

# RADIO COMMUNICATION

## PRACTICAL PEARLS

- A well-delivered radio report delivers all pertinent information in a concise manner

Medicine is a team sport, and communication is vitally important. Patrollers often communicate with one another and with EMS via radio. In my hill experience, patrollers nearly always include all critical information during radio calls, but they will also occasionally include a lot of unnecessary information. An ideal radio report about an injured patient is concise, thorough, and delivered in a way that the recipient can easily follow. Here is a scripted approach to radio reports with a few pearls that will hopefully benefit both the seasoned patroller as well as new learners:

Steps	Example	Tips
<b>Identify Yourself Confirm Receipt</b>	<i>"Patroller Jake to base, calling with a patient report" (await confirmatory response from base)</i>	Don't launch into a report unless you know someone is listening.
<b>Location</b>	<i>"I'm located halfway down Run 4..."</i>	Verbiage will be hill-specific.
<b>Age</b>	<i>"...with an adult patient..."</i>	Exact age is nice but not necessary. Convey information that will inform the size of equipment you will need.
<b>Injuries and Mechanism</b>	<i>"...who has a traumatic chest injury after snowboarding into a tree."</i>	Give only enough information for base to relay to EMS if needed.
<b>Vitals and ABCD Problems</b>	<i>"She is tachycardic and having difficulty breathing, but she has a normal mental status."</i>	Pertinent findings only - "vitals normal" or "primary survey intact" will suffice for minor injuries.
<b>Exam</b>	<i>"She also appears to have a deformity to the left forearm."</i>	Pertinent findings only. It's okay if you haven't done a complete exam by the time of your radio call if you're actively intervening on ABCD issues.
<b>Interventions</b>	<i>"No interventions have been performed."</i>	Call radio report before intervening on non-life threatening injuries (i.e. the forearm fracture in the example.)
<b>Resources</b>	<i>"Please send two patrollers with a toboggan, the trauma bag, the airway bag with oxygen..."</i>	Consider need for both human and equipment resources.
<b>EMS?</b>	<i>"... and activate EMS."</i>	Activate early based on index of suspicion.
<b>Clarification</b>	<i>"What questions do you have?" "What additional information would you like?"</i>	The recipient of the radio will ideally then repeat important information back to confirm understanding.

In under 30 seconds everyone with a radio should have a basic and clear understanding of what is happening and what the next steps are. Use this process when calling EMS as well. The mnemonic provided by OEC is SAILER, with each letter serving as a reminder for one of the above steps – however, this process should be so quick, practiced, and simple that remembering a mnemonic may just unnecessarily add to your cognitive load. I encourage all patrols to create a protocolized way of communicating information in a thorough yet concise manner that fits your hill's specific needs.