

MISSIONCIT
Critical Immersive Training



COMMUNICATION AND DOCUMENTATION

EMR Recert
EMS Care
Ch 04

EMS CARE by MissionCIT

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Hello, and thank you for choosing this MissionCIT course. I am Justin, and this is my colleague Missah. We are the MissionCIT Hosts who will guide you through this NCCP EMT Course and the topic we'll be handling today is called Communication and Documentation.

As an EMT, you're the first point of contact for the patient and his/her family members during a medical emergency. This is why effective communication is the key to not just assuage the patients but also to gather important information about their current health condition and history, both of which will help in providing the appropriate care for the patient.

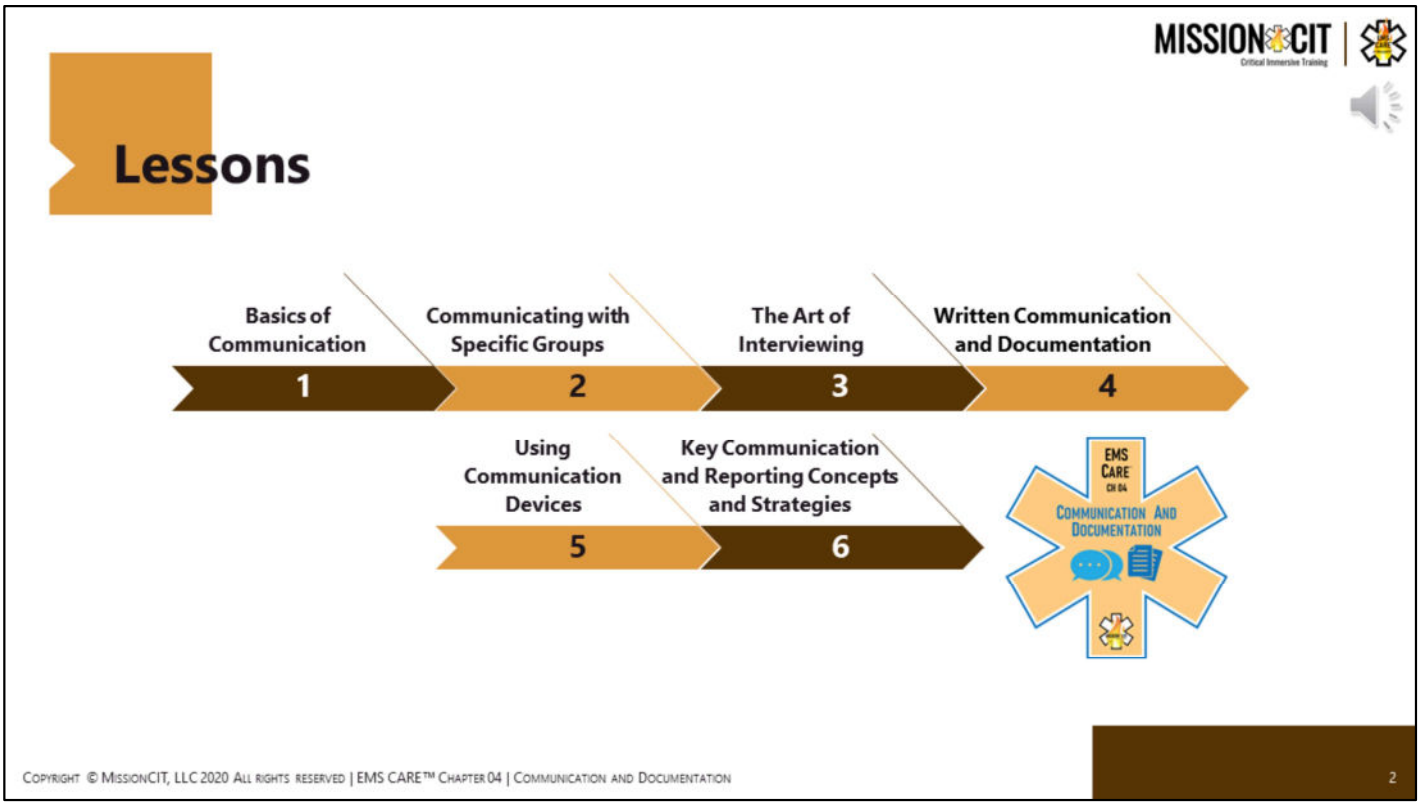
Besides communicating, documenting your findings in a standard format will make it easy for other healthcare providers to better understand the patient's condition, which in turn, will lead to better care and improved outcomes.

Anything to add, Missah?

Thanks, Justin! This course is intended for Healthcare Providers including folks from the Medical Profession, Ambulance Service, Fire Service, Law Enforcement, Military, Public Safety, and Government or Commercial Emergency Management staff.

The good news is that we take care of submitting all the paperwork for you. And the processing fee is included in your course fees.

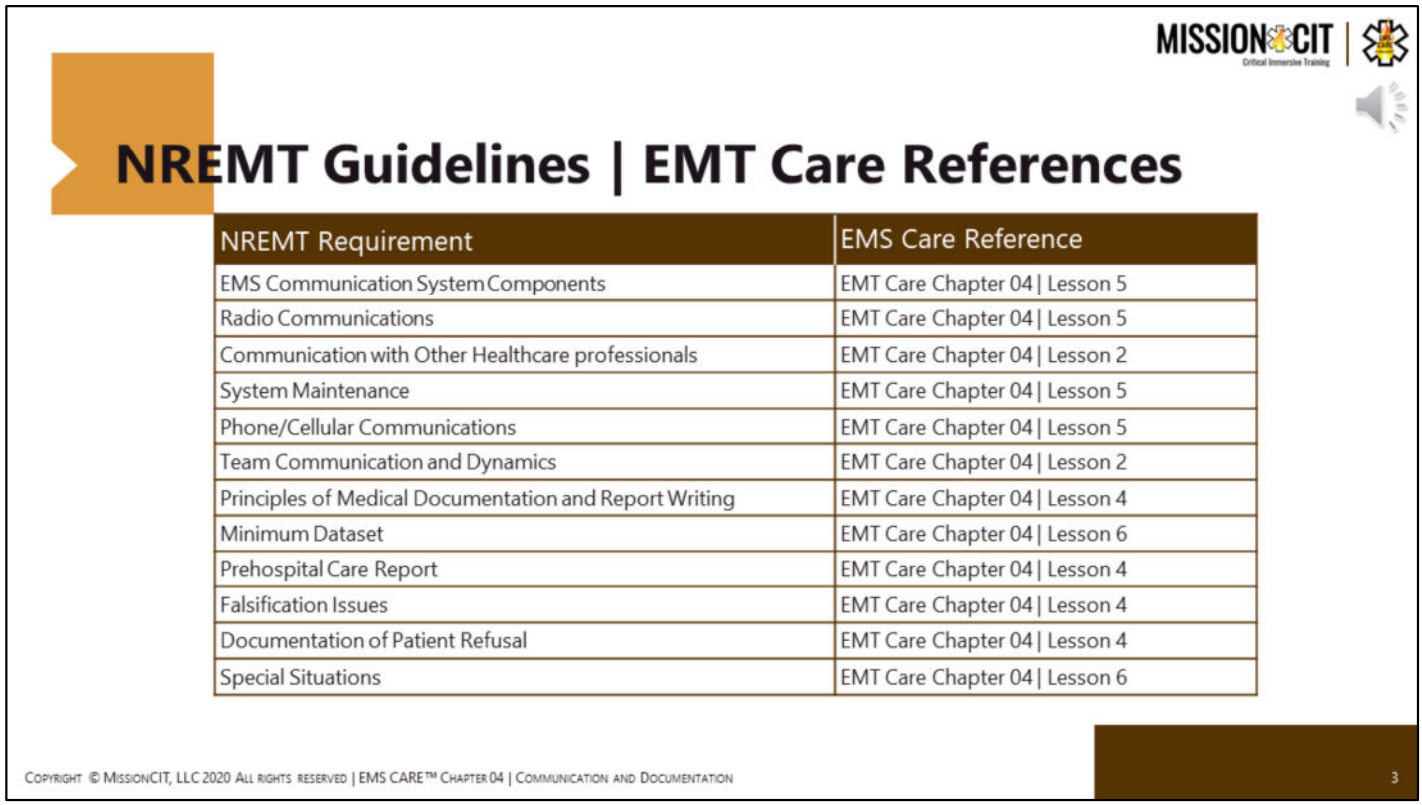
You can sign up for the skills assessment at any time. And, be sure to pass the 15-question exam before you attend. There is a link on the course home page and the MissionCIT site. You will be able to select your preferred date, time, and location.



We will review the following lessons in this chapter:

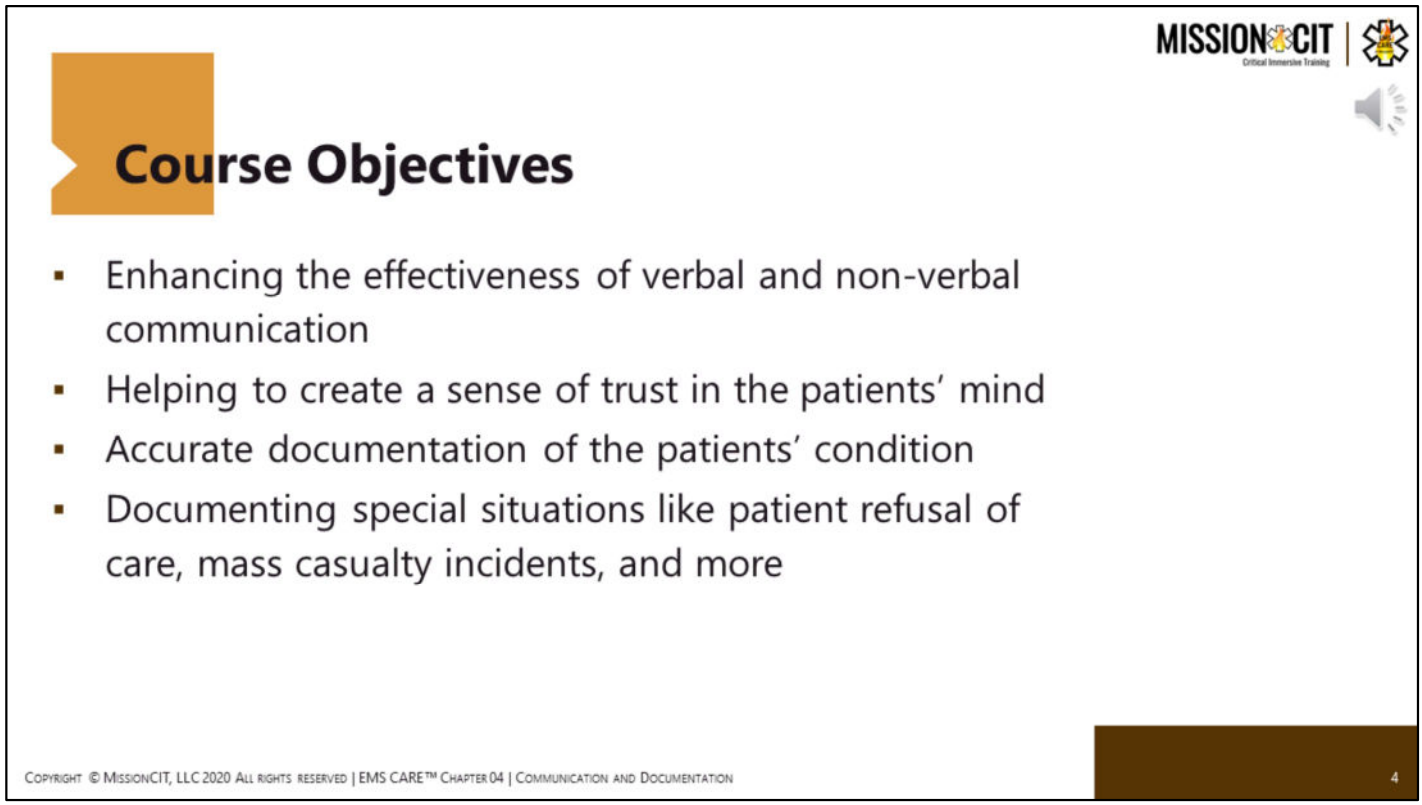
- Lesson 1: Basics of Communication
- Lesson 2: Communicating with Specific Groups
- Lesson 3: The Art of Interviewing
- Lesson 4: Written Communication and Documentation
- Lesson 5: Using Communication Devices
- Lesson 6: Key Communication and Reporting Concepts and Strategies

We complete our studies with a Chapter Review followed by a quiz. You will need to watch all the lessons, answer the interactive questions; and finally score a 75% grade or higher on the quiz, to get credit for this chapter.



This course fulfills all the NREMT guidelines:

- EMS Communication System Components
- Radio Communications
- Communication with Other Healthcare professionals
- System maintenance
- Phone/Cellular communications
- Team Communication and Dynamics
- Principles of Medical Documentation and Report Writing
- Minimum Dataset
- Prehospital Care Report
- Falsification Issues
- Documentation of Patient Refusal
- Special Situations



The objectives of this course are:

- Enhancing the effectiveness of verbal and non-verbal communication
- Helping to create a sense of trust in the patients' mind
- Accurate documentation of the patients' condition
- Documenting special situations like patient refusal of care, mass casualty incidents, and more

Now that you have an idea of what to expect from this course, let's get started.