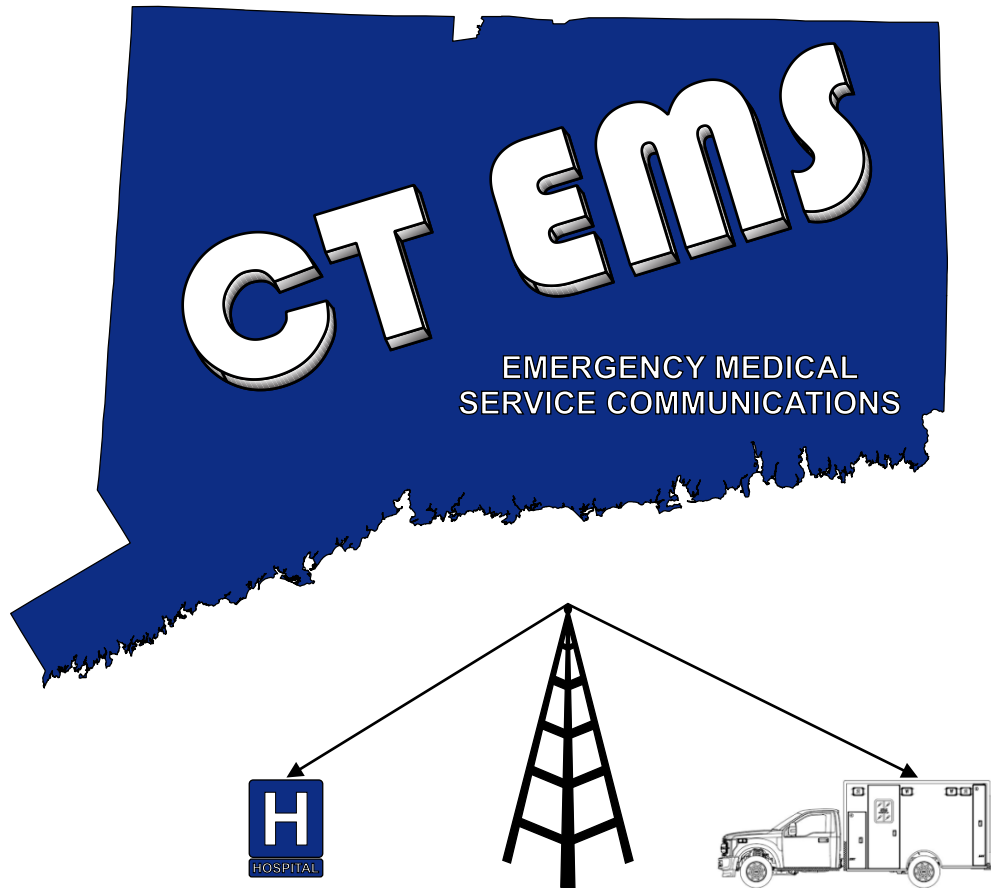


# STATE OF CONNECTICUT



## PRE-HOSPITAL EMERGENCY MEDICAL COMMUNICATIONS DIRECTORY

# 2022

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	Tolland Emergency Communications
	Waterford Emergency Communications
	Willimantic Dispatch
Region 5	Litchfield County Dispatch
	Northwest CT Public Safety Communications

**DATE:** December 2022

**TO:** EMERGENCY MEDICAL SERVICE PROVIDER

**FROM:** CT EMS Advisory Board (CEMSAB) CMED Communications Committee

**SUBJECT:** 2022 EMERGENCY MEDICAL COMMUNICATIONS DIRECTORY

We designed the EMS Communications Directory to serve as a central directory of information concerning the emergency medical communications system in Connecticut.

Each CMED/Regional Communication Center has standardized communications procedures for their areas. You may combine the two documents together in a binder as a handy resource manual. Training and orientation in the use of the MED radio system is available by contacting your CMED/RCC.

### **General Information**

Ambulance and mobile intensive care provider vehicles in Connecticut are equipped with a UHF MED radio. These radios give EMS technicians the capability of communicating directly with virtually any general hospital emergency department in Connecticut for medical direction and control.

The method of operation of many brands and models of two-way radios varies significantly and it is the responsibility of the emergency medical personnel to become familiar with the particular unit in their ambulance vehicle. Do not hesitate to contact the vendor that sold the radio or your regional communication coordination center if you have any questions. This communications directory will be of very little value to you unless you have the basic operational understanding of your MED radio. In most cases, radio coverage will be good enough to allow a reliable MED patch to the hospital. Sometimes you may need to move the vehicle to obtain a clearer transmission path to the base station. No radio communication system provides 100% coverage.

### **Radio Operating Suggestions**

- All radio messages should be as brief as possible.
- Pronounce words slowly and distinctly.
- The voice should be as emotionless as possible. Emotion tends to distort the voice making it unintelligible.
- Keep mouth close to the microphone (approx. 2 inches) and speak normally. Do not shout. The radio has all the amplification it needs. Louder tends to cause severe distortion.
- Do not try to guess what the other person is saying. Check all doubtful words with the sending operator. Never acknowledge a message until definitely sure you have the message correct in every detail.
- Do not try to be humorous on the air. It never sounds funny. Do not let anger or impatience show in your voice.
- Messages longer than 15 seconds should be broken up at 15-second intervals. Wait for two or three seconds before resuming transmission.
- Politeness is understood. Do not say "please, thank-you, etc." Time is of the essence. The efficient flow and exchange of information between stations is dependent upon operating personnel using the simplest and most direct terminology.
- Do not jump to a MED channel (1-8) until assigned by the CMED/RCC. Do not channel hop.

## **STATEWIDE COORDINATED MEDICAL EMERGENCY DIRECTION (CMED) RADIO NETWORK**

Connecticut established the Coordinated Statewide UHF CMED radio network under the Department of Public Health (DPH) in partnership with the regional dispatch systems in the early 1980's.

In 1991, the Federal Communications Commission (FCC) expanded the UHF Medical Frequencies. DPH published and updated the EMS Communications Directory. In 2014, the FCC mandated Narrow Banding of UHF frequencies (including UHF Medical frequencies). All EMS Services were required to have the frequencies in EMS radios. CMEDs are required to monitor and maintain the medical frequencies.

### **Authorization**

Only Connecticut Department of Public Health authorized EMS communications systems may function as CMEDs in the State of Connecticut and be licensed on the FCC designated medical frequencies. *[Ref CG Statutes DPH Sec. 19a-177 (2) Duties of the Commissioner, Sec. 19a-177 (6) Duties of the Commissioner; Sec. 19a-182(b) (1) Emergency Medical Services Councils. Plans for delivery of services. (B)(3); [Ref DPH Regulation Sec. 19a-179-1 (n), 19a-179-18 Minimum Vehicle Standard and DESPP Regulation Sec. 28-24-6a]*

### **Governance and Oversight**

The Connecticut EMS Advisory Board - CMED Communications Committee comprises a representative from each DPH authorized CMED, a representative from each regional EMS Council and supported by DPH Regional EMS Coordinators. The committee reports to the CT EMS Advisory Board and the Director of OEMS.

Municipalities in the State of Connecticut are required to enter into a contract with a CT DPH authorized CMED, capable of providing medical control communications for their local EMS providers with their medical control and receiving facilities at all certification levels.

The Municipal contract language includes provision for the minimum core services including the ambulance to receiving facility notification, medical control patching, hospital diversion notification, MCI coordination and Primary Service Area Responder (PSAR) to PSAR mutual aid. CMEDs may provide enhanced services including Public Safety Answering Point (PSAP) services and Emergency Medical Dispatch (EMD) including dispatch of PSAR at all levels.

### **System Usage & EMS Radio Requirements**

The State of Connecticut is split into 5 EMS Regions. There are regional Continuous Tone-Coded Squelch Systems (CTCSS) used in each Region to allow frequencies to be reused in different parts of the state with minimal interference. There may be several CMEDS operating in the same Region that will all share the CTCSS for that Region. {Example – Valley Shore and MEDCOM in Region2} All CMEDs coordinate channel usage by location to prevent harmful interference with each other.

All licensed Emergency Medical Response vehicles are inspected by the Department of Public Health. The vehicles are required to have UHF mobile radios meeting or exceeding the State of Connecticut Minimum Operational Requirements for UHF Medical Radios. This requirement allows any EMS

response vehicle, having the capability, to communicate with a CMED located anywhere in the State of Connecticut.

### ***Statewide Coordinated Medical Emergency Direction (CMED)***

#### ***Page 2***

CMEDs have the authority to notify a Provider and DPH Inspector that a vehicle should be removed from service if it has a malfunctioning CMED radio. This includes the radio is not working properly or is causing harmful interference to the CMED network. The vehicle will remain out of service until the unit has been repaired to the satisfaction of the CMED.

### ***Fixed Equipment Capability, Purpose and Expansion***

Region 1 - SOUTHWEST (CTCSS) 123.0 (Southwest CMED)

Region 2 - SOUTH CENTRAL (CTCSS) 167.9 (Valley Shore and MEDCOM)

Region 3 - NORTH CENTRAL (CTCSS) 118.8 (North Central CMED)

Region 4 - EASTERN (CTCSS) 131.8 (QV, TN, GFA, Station W, WW and Norwich CMED)

Region 5 - NORTHWEST (CTCSS) 192.8 (NWCPS and LCD)

MED9, MED10, MED92 and MED102 will be fixed tower sites used as coordination channels to coordinate day to day system resource response, mutual aid response, mass casualty coordination (inside your region and from region to region) and requests for connection to emergency departments for notification of transports to their facility and/or medical control consultation. MED1, MED 2, MED3, MED4, MED5, MED6, MED7, MED8, MED12, MED22, MED32, MED42, MED52, MED62, MED72, MED82 will be fixed tower sites used for medical patching channels. Patching channels connect any EMS Responder (R1, R2, R3, R4 and R5) providing patient care in the field to the receiving facility and medical control consultation for instructions on patient care while on a scene or during transport. A CMED may assign one or more of the above listed channels for use at a particular incident as requested by the Incident Commander, at their discretion in either a simplex (direct) or repeater mode.

MEDTAC11, MEDTAC12, MEDTAC13 and MEDTAC14 can be either fixed or mobile repeaters using the state interoperability CTCSS of 156.7 or one of the five regional CTCSS's that can be used for large scale events or interoperability among various responders that operate on their own agency systems, to coordinate joint response to planned and unplanned events and emergencies. These frequencies along with the 8CALL/8TAC interoperability systems can be used in a simplex (direct) or repeater mode in coordination with a communications plan for an event.

The CMED in the geographic area the system is located must hold the appropriate FCC licensing for the fixed or mobile radio system.

Individual EMS Providers are not authorized to be licensed by the FCC on the CMED channels. All use of these frequencies regardless of CTCSS/DCS used is under the license, direction and control of the CMEDs.

## **State of Connecticut Authorized EMS Communication Centers/CMEDs**

### **American Ambulance Service (Norwich CMED)**

1 American Way  
Norwich, CT 06360  
860-886-1461

### **Groton Emergency Communications Center**

68 Groton Long Point Road  
Groton, CT 06340  
860-445-2497

### **Litchfield County Dispatch**

111 Water Street  
Torrington, CT 06790  
860-496-0711

### **MEDCOM**

American Medical Response (AMR) New Haven  
58 Middletown Avenue  
New Haven, CT 06513  
203-499-5600

### **North Central CT EMS Council (North Central CMED)**

120 Holcomb Street  
Hartford, CT 06112  
860-769-6051

### **Northwest Public Safety Communications Center 95**

Union Street  
Waterbury, CT 06706  
203-709-4450

### **Quinebaug Valley Emergency Communications**

1249 Hartford Pike  
E. Killingly, CT 06243  
860-774-7555

**State of Connecticut Authorized EMS Communication Centers/CMEDs**

***Page 2***

**Southwestern Regional Emergency Communications Center**

100 Beard Sawmill Road

Shelton, CT 06484

203-338-0762

**Tolland County Mutual Aid Fire Service**

Post Office Box 6

Tolland, CT 06084

860-875-2543

**Valley Shore Emergency Communications**

315 Spencer Plains Road

Westbrook, CT 06498

860-399-7981

**Waterford Emergency Communications Center**

204 Boston Post Road

Waterford, CT 06385

860-442-5331

**Willimantic Switchboard Fire Chiefs Association**

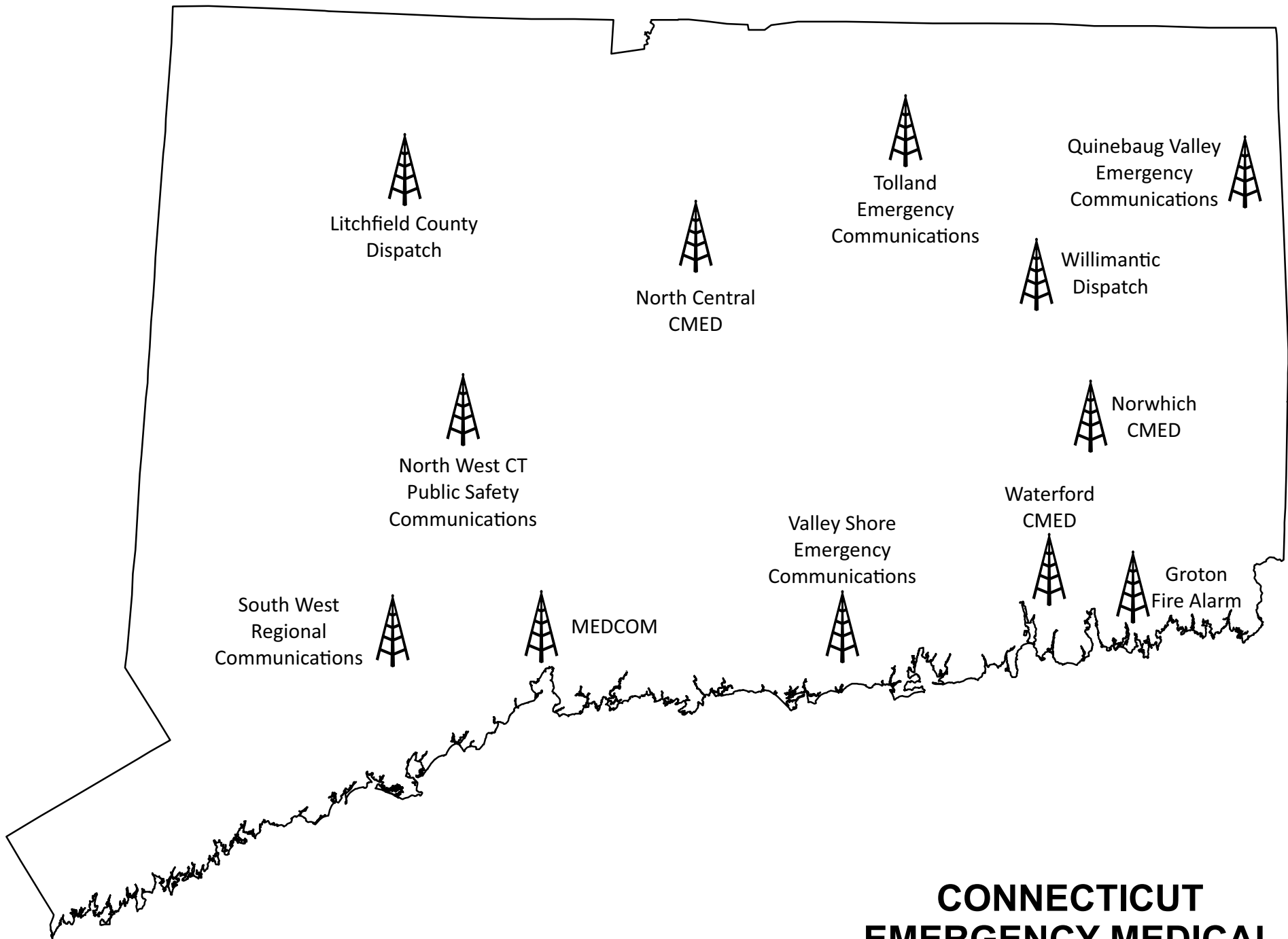
979 Main Street

Willimantic, CT 06226

860-465-3128



<b>Facility</b>	<b>C-Med</b>	<b>Call Channel - PL</b>	<b>Patch Channel</b>	<b>Phone Line</b>
Backus Health CTR - Plainfield	QVEC CMED	E Med 9	E Med 22	860-774-7555
Backus - Norwich	Norwich CMED	E Med 9	E Med 1 or 4	860-886-1461
Bristol Hospital	NC CMED	NC Med 10	NC Assigned	860-769-6051
Charlotte Hungerford	LCD CMED	NW Med 9	NW Med 3	860-496-0711
Connecticut Children's	NC CMED	NC Med 10	NC Assigned	860-769-6051
Danbury Hospital	NW CMED	NW Med 10	NW Med 8	203-709-4450
Day Kimball	QVEC CMED	E Med 9	E Med 7	860-774-7555
Greenwich Hospital	SW CMED	SW Med 5	SW Med 1	203-338-0762
Griffin Hospital	NW CMED	NW Med 92	NW Med 42	203-709-4450
HCC New Britain	NC CMED	NC Med 10	NC Assigned	860-769-6051
HCC Southington	NC CMED	NC Med 10	NC Assigned	860-769-6051
Hartford Hospital	NC CMED	NC Med 10	NC Assigned	860-769-6051
John Dempsey UCONN	NC CMED	NC Med 10	NC Assigned	860-769-6051
Johnson Memorial	TN CMED	E Med 92	E Med 72	860-875-2543
Manchester Hospital	NC CMED	NC Med 10	NC Assigned	860-769-6051
Middlesex - Middletown	Valley Shore	SC Med 62	SC Med 62 or 2	860-399-7981
Middlesex - Westbrook	Valley Shore	SC Med 62	SC Med 62 or 32	860-399-7981
Middlesex - Middletown	Valley Shore	E Med 4	E Med 4	860-399-7981
Middlesex - Marlborough	Valley Shore	SC Med 62	SC Med 62	860-399-7981
Middlesex - Marlborough	QVEC CMED	E Med 9	E Med 52	860-774-7555
Midstate Medical Center	NW CMED	NW Med 102	NW Med 82	203-709-4450
New Milford Hospital	LCD CMED	NW Med 9	NW Med 4	860-496-0711
New Milford Hospital	NW CMED	NW Med 7	NW Med 7 or 2	203-709-4450
Norwalk Hospital	SW CMED	SW Med 10	SW Med 7	203-338-0762
Rockville General Hospital	TN CMED	E Med 92	E Med 12	860-875-2543
Sharon Hospital	LCD CMED	NW Med 9	NW Med 2	860-496-0711
St. Francis Medical Center	NC CMED	NC Med 10	NC Assigned	860-769-6051
St. Mary's Hospital	NW CMED	NW Med 9	NW Med 5	203-709-4450
St. Vincent's Medical Center	SW CMED	SW Med 9	SW Med 8	203-338-0762
Stamford Hospital	SW CMED	SW Med 5	SW Med 6	203-338-0762
Waterbury Hospital	NW CMED	NW Med 9	NW Med 6	203-709-4450
West Haven VA	MEDCOM	SC Med 10 E	SC Med 8	203-499-5607
Windham Hospital	WW CMED	Med 9 NW	E Med 6	860-465-3128
Winsted Health Center	LCD CMED	Med 9 SW	NW Med 72	860-496-0711
Yale - Bridgeport Hospital	SW CMED	Med 9 SC	SW Med 3	203-338-0762
Yale - Guilford	Valley Shore	Med 22 E	SC Med 22 or 32	860-399-7981
Yale - L+M New London	GFA CMED	Med 9	E Med 6 or 8	860-445-2497
Yale - L+M New London	Waterford CMED	E Med 9	E Med 5	860-442-5331
Yale - L+M Pequot - Groton	GFA CMED	E Med 9	E Med 6 or 8	860-445-2497
Yale - Milford Hospital	SW CMED	SW Med 9	SW Med 52	203-338-0762
Yale - York Street	MEDCOM	SC Med 10	SC Med 7	203-499-5607
Yale - York Street	Valley Shore	SC Med 22	SC Med 22 or 2	860-399-7981
Yale - ST Rays	MEDCOM	SC Med 10	SC Med 6	203-499-5607
Yale - ST Rays	Valley Shore	SC Med 22	SC Med 22 or 2	860-399-7981



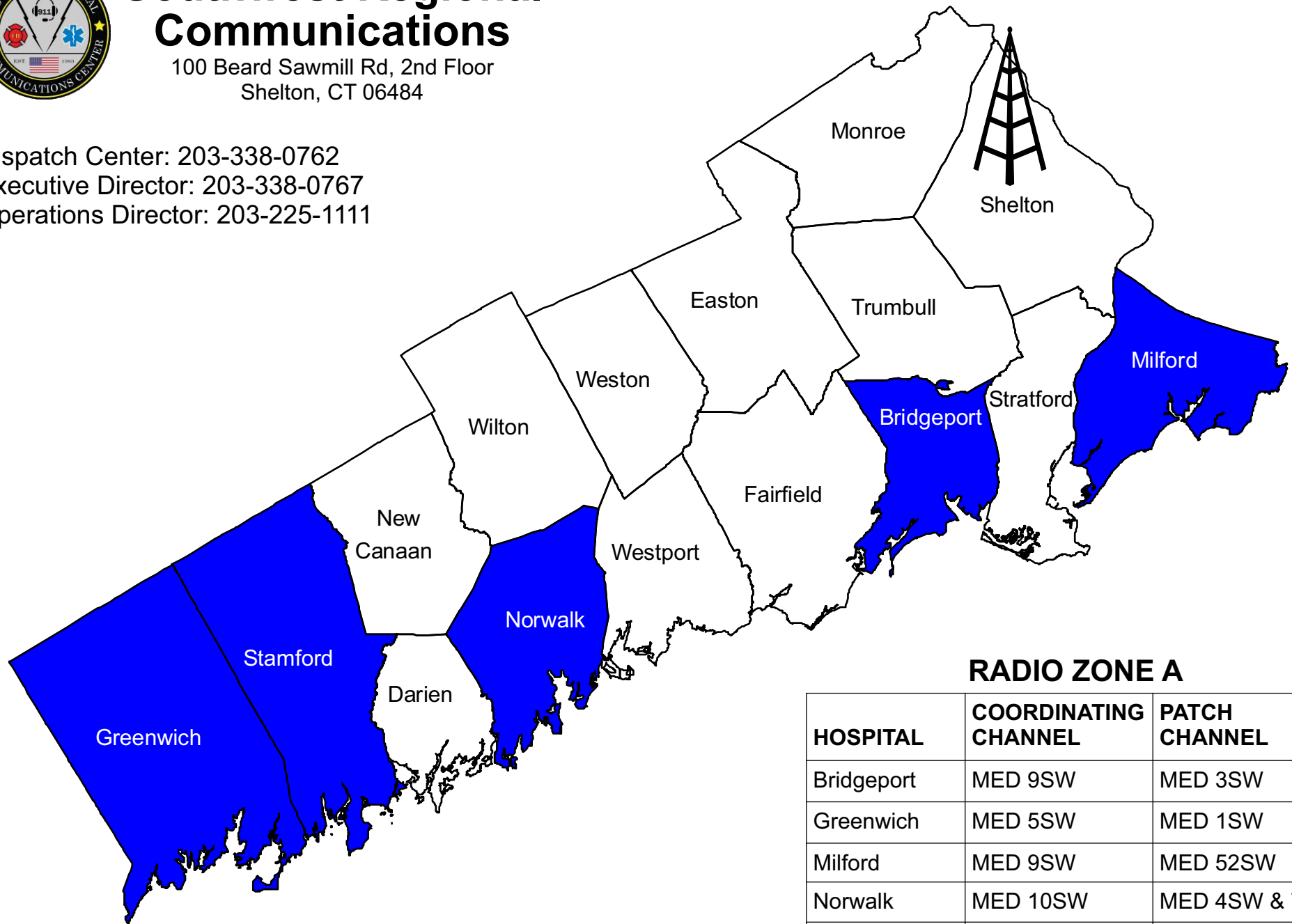
# CONNECTICUT EMERGENCY MEDICAL SERVICE COMMUNICATIONS



# Southwest Regional Communications

100 Beard Sawmill Rd, 2nd Floor  
Shelton, CT 06484

Dispatch Center: 203-338-0762  
Executive Director: 203-338-0767  
Operations Director: 203-225-1111



## RADIO ZONE A

HOSPITAL	COORDINATING CHANNEL	PATCH CHANNEL
Bridgeport	MED 9SW	MED 3SW
Greenwich	MED 5SW	MED 1SW
Milford	MED 9SW	MED 52SW
Norwalk	MED 10SW	MED 4SW & 7SW
Saint Vincents	MED 9SW	MED 8SW
Stamford	MED 5SW	MED 6SW

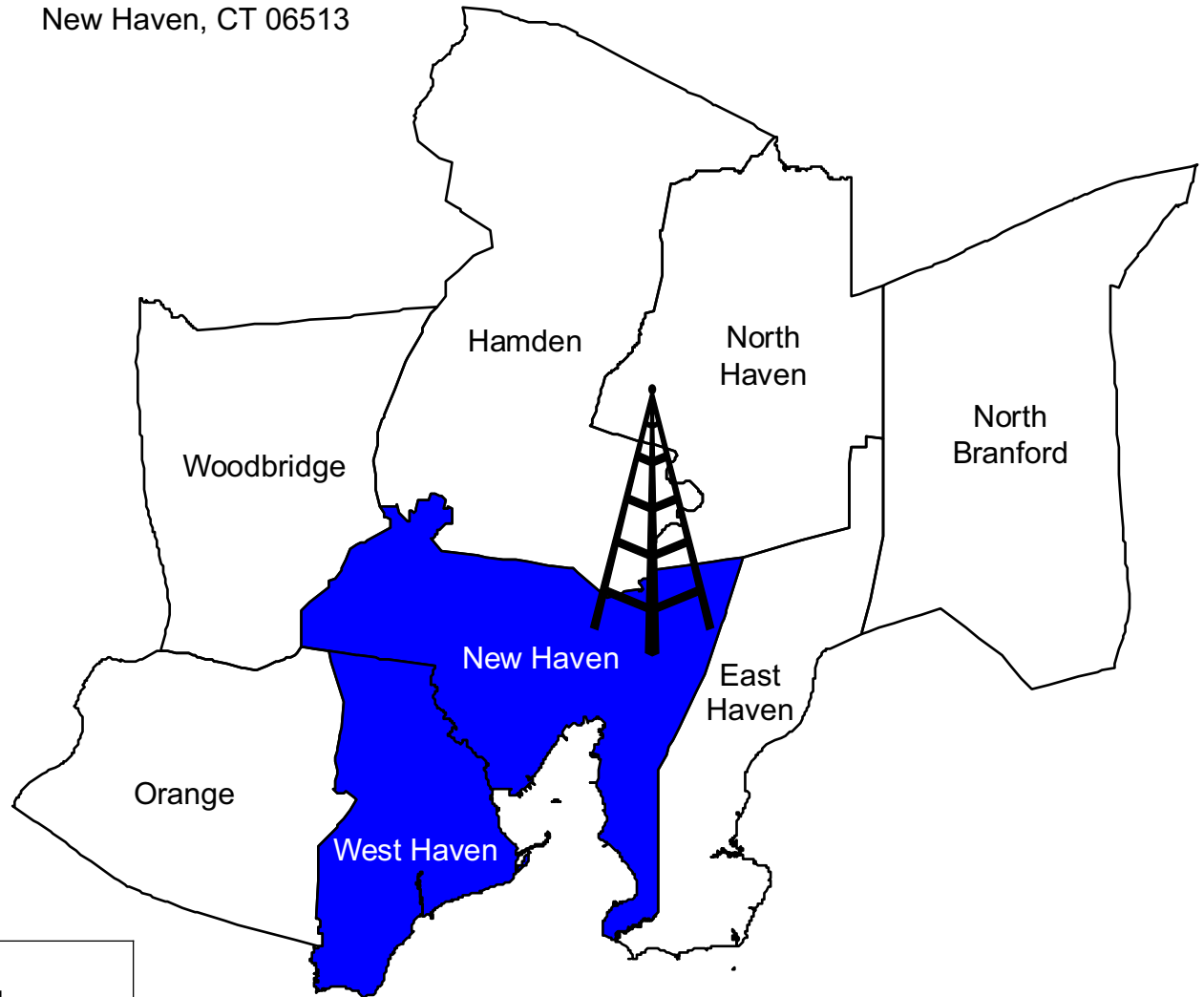
Updated: 8/23/22



# MEDCOM AMR Communications Center

58 Middletown Avenue  
New Haven, CT 06513

Dispatch Center: 203-499-5600  
Dispatch Manager: 203-781-1054  
Phone Patch: 203-499-5607



## RADIO ZONE C

HOSPITAL	COORDINATING CHANNEL	PATCH CHANNEL
Yale St. Raphael	MED 10SC	MED 6SC
West Haven VA	MED 10SC	MED 8SC
Yale York Street	MED 10SC	MED 7SC

Updated: 8/23/22



## NORTH CENTRAL CMED



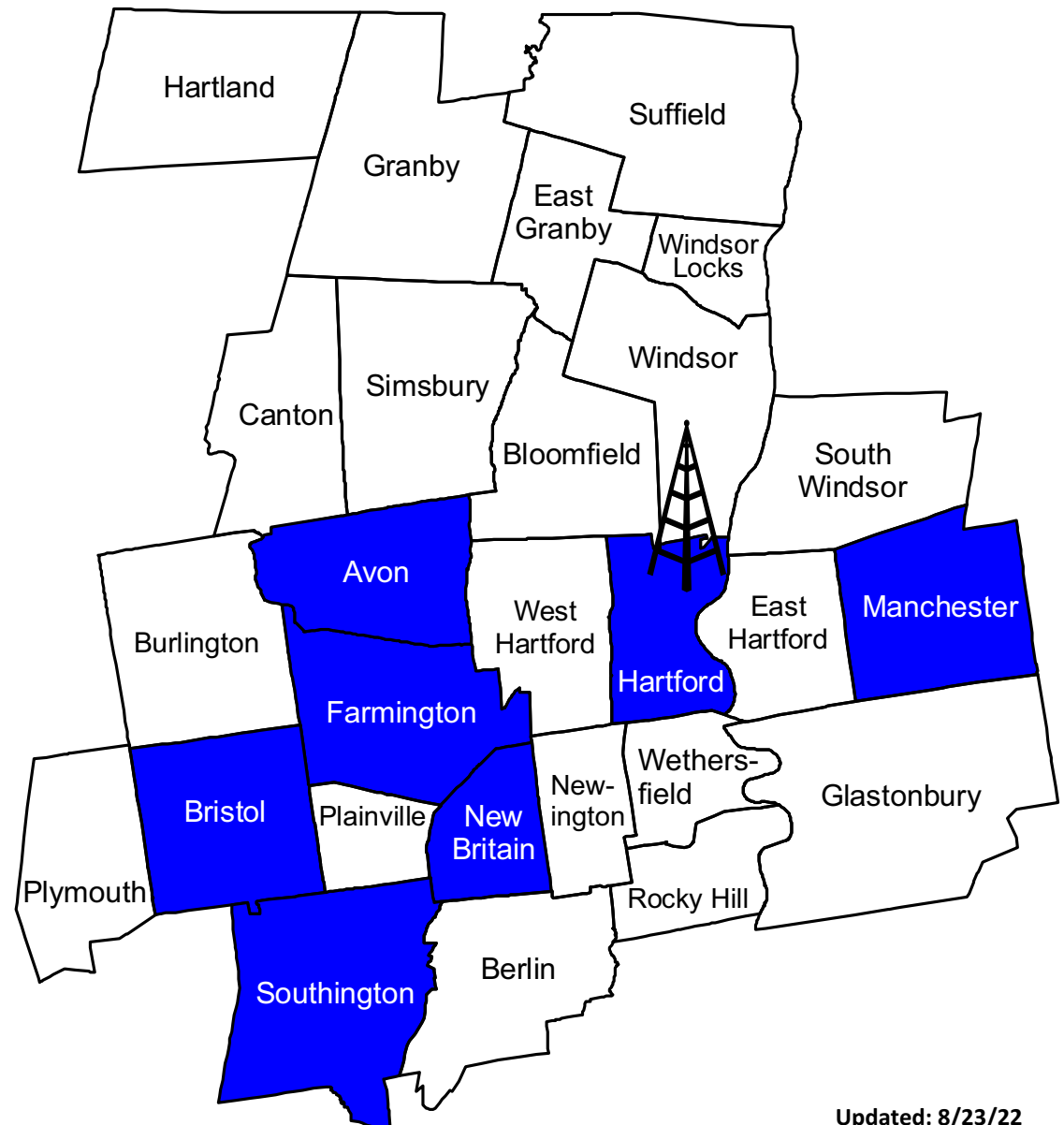
## North Central CMED

120 Holcomb Street  
Hartford, CT 06112

Dispatch Center: 860-769-6051  
Executive Director: 860-769-6055  
Operations Director: 860-769-6055  
Phone Patch: 860-769-6051

### RADIO ZONE E

HOSPITAL	COORDINATING CHANNEL	PATCH CHANNEL
Bradley	MED 10NC	NC Assigned
Bristol	MED 10NC	NC Assigned
CT Children's	MED 10NC	NC Assigned
Hartford	MED 10NC	NC Assigned
John Dempsey	MED 10NC	NC Assigned
Manchester	MED 10NC	NC Assigned
New Britain	MED 10NC	NC Assigned
Saint Francis	MED 10NC	NC Assigned



Updated: 8/23/22



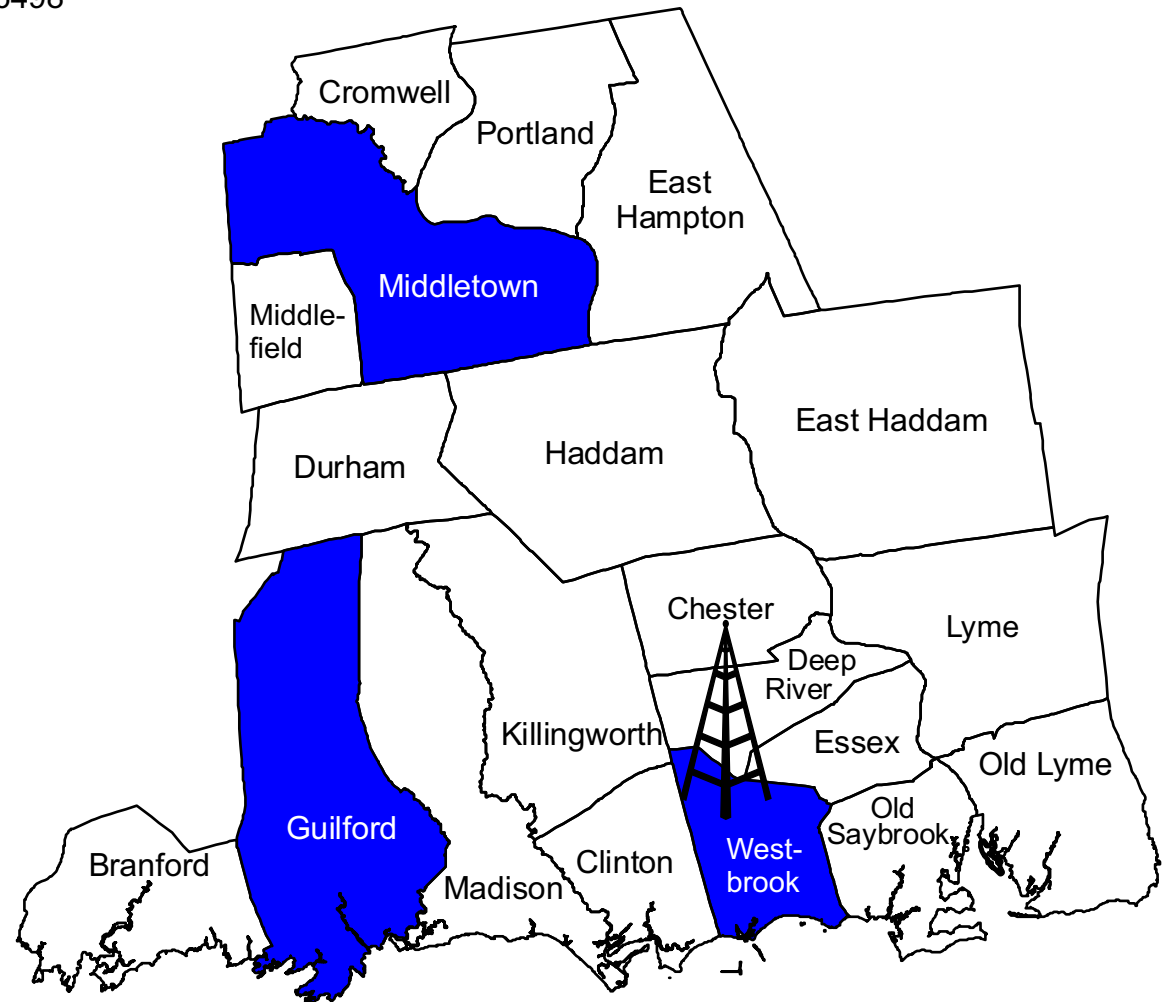
# Valley Shore Emergency Communications

315 Spencer Plains Road  
Westbrook, CT 06498

Dispatch Center: 860-399-7981  
Executive Director: 860-399-7921  
Phone Patch: 860-399-7981

## RADIO ZONE C & G

HOSPITAL	COORDINATING CHANNEL	PATCH CHANNEL
Marlborough Middlesex	MED 62SC	MED 62SC
Middletown Middlesex	MED 62SC MED 4E	MED 62SC 4SC MED 4E
Guilford Yale	MED 22SC	MED 22SC MED 32SC
St. Raphael Yale	MED 22SC	MED 22SC MED 2SC
Westbrook Middlesex	MED 62SC	MED 62SC MED 32SC
York Street Yale	MED 22SC	MED 22SC MED 2SC

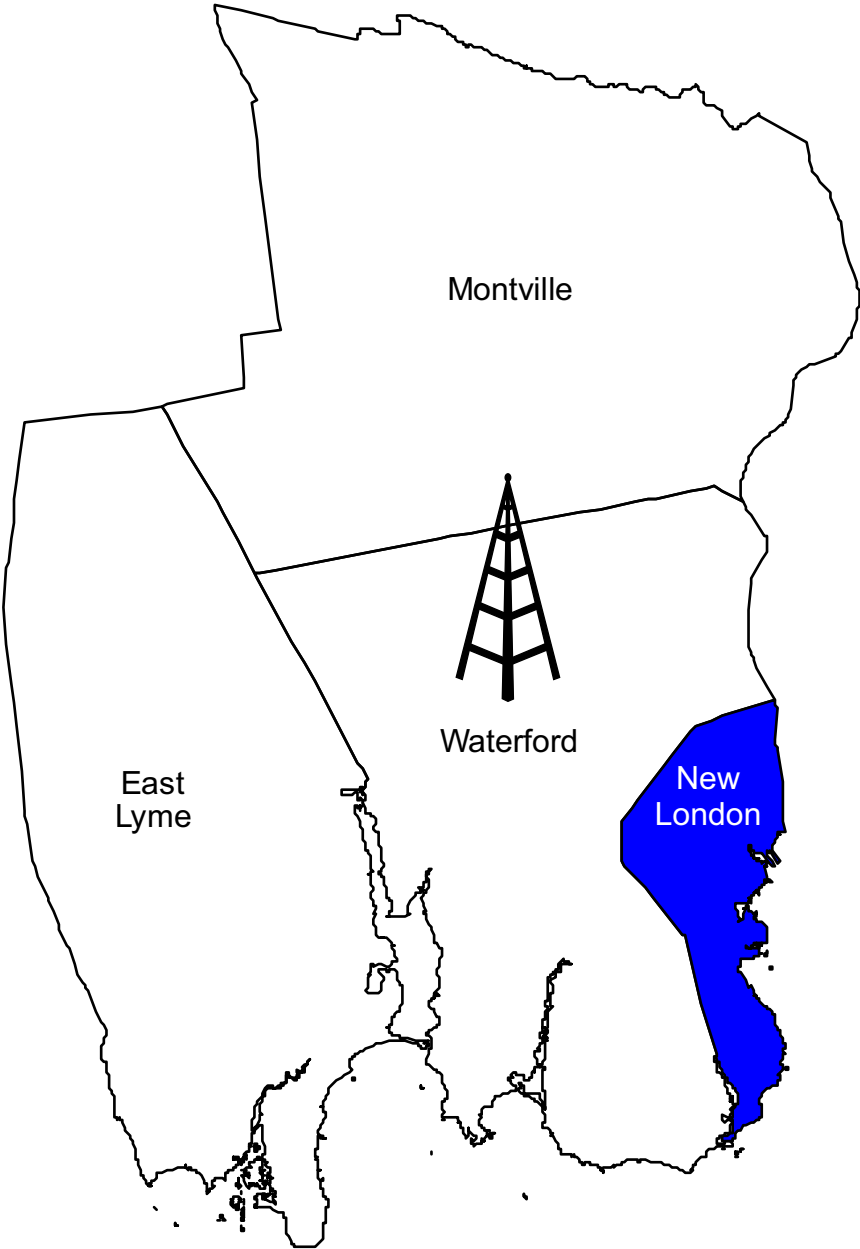


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# Waterford CMED

204 Boston Post Road  
Waterford, CT 06385

Dispatch Center: 860-442-5331  
Executive Director: 860-442-9585  
Phone Patch: 860-442-5331



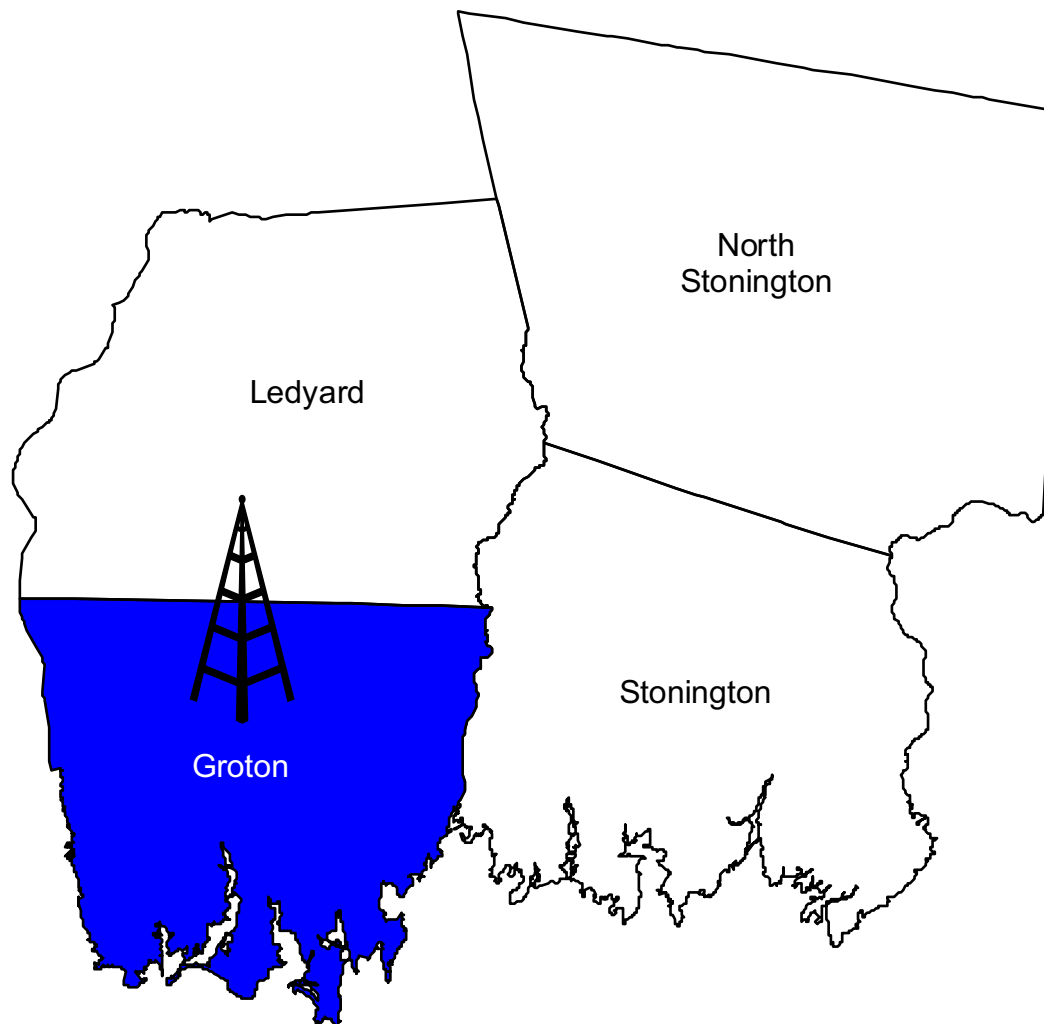
## RADIO ZONE G

HOSPITAL	COORDINATING CHANNEL	PATCH CHANNEL
L&M New London	MED 9E	MED 5E

# Groton Fire Alarm

68 Long Point Road  
Groton, CT 06340

Dispatch Center: 860-445-2497  
Phone Patch: 860-445-2497



## RADIO ZONE G

HOSPITAL	COORDINATING CHANNEL	PATCH CHANNEL
L&M Pequot Groton	MED 9E	MED 6E or 8E
L&M New London	MED 5SW	MED 6E or 8E

Updated: 8/23/22





# Tolland County Emergency Communications

56 Tolland Green  
Tolland, CT 06084

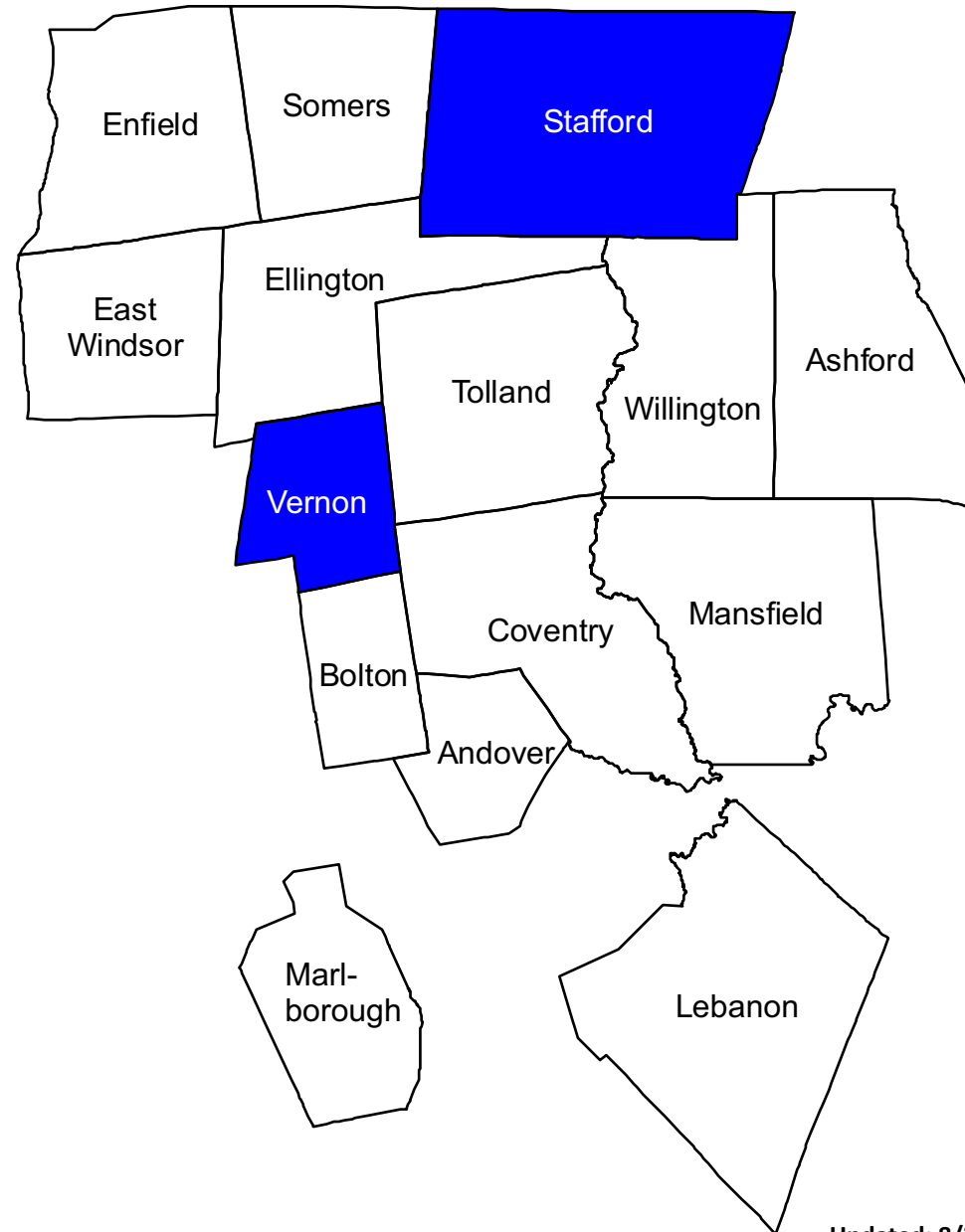
Dispatch Center: 860-872-7333

Executive Director: 860-872-2421

Operations Director: 860-875-8684

RGH Phone Patch: 860-858-6310 (*Recorded*)

JMH Phone Patch: 860-684-7325 (*Not Recorded*)



## RADIO ZONE G

HOSPITAL	COORDINATING CHANNEL	PATCH CHANNEL
Johnson	MED 92E	MED 72E or MED 12E
Rockville	MED 92E	MED 12E or MED 72E

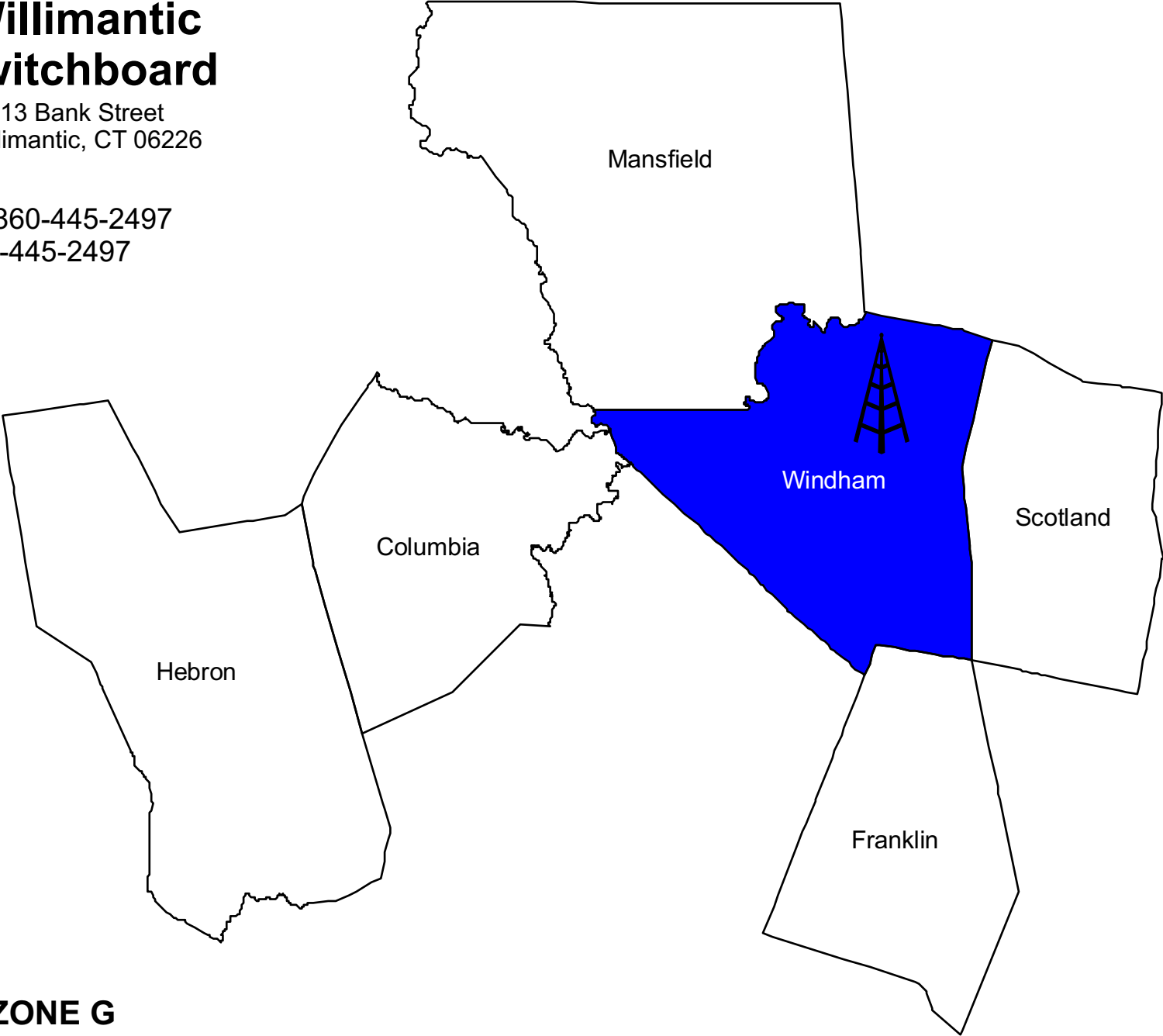
Updated: 8/23/22



# Willimantic Switchboard

13 Bank Street  
Willimantic, CT 06226

Dispatch Center: 860-445-2497  
Phone Patch: 860-445-2497



## RADIO ZONE G

HOSPITAL	COORDINATING CHANNEL	PATCH CHANNEL
Windham	MED 9E	MED 6E



## Norwich CMED American Ambulance

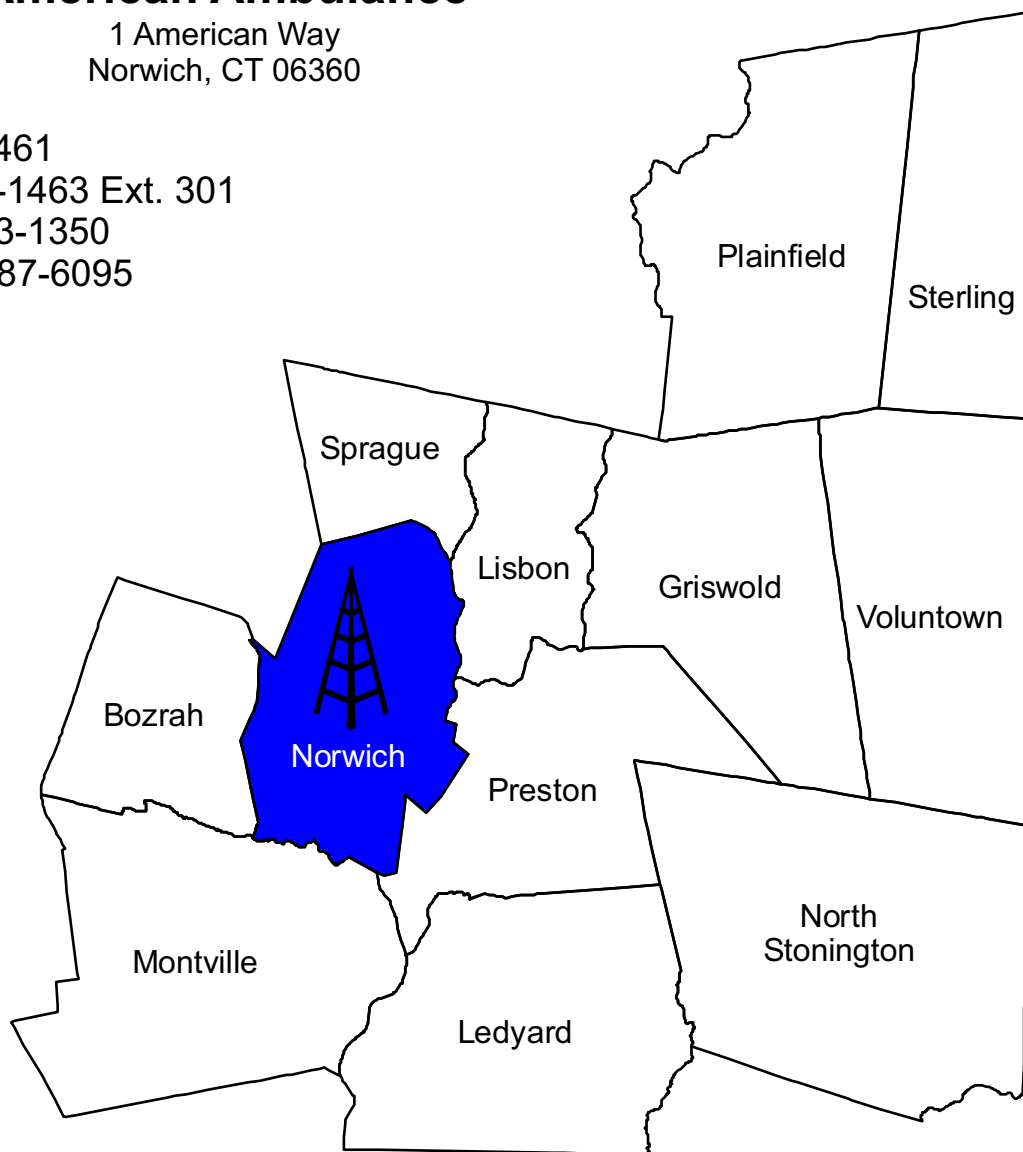
1 American Way  
Norwich, CT 06360

Dispatch Center: 860-886-1461

Executive Director: 860-886-1463 Ext. 301

Operations Director: 860-383-1350

Backus Phone Patch: 860-887-6095



### RADIO ZONE G

HOSPITAL	COORDINATING CHANNEL	PATCH CHANNEL
Backus	MED 9E	MED 3E or MED 1E, 4E, or 6E

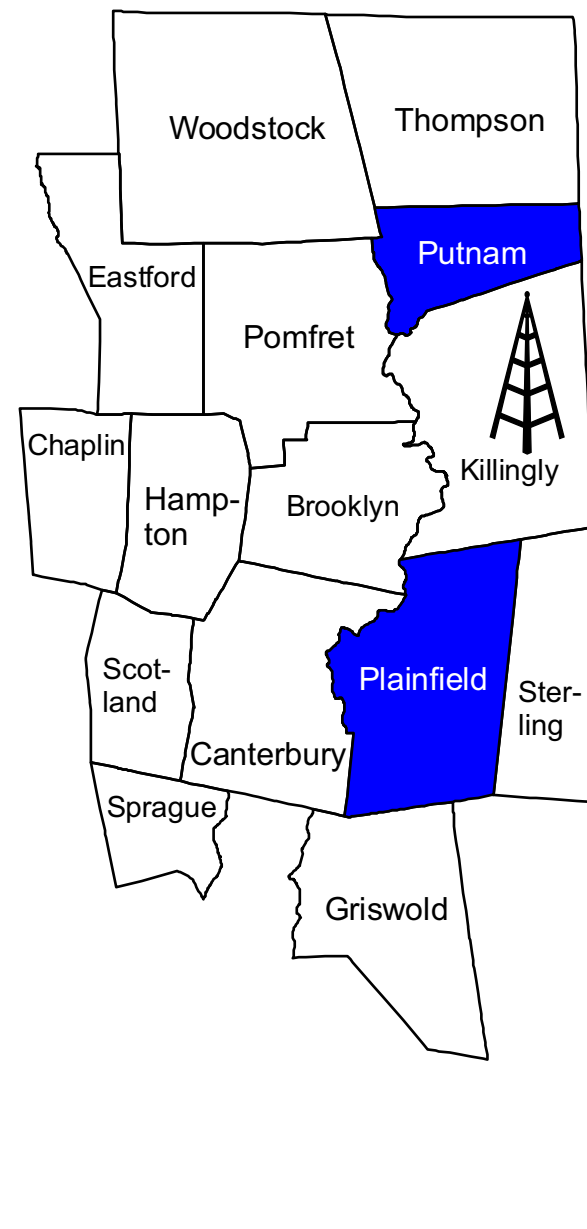
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# Quinebaug Valley Emergency Communications

1249 Hartford Pike  
East Killingly, CT 06243

Dispatch Center: 860-412-1500  
Executive Director: 860-412-1499  
Operations Manager: 860-412-1493  
Phone Patch: 860-774-7555



## RADIO ZONE G

HOSPITAL	COORDINATING CHANNEL	PATCH CHANNEL
Plainfield Backus	MED 9E	MED 22E
Day Kimball	MED 9E	MED 7E
Marlborough Middlesex	MED 9E	MED 52E

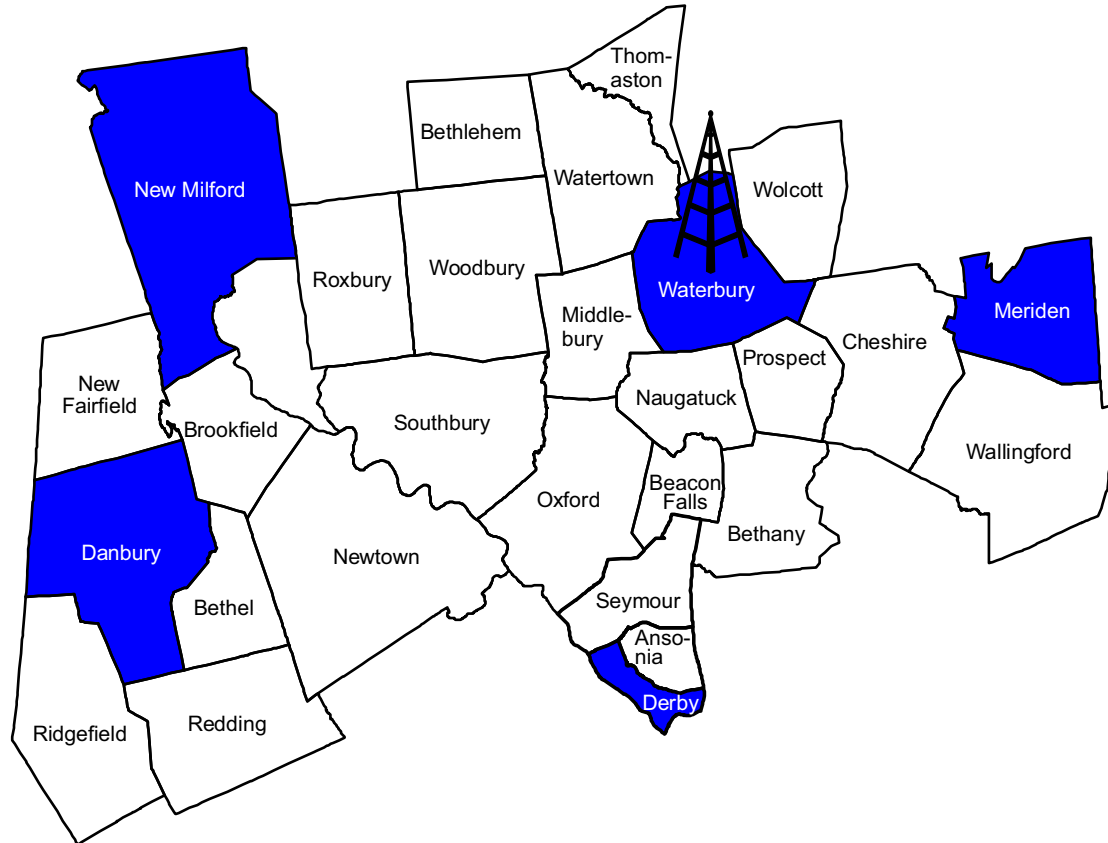
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# Northwest Connecticut Public Safety

95 Union Street  
Waterbury, CT 06706

Dispatch Center: 203-709-4450  
Executive Director: 203-709-4410  
Operations Supervisor: 203-709-4444  
Phone Patch: 203-709-4450



## RADIO ZONE I

HOSPITAL	COORDINATING CHANNEL	PATCH CHANNEL
Danbury	MED 10NW	MED 8NW
Griffin	MED 92NW	MED 42NW
Midstate	MED 102NW	MED 82NW
New Milford	MED 7NW	MED 7NW or 52NW
St. Marys	MED 9NW	MED 5NW
Waterbury	MED 9NW	MED 6NW

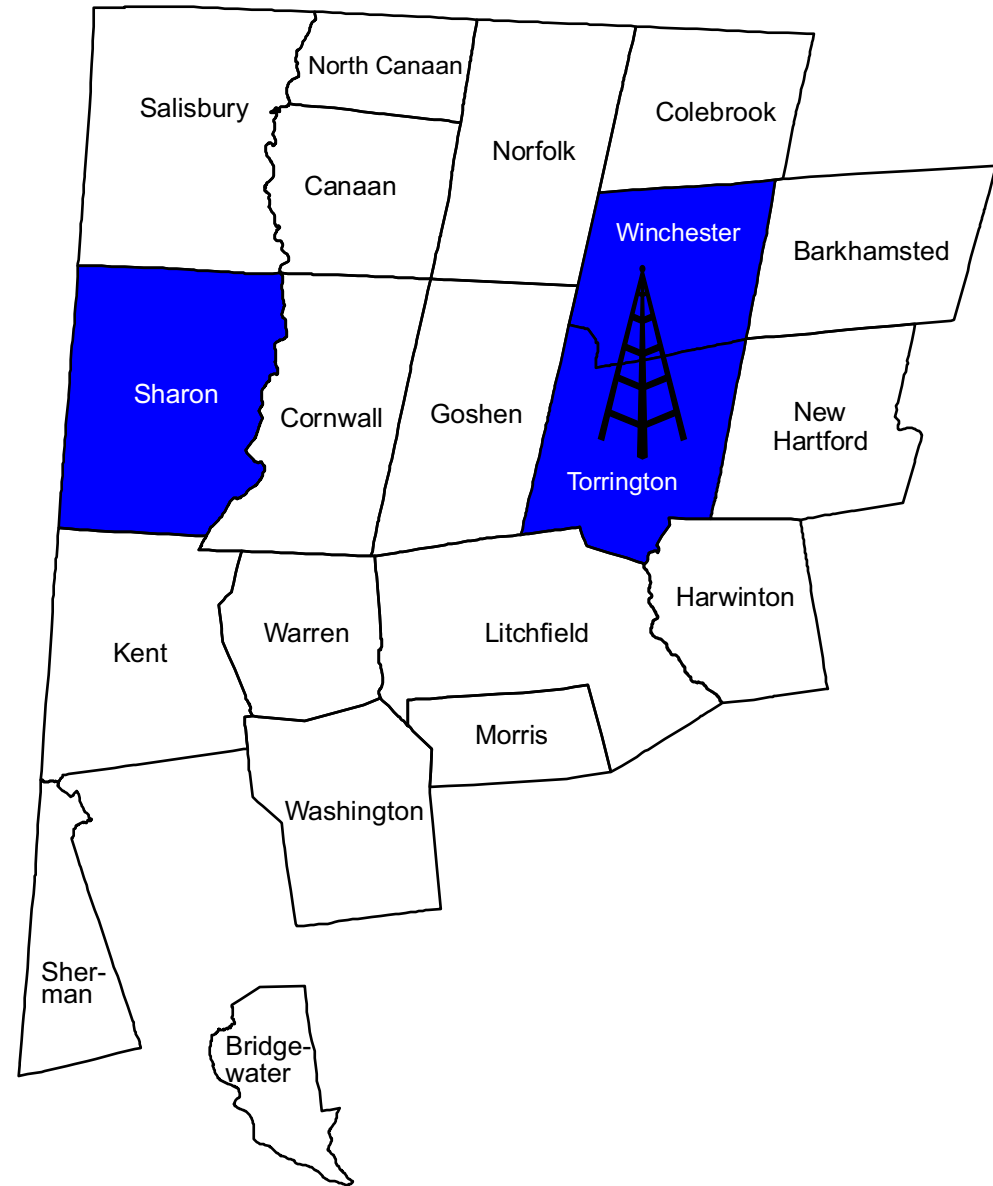
Updated: 8/23/22



# Litchfield County Dispatch

111 Water Street  
Torrington, CT 06790

Dispatch Center: 860-496-0711  
Executive Director: 860-626-7523  
Operations Manager: 860-626-7522  
Phone Patch: 860-496-0711



## RADIO ZONE I

HOSPITAL	COORDINATING CHANNEL	PATCH CHANNEL
Charlotte - Hungerford	MED 9NW	MED 3NW
New Milford	MED 9NW	MED 4NW
Sharon	MED 9NW	MED 2NW
Winsted	MED 9NW	MED 72NW