

# EMT 170 : EMERGENCY RESPONSE COMMUNICATION/ DOCUMENTATION

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## Transcript title

EMS Comm/Doc

## Credits

2

## Grading mode

Standard letter grades

## Total contact hours

20

## Lecture hours

20

## Prerequisites

EMT 151.

## Course Description

Covers principles of therapeutic communication, verbal, written, and electronic communications in the provision of EMS, documentation of elements of patient assessment, care and transport, communication systems, radio types, reports, codes and correct techniques.

## Course learning outcomes

1. Demonstrate a fundamental understanding of interpersonal and small-group communication skills and be able to communicate effectively in a verbal and written format.
2. Use standard tools to resolve conflict in a manner beneficial and acceptable to all parties.
3. Accurately document an EMS scenario in a patient care report (PCR) as well as properly complete other commonly used written documents.
4. Have a basic understanding of two-way communications systems, the HEAR reporting system, radio operations, the role of the dispatch center in emergency services system.
5. Interact with other emergency service providers using a two-way radio and face-to-face.
6. Demonstrate the ability to report to a receiving medical facility the condition and interventions used with a specific patient being transported.
7. List basic procedures for answering and responding to emergency calls.
8. Demonstrate proper two-way radio use and etiquette.

## Content outline

1. Introduction to EMT 170
2. Privacy in healthcare communication
3. Therapeutic communication
4. Types of listening
5. Depth of listening
6. Emotional control

7. Interpersonal communication
8. Small group comm/conflict resolution
9. Critical thinking
10. EMS documentation
11. Patient care report
12. Other documentation
13. HEAR/Healthcare communication
14. Basic radio operations
15. Celebration of learning

## Required materials

Required textbook, see syllabus for details.