	Maryland Institute for Emergency Medical Services Systems		
	Policy: <i>Personal Phone Policy</i>		
	Originator: <i>EMRC</i>		
	Policy Number	Effective Date	Revision Date
	390.02	November 7, 2016	n/a


Applicability: MIEMSS Personnel working in EMRC/SYSCOM

Purpose: The air medical industry is becoming more concerned by the loss of situational awareness in communications centers. One of the major reasons for this problem has been identified as the use of cell phones within the communications center. Some helicopter air ambulance programs have banned personal cell phones in their centers. Most programs and operators have taken a more reasoned approach by adopting policies which allow for emergency use and brief personal conversations.

MIEMSS recognizes and respects the need for occasional personal conversations and emergency “family” situational notifications. Cell phones also provide the platform to text message, watch TV/movies and play games. These features have also been cited as causes of distraction and loss of situational awareness. However, to avoid employee loss of situation awareness, the following policy will be implemented and effective immediately.

Policy

- a. This policy shall be followed by all MIEMSS employees working at any EMRC/SYSCOM workstation.
- b. Personal cell phones will be allowed in the EMRC/SYSCOM Communications Center.
- c. Devices will be kept in the silent notification (vibrate) setting.
- d. Personal phone calls will be kept to a maximum of 5 minutes in duration.
- e. For personal calls requiring more than 5 minutes, the operator will notify the shift supervisor, or designee, of the need to leave their workstation. Upon leaving the main communications room, the operator should complete the call as quickly as possible. Permission to leave the room will be granted or denied depending on current workload including flights in progress.
- f. Earphone/earbud use is acceptable during long periods of inactivity.
 - i. Examples include: during late night hours till early morning aircraft down for weather Statewide, etc.
 - ii. Volume should be set low so operator is able to hear radio or phone. Mono usage (one ear) should be considered.
- g. When working at a SYSCOM workstation.
 - i. Cell phones shall not be used while any aircraft is in a critical phase of flight.
 1. A Critical phase of flight is considered (in rotor-wing operations):
 - a. Hovering
 - b. Taxiing
 - c. First two minutes of lift/departure
 - d. Final two minutes of landing/arrival

	Maryland Institute for Emergency Medical Services Systems		
	Policy: <i>Personal Phone Policy</i>		
	Originator: <i>EMRC</i>		
	Policy Number	Effective Date	Revision Date
390.02	November 7, 2016	n/a	

Public/Private Designation: Public - This document is approved for publication and unrestricted distribution.

Policy approved by MIEMSS:

Signature: *Patricia Gainer*
 Patricia Gainer, JD, MPA
 Acting Co-Executive Director

Date: *11-1-16*

Signature: *Richard L. Alcorta MD*
 Richard L. Alcorta, MD, FACEP
 Acting Co-Executive Director

Date: *11/02/16*