

## Allied Radio Matrix for Emergency Response Standards, Protocols, Procedures

Document Section 3	<b>Interoperability Standards</b>	<b>Status:</b> Complete
State Standard Number	<b>3.36.0</b>	
Standard Title	<b>EMS-SMRCC, EMS-MRCXP1 &amp; EMS-MRCXP2</b>	
Date Established	<b>03/01/2010</b>	<b>SECB Approval:</b> 04/28/2010
Replaces Document Dated		
Date Revised		

### **1. Purpose or Objective**

The purpose of this standard is to establish operational policy for use of the statewide Emergency Medical Services (EMS) Medical Resource Control Center (MRCC) related talkgroups EMS-SMRCC, EMS-MRCXP1, and EMS-MRCXP2. These EMS talkgroups are a resource to facilitate communications with the West MRCC, located at the Hennepin EMS Emergency Communication Center (ECC), and the East MRCC, located at Regions Hospital, for the purpose of patient care and EMS resource coordination from outside the Metro Region.

### **2. Technical Background**

- **Capabilities**
- **Constraints**

### **3. Operational Context**

These EMS talkgroups will enable EMS personnel operating outside the metro region to contact West and East MRCCs from anywhere in the state. The MRCC is an EMS communications resource for the purpose of EMS incident coordination, relay of patient care information, obtaining physician medical control or system medical direction, cross patch of radio and/or telephone communications, assignment of talkgroups, MnTRAC (Minnesota System for Tracking Resources, Alerts, and Communication) Advisories, other shared EMS resources, or any other operational needs as required and allowed by system policy. Any agency having used VMED28 to contact MRCC may find this useful as they transition to ARMER.

The MRCC talkgroups are the primary 800 MHz communications channel between EMS personnel in the field and the MRCCs. Communications with the MRCCs shall be initiated on the hailing talkgroup, EMS-SMRCC, by EMS personnel outside the Metro Region. MRCC operators will direct communications to other talkgroups if necessary. EMS-MRCXP1 and

EMS-MRCXP2 are for patching, and EMS units will be directed there if a patch is required to a talkgroup that is not in the portable or mobile radio.

Metro region personnel will continue to use EMS-WMRCC and EMS-EMRCC talkgroups, under the Metro Region EMS-WMRCC and EMS-EMRCC Standard.

#### **4. Recommended Protocol/ Standard**

<b><u>TG Requirements</u></b>	<b><u>For Whom?</u></b>
Required	East and West MRCC
Recommended	All EMS Outside of Metro Region
Optional	MREMSC/AST/Taskforce radios
Not Allowed	Non-EMS users
Site Access	Statewide

<b><u>Cross Patch Standard</u></b>	<b><u>Yes/No</u></b>	<b><u>To Talkgroups</u></b>
Soft Patch	Optional	As Needed
Hard Patch	No	

#### **5. Recommended Procedure**

If an EMS agency needs to talk to an MRCC, the unit will hail on the EMS-SMRCC talkgroup, and the following information should be given:

- Which MRCC they are hailing
- Their agency or affiliation
- Unit number

EMS-SMRCC is the main hailing talkgroup. If an EMS unit has longer traffic or needs to be patched to a resource they do not have in the portable radio, they will be directed to either EMS-MRCXP1 or EMS-MRCXP2.

#### **6. Management**

The West and East Metro Medical Resource Control Centers will be responsible for monitoring and controlling communication traffic on EMS-SMRCC, EMS-MRCXP1, and EMS-MRCXP2. The MRCC dispatchers will ensure that policies related to the provision of a regional 24/7/365 EMS communications access point are followed. This includes, but is not limited to, monitoring and responding appropriately to radio traffic and performing radio patches as required.

West and East MRCCs work in collaboration and are in constant contact. The MRCCs back each other up in various failure scenarios and work together to create a seamless communication environment for the EMS field personnel that use these talkgroups.

Performance monitoring and issue resolution will be a function of the Metro Region EMS Communications Advisory Committee.

Voice logging is done by Hennepin EMS Emergency Communication Center.