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

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 100.4°F?
   - Do you have symptoms of lower respiratory illness (cough or difficulty breathing)?

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

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?

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

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.

*As of March 5, 2020