EMT-B should:
A. speak in medical terms. **C.** use a patient's first name.
B. explain all procedures. **D.** downplay expected pain.
- _____ 12. In assessing a child, an EMT-B should:
A. keep the truth from the child. **C.** ask the parents to leave.
B. crouch at the child's level. **D.** stand above the child.

HANDOUT 13-2: Continued

- _____ 13. The two-way radio at a hospital or dispatch center is known as a:
- A. mobile radio.
 - B. repeater.
 - C. digital radio.
 - D. base station.
- _____ 14. In cases of critically ill patients, an EMT-B should speak:
- A. in a clear, steady tone.
 - B. in a rapid, urgent tone.
 - C. in great medical detail.
 - D. in subjective statements.
- _____ 15. If an on-line physician orders medication, an EMT-B should:
- A. administer it immediately.
 - B. repeat back the order word for word.
 - C. accept the order without question.
 - D. respond "order received."

IN THE FIELD

Read the following real-life situation. Then answer the questions that follow.

A call comes into your EMS unit from the emergency medical dispatcher. The dispatcher sends you and your EMT-B partner to 454 San Gabriel Street where a 49-year-old male is complaining of a sharp, stabbing pain in his chest.

Upon arrival at the house, you and your partner do a quick scene survey. The man's daughter introduces herself and leads you into the garage. Here you see her father sitting on the floor with his fist clutched to his chest.

Obeying universal precautions, you and your partner put on a pair of gloves. After introducing yourself, you crouch down to eye level with the man and ask him his name and age.

"I am Roberto Gonzales," he replies. "I'm 49, but feel like 100. Am I having a heart attack?"

You tell Mr. Gonzales that you cannot make a diagnosis but will relay a description of his condition to medical personnel at the hospital. You listen carefully as Mr. Gonzales describes his chief complaint, writing down notes as he speaks.

You now begin the primary assessment. You observe that Mr. Gonzales is awake and alert and that his airway is open. However, he appears to be splinting his chest wall. His breathing is rapid and shallow. Your partner immediately administers oxygen while you continue the assessment.

As you start to collect vital signs, your partner obtains a history of the present illness as well as a SAMPLE history. She tells Mr. Gonzales the purpose of her questions. She also says, "While we talk, my partner will be checking your vital signs—things like your pulse rate."

You record these vital signs: blood pressure at 160/100; regular and bounding pulse; a pulse rate of 120 beats per minute; breathing at 28 breaths per minute.

With Mr. Gonzales reporting no prior history of heart problems, you and your partner elect to package him for immediate transport. You request a paramedic intercept en route to the hospital. The paramedic for the intercept contacts you by mobile radio and asks for an initial report.

1. What aspects of good interpersonal communication are demonstrated in this scenario?
2. What information would you include in a 30-second report to the paramedic intercept?

CHAPTER 13 REVIEW

Write the word or words that best complete each sentence in the space provided.

1. The three types of communications used by EMT-Bs on a typical call are _____, the _____ given at the hospital, and _____.
2. The three key links in EMS radio communications are the dispatchers, _____, and the hospitals.
3. A hand-held _____ allows EMT-Bs to be in touch with the members of the EMS while they are away from the ambulance.
4. In the event of power failure or malfunction, EMS systems should have _____ available.
5. The _____ is the agency of the federal government that assigns and licenses radio communications.
6. After receiving an order from medical direction to administer medication, the EMT-B should _____ word for word.
7. Communication between the patient and an EMT-B is known as _____.
8. The one item that should never be found in the 12 parts of a radio medical report is the patient's _____.
9. An EMT-B's _____ (the way in which he or she positions himself/herself in relation to the patient) can help reduce patient anxiety.
10. When assessing a child, or any other patient, it is important to always tell him or her the _____ about what you are doing.

COMMUNICATIONS MATCHING

Write the letter of the term in the space provided next to the appropriate description.

- A. base station
- B. baseline vital signs
- C. cellular phone
- D. chief complaint
- E. mobile radio
- F. portable radio
- G. radio report
- H. repeater
- I. verbal report
- J. watt
- K. interpersonal communication
- L. FCC
- M. slang
- N. EMD
- O. body language

- _____ 1. a hand-held, two-way radio
- _____ 2. problem as described by the patient
- _____ 3. initial pulse and respiration
- _____ 4. nonverbal signals such as open or closed stances
- _____ 5. federal agency that assigns and licenses radio frequencies
- _____ 6. two-way radio mounted on a vehicle
- _____ 7. unit of measurement for radio output
- _____ 8. a portable phone
- _____ 9. informal, imprecise language
- _____ 10. discussion between a patient and an EMT-B
- _____ 11. two-way radio at a fixed site, such as a hospital
- _____ 12. member of the EMS system who receives the initial call for help
- _____ 13. patient information sent while en route to the hospital
- _____ 14. device that picks up radio signals from lower-power units
- _____ 15. patient information given at the hospital

COMMUNICATIONS TRUE OR FALSE

Indicate whether the following statements are true or false by writing T or F in the space provided.

- _____ 1. A base station is affixed to an EMS vehicle.
- _____ 2. Wireless communications include radios and cellular telephones.
- _____ 3. The Department of Transportation (DOT) licenses radio frequencies used by EMS agencies.
- _____ 4. The three “R’s” of EMS communication are “radio,” “report,” and “record.”
- _____ 5. The opening statement of every radio report transmits the unit identification.
- _____ 6. Requests for further orders usually come at the end of the radio report.
- _____ 7. An EMT-B should never question the medications prescribed by an on-line physician.
- _____ 8. Patients from some cultures may consider it impolite to make direct eye contact.
- _____ 9. The body language of crossed arms communicates a willingness to listen to patient questions.
- _____ 10. Use of a patient’s first name will usually put him or her at ease.

COMMUNICATIONS CHRONOLOGY

Place the following parts of a radio report in correct order of delivery. Write 1 by the first event to be given in the report, 2 by the second event, and so on.

- _____ A. "The patient has a laceration to the scalp."
- _____ B. "Our ETA at your location is five minutes."
- _____ C. "Our trauma patient is a 28-year-old male."
- _____ D. "Respirations are 14, pulse is 100, and BP is 180/90."
- _____ E. "Medical Center, this is Rescue One."
- _____ F. "We have administered oxygen and applied a dressing."
- _____ G. "The patient responds to verbal stimuli."
- _____ H. "He denies any past medical history."
- _____ I. "The patient is complaining of a headache."
- _____ J. "The patient is more responsive after oxygen."
- _____ K. "The accident was a car versus a pole; estimated speed 45 miles per hour."
- _____ L. "Do you have any questions?"

Chapter 13 Answer Key

HANDOUT 13-2: Chapter 13 Quiz

- | | | |
|------|-------|-------|
| 1. A | 6. C | 11. B |
| 2. A | 7. C | 12. B |
| 3. A | 8. B | 13. D |
| 4. C | 9. B | 14. A |
| 5. D | 10. A | 15. B |

HANDOUT 13-3: In the Field

- The EMT-B introduces himself and crouches at the patient's level to make eye contact. The EMT-Bs do not guess at a diagnosis, but they do make every effort to provide as much information about procedures as possible.
- Student reports should follow the steps in Table 13-2.
Sample report: This is Community Ambulance to Medic One. **(1)** We are en route to your location with an ETA of 15 minutes. **(2)** We have a 49-year-old male **(3)** who is complaining of a sharp, stabbing chest pain. **(4)** He was working in the garage when the pain started. **(5)** He denies any medical history. **(6)** At present, the patient is conscious and alert, **(7)** with shallow respirations at 28, a radial pulse at 120, and blood pressure at 160/100. **(8)** His pupils are dilated, but reactive. **(9)** We have administered oxygen **(10)** and his chest discomfort has eased. **(11)** Do you have any questions? **(12)**

HANDOUT 13-4: Chapter 13 Review

- radio communication, verbal report, interpersonal communication
- mobile units
- portable radio
- backup radios
- Federal Communication Commission
- repeat the order
- interpersonal communication
- name
- body language
- truth

HANDOUT 13-5: Communications Matching

- | | | |
|------|-------|-------|
| 1. F | 6. E | 11. A |
| 2. D | 7. J | 12. N |
| 3. B | 8. C | 13. G |
| 4. O | 9. M | 14. H |
| 5. L | 10. K | 15. I |

HANDOUT 13-6: Communications True or False

- | | | |
|------|------|-------|
| 1. F | 5. T | 9. F |
| 2. T | 6. T | 10. F |
| 3. F | 7. F | |
| 4. T | 8. T | |

HANDOUT 13-7: Communications Chronology

- | | | |
|------|-------|-------|
| A. 9 | E. 1 | I. 4 |
| B. 2 | F. 10 | J. 11 |
| C. 3 | G. 7 | K. 5 |
| D. 8 | H. 6 | L. 12 |