COVID-19: Recommendations for 911 Public Safety Answering Points
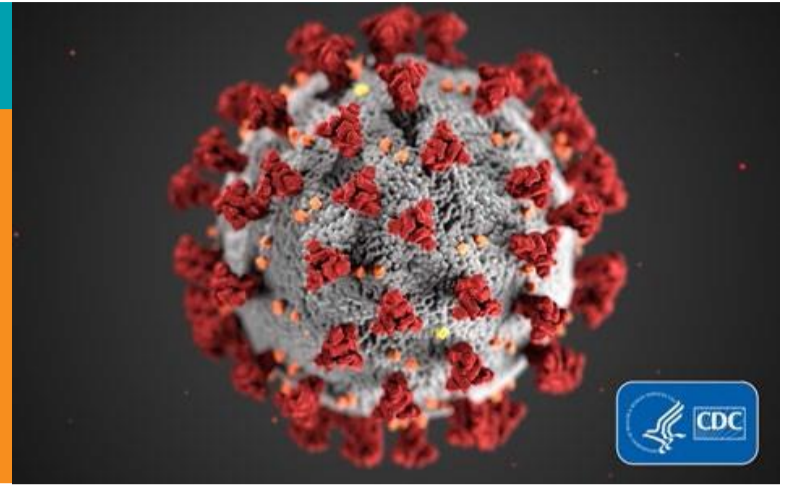

Risk Factors, Signs & Symptoms for COVID-19

I. Fever **OR** respiratory symptoms (cough, difficulty breathing), **AND**

II. Travel to location with confirmed community transmission* **OR** close contact with a patient with known or suspected Coronavirus COVID-19 in the past 14 days before

Emergency Medical Dispatch Protocol for COVID-19

EMERGENCY 9 1 1

Incoming call with the following complaints:

- Sick Person
- Fever
- Cough
- Respiratory Illness
- Breathing Problem

Ask the following questions:

1. Ask about signs and symptoms.

- Do you have a fever that has been greater than 100.4⁰F?
- Do you have symptoms of lower respiratory illness (cough or difficulty breathing)?

NO → If ALL responses are "NO", continue with standard emergency medical dispatch procedures.

YES ↓

2. Inquire about travel and direct exposure history.

- In the last 14 days before symptoms onset, have you traveled from area with confirmed community transmission (China, Italy, Iran, South Korea, or Japan*)?
- In the last 14 days before symptoms onset, have you come into close contact with a person that is under investigation, is being monitored for, or has had a positive confirmed test for Coronavirus COVID19?

NO → If ALL responses are "NO", continue with standard emergency medical dispatch procedures.

YES to **Either** ↓

3. Provide information on patient immediately to EMS personnel.

- Alert responding providers of potential for patient with possible exposure of COVID19 before on scene arrival.
- Patients who meet criteria should be evaluated and transported with appropriate respiratory precautions.
- Contact the appropriate county health department with case information.