MedCom Net

Accurate, Reliable communications for our Served Agency

Formal (NTS) Traffic
Part VII - Delivering the Message

  Now that we have successfully copied the message the most important step remains – delivering the information.
   Before you grab the phone or trot down the hall, you have a little more work to do.
   You need to read the message and make sure the information you are going to deliver is in plain English. The easiest way to do this is pretend you are delivering the message to someone who has absolutely NO knowledge of amateur radio.
   Let's assume you have just rogered the following message:

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   Grandma is worried about her grandkids, Mary and Chet, who are camping in a part of the state hit by a recent storm. She could care less if you called on the phone and told her that there is a message from Mary and Chet. The message is "ARL ONE and ARL TWO"! If you are lucky all Grandma would do is slam the phone in your ear!
   Now, let's deliver the message professionally and quickly. Pick up the phone and call Grandma Reisen. When someone answers, tell them who you are and ask for the adee, "My name is Bob. I am an amateur radio operator. I have a message for Grandma Reisen. Is she available?"
   Once you are sure you have the adee on the phone, deliver the text of the message: Mary and Chet say, "Everyone is safe here, please don't worry. Coming home soon."
  If the message includes handling instructions, such as reply requested, make sure you follow up with Grandma while you have her on the phone.
   Grandma may have some questions, such as Where were the kids? When did they send the message? How did you get the message? When are they coming home?
   You have the answers to most of the questions in the message prreamble: Origin, Date, and Time. You don't have answers to some of Grnadma's questions but supply the information you have.
   You are not quite finished with delivering this message when you hang up the phone with Grandma. You should note on the message the date and time the message was delivered and the name (or callsign) of the delivering operator. Then place the message in the station's message file.

The procedure is similar within an EOC or served agency site. First, and most important, make sure you have an accurate message before you roger the traffic.

Next, if you didn't print, or type, a hardcopy of the message as you copied the traffic, write the information now on the forms used by the served agency. Make sure your printing is legible. There is zero room for error in transcription. Proofread your hardcopy of the message. Better yet, have your logger proof the message.

Once you have an accurate hardcopy of the message, use the delivery system specified by the served agency. If the message carries an EMERGENCY priority you will want to make delivery as rapidly as possible. You might hand-carry EMERGENCY traffic to the addee.

That covers the high points of message delivery. Remember our goal as emergency communicators is accurate, rapid information handling for our served agency.