

**Valley Medical Group, P.C.**  
**Clinical Policy and Procedure**

**Title: Two-Way Radio Usage**

**Purpose:** To provide two-way radio operation instructions to staff as a way to communicate between staff working outside of the Health Center and staff inside the Health Center.

**Policy:** To give staff guidance of the proper usage of the Motorola Talkabout Two-Way Radio T4XX Series.

**Procedure:**

1. A Two-Way Radio will be used by staff when providing care in the Outdoor Office.
2. One radio will be given to each of the following inside departments/staff:
  - a. Reception
  - b. Screener
  - c. Clinical staff
3. **Patient's full names must not be used.**
4. **All communication must be appropriate and professional.**
5. Transmit a call tone to the other radios to alert them that you need to communicate.
6. Once received confirmation that other party is available, proceed to talk.

**Turning your Radio On and Off and controlling the volume**

- Turn the knob on the top of the radio clockwise to turn on and counterclockwise to turn off.
- In the ON position, the radio chirps and briefly shows all feature icons available on the radio.
- The display screen then shows the current channel, code and all features that are enabled. The radio is now in Two-Way mode.
- Rotate the knob clockwise to increase the volume and counterclockwise to decrease the volume.
  - ❖ Do not hold the radio close to your ear. If the volume is set to an uncomfortable level, it could hurt your ear.

**Talking and Listening**

- To communicate, all radios in your group must be set to the same channel and Interference Eliminator Code.
- To transmit (talk), press the Push-To-Talk (PTT) button on the side of the radio.
  - ❖ When transmitting, TWO-WAY icon blinks and Tx is shown.
  - ❖ When you are finished talking, release the PTT button.
- To receive calls, release the PTT button.
  - ❖ When receiving, TWO-WAY icon blinks and Rx is shown.
- Hold the radio in a vertical position in front of the face with the microphone (and other parts of the

radio including the antenna) at least 1 in. (2.5 cm) away from the nose or lips. Antenna should be kept away from the eye. Do not cover the microphone while talking.

- Do not use the radios closer than 5 feet apart.
- The radio will emit a continuous warning tone and stops transmitting if you press the PTT button for 60 continuous seconds.

**Selecting the Channel**

- With the radio on, press “menu”, on the front of the radio, until the channel number starts to flash.
- Press “+” or “-” and select appropriate channel based on below grid.

**Selecting the Interference Eliminator Code**

- Press “menu” until the code starts to flash.
- Press “+” or “-” to select the code.

Outdoor Office	Reception	Screener	Clinical
Channel 1	Channel 1	Channel 1	Channel 2
Interference 1	Interference 1	Interference 1	Interference 2

**Transmitting call tones**

- To transmit your call tone to other radios set up to the same channel and interference code as your radio, press the musical note on the front of the radio.

**Emergency Alert Mode**

- The Emergency Alert feature can be used to signal members in your group of your need for urgent help. The radio will operate in automatic “hands-free” emergency control mode for 30 seconds after activating the emergency alert.
  - ❖ Press and hold the Emergency Alert button for 3 seconds (The orange button on the side of the radio).
  - ❖ Release the button once the alert tone begins to sound.
  - ❖ After 8 seconds the alert sound will end
  - ❖ You may then speak into the radio – without pushing the PTT button. Your voice or incidental sounds will be transmitted
  - ❖ After 30 seconds, your radio will emit a Talk confirmation tone and return to normal mode

**Care and cleaning:**

- Radio must be wiped down with green disinfectant wipe between each person’s use and at the end of the day.
- Radios must be plugged into charger at the end of the day.

**References:**

- Manual for Motorola Talkabout Two-Way Radio T4XX Series

<b>Author</b>	Rachel Bergstrom, RN
<b>Approval</b>	Gina Campbell, Vice President, Clinical Operations
<b>Effective</b>	New June 3, 2020
<b>Review</b>	
<b>Revision</b>	