



TITLE

EMERGENCY MEDICAL SERVICES (EMS) COMMUNICATION MANUAL

SCOPE

Provincial: Emergency Medical Services

DOCUMENT #

SWE-EMS-02

APPROVAL AUTHORITY

Senior Program Officer and Chief Paramedic, Emergency
Medical Services
Senior Medical Director, Emergency Medical Services

INITIAL EFFECTIVE DATE

December 3, 2014

SPONSOR

EMS Provincial Directors Team (PDT)

REVISION EFFECTIVE DATE

Not applicable

PARENT DOCUMENT TITLE, TYPE, AND NUMBER

Not applicable

SCHEDULED REVIEW DATE

December 3, 2017

NOTE: The first appearance of terms in bold in the body of this document (except titles) are defined terms – please refer to the Definitions section.

If you have any questions or comments regarding the information in this document, please contact Policy Services at policy@ahs.ca. The Policy Services website is the official source of current approved policies, procedures, directives, standards, protocols, and guidelines.

OBJECTIVES

- To standardize and improve how **provincially applicable information** is shared with Emergency Medical Services (EMS) Staff.

PRINCIPLES

The **EMS Communication Manual** located on AHSEMS.com will act as a single point of reference when there is a need to communicate provincially applicable information to **EMS staff**.

APPLICABILITY

Compliance with this document is required by all Alberta Health Services employees, members of the medical and midwifery staffs, students, volunteers, and other persons acting on behalf of Alberta Health Services (including contracted service providers as necessary).

ELEMENTS

1. Referencing the EMS Communication Manual

- 1.1 **EMS Management** and **EMS Management Administrative Support Staff** are expected to reference the EMS Communication Manual prior to circulating provincially applicable information within EMS.
 - a) If the information is applicable to all direct delivery **EMS staff** but is not applicable to contracted provider staff the EMS Communication Manual will still be referenced however use of the resources must be adjusted accordingly.
- 1.2 Not all of the available resources (e.g. processes, templates) in the EMS Communication Manual are needed for each communication of provincially applicable information. Professional judgement, urgency and the content of the message will help determine the most appropriate resources to use.
- 1.3 The EMS Communication Manual is accessible to all EMS Staff in the interest of transparency and potential adoption of the resources for Zone/Service specific communications.
 - a) General communication principles are included in the manual and are applicable to all EMS Staff.
- 1.4 Information communicated using the resources provided in the EMS Communication Manual must comply with AHS organizational communication requirements (referenced below).

DEFINITIONS

EMS Communication Manual means an ahsems.com online collection of materials (processes, templates, tips etc.) dedicated to standardizing and improving the communication of provincially applicable information within EMS.

EMS Management means EMS staff at the Manager level and above.

EMS Management Administrative Support Staff means staff that supports managers, directors, executive directors and so forth. Management Administrative Support staff are often involved with distribution of information on behalf of the management they support.

EMS Staff means all AHS EMS direct delivery providers and contract service providers, including casual, part-time employees as well as volunteers of EMS.

Provincially Applicable Information means information that is applicable to all EMS Staff, including contracted EMS Providers. It is often, but not exclusively, in the form of information from EMS Leadership, EMS business portfolios or relevant AHS organizational information.

REFERENCES

- Alberta Health Services Governance Documents:
 - Community Engagement and Communications (Internal and External) Policy (#1106)
 - Provincial Collection, Access, Use and Disclosure of Information Policy (#1112)
 - Provincial Information Classification Policy (#1142)
- Alberta Health Services Resources:
 - Provincial *Visual Identity Standards* (Version 3, April 2012)

© 2020, Alberta Health Services, Policy Services



This work is licensed under a Creative Commons Attribution-Non-commercial-Share Alike 4.0 International license. The licence does not apply to AHS trademarks, logos or content for which Alberta Health Services is not the copyright owner. This material is intended for general information only and is provided on an "as is", "where is" basis. Although reasonable efforts were made to confirm the accuracy of the information, Alberta Health Services does not make any representation or warranty, express, implied or statutory, as to the accuracy, reliability, completeness, applicability or fitness for a particular purpose of such information. This material is not a substitute for the advice of a qualified health professional. Alberta Health Services expressly disclaims all liability for the use of these materials, and for any claims, actions, demands or suits arising from such use.