

Catawba County Emergency Medical Services

Phone Calls

The telephone lines at the EMS bases, as well as EMS owned cell phones, are designed for conducting County business. Catawba County EMS understands employees may need to use base phones for personal business. This policy will help clarify rules for phone use, both from land lines and unit cell phones.

- Personal phone calls from land lines at bases must be limited to ten (10) minutes.
- EMS phone numbers shall not be listed in want ads or personal business, of any nature, for employee contact. Personal phone messages will not be taken for field personnel by the administrative office, with the exception of emergency situations.
- 828-465-8473 is the number to be used for a “work” number.
- County owned cellular phones are to be used for emergencies, for the contact of Medical Control and for administrative calls only. Calls should be kept to a minimum.
- Personal phone calls or any other type of digital communications are strictly prohibited while on a call (from the time of dispatch until the unit is available for the next call), whether using personal or EMS telephones.
 - Personal phone calls include, but are not limited to, making or receiving phone calls, reading or sending text messages, viewing or updating internet pages, and viewing or transmitting pictures.
- It is prohibited to give out EMS cell phone numbers to persons not employed by CCEMS. The exception to this is any instance wherein another party must call an EMS cell phone for communications directly related to an EMS call or administrative/ operational business. Examples include, but are not limited to, Medical Examiners cases, County Vehicle Maintenance, County Facilities Maintenance, etc.
- Transmitting EMS unit cell phone numbers on the EMS dispatch frequency is highly discouraged, except in emergency situations.
- It is the policy of Catawba County EMS to prohibit the use of cellular telephones by the driver of an ambulance. This applies to emergency and non-emergency driving, and to use of either EMS unit phones or personally owned phones.
 - Use of a cellular telephone includes, but is not limited to, making or receiving phone calls, reading or sending text messages, viewing or updating internet pages, and viewing or transmitting pictures.