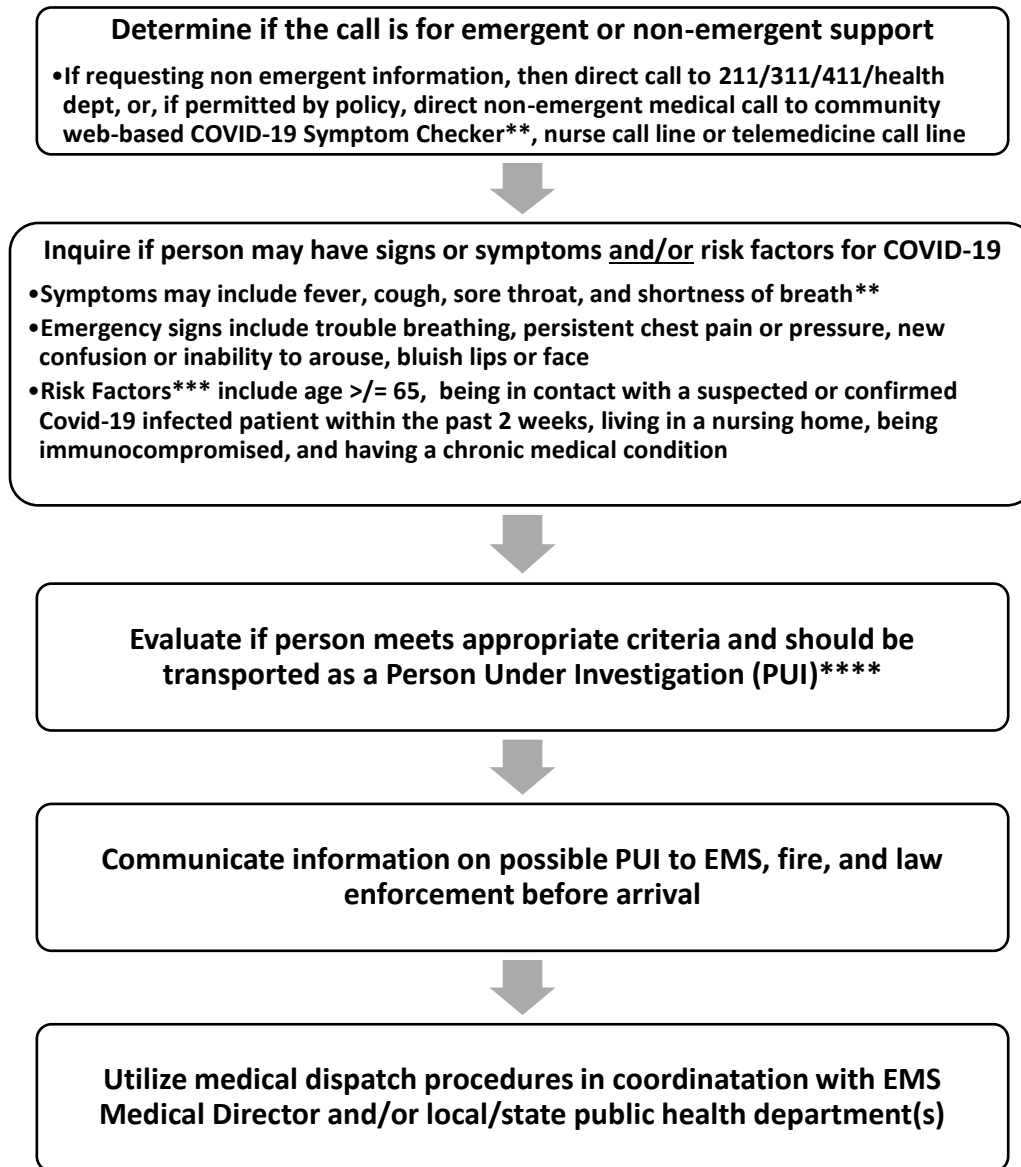# 911 and Emergency Medical Services (EMS) Algorithms

This document is based on published CDC guidance* with input from the EMS community

911 Call Taking & Dispatching
these are steps to be considered as part of the 911 center's screening process

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Determine if the call is for emergent or non-emergent support

- If requesting non emergent information, then direct call to 211/311/411/health dept, or, if permitted by policy, direct non-emergent medical call to community web-based COVID-19 Symptom Checker**, nurse call line or telemedicine call line

⬇

Inquire if person may have signs or symptoms and/or risk factors for COVID-19

- Symptoms may include fever, cough, sore throat, and shortness of breath**
- Emergency signs include trouble breathing, persistent chest pain or pressure, new confusion or inability to arouse, bluish lips or face
- Risk Factors*** include age >/= 65, being in contact with a suspected or confirmed Covid-19 infected patient within the past 2 weeks, living in a nursing home, being immunocompromised, and having a chronic medical condition

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Evaluate if person meets appropriate criteria and should be transported as a Person Under Investigation (PUI)****

⬇

Communicate information on possible PUI to EMS, fire, and law enforcement before arrival

⬇

Utilize medical dispatch procedures in coordinatation with EMS Medical Director and/or local/state public health department(s)

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911 and Emergency Medical Services (EMS) Algorithms

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FIRST RESPONSE (EMS, FIRE) ARRIVAL, TRANSPORT, AND TRANSFER

A single EMS clinician should don appropriate PPE for patient with confirmed or suspected COVID-19 and assess patient separate from all responding personnel not wearing PPE

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If the patient meets PUI criteria all clinicians should wear approprite PPE

If the patient does not meet PUI criteria, at a minimum wear universal precautions and a respirator/mask

⬇

Follow appropriate PPE precautions for aerosol-generating procedures*****

⬇

Notify receiving healthcare facility that patient has signs or symptoms suggestive of COVID-19 and underlying medical conditions such as diabetes, etc.

⬇

Keep patient separated from other people as much as possible; consider placing facemask on patient if coughing or respiratory symptoms

⬇

Do not allow family members or other contacts of adult patients to ride in ambulance

If patient is a minor, allow one family member or guardian to ride in ambulance with patient

⬇

Isolate ambulance driver from patient compartment and keep pass-through doors and windows tightly shut

⬇

Follow healthcare facility procedures for transfer of patient to receiving healthcare facility

⬇

Follow appropriate protocols for cleaning and disinfection of vehicle and equipment

⬇

Doff PPE following appropriate protocols after decontamination of ambulance

⬇

Complete documentation

⬇

Notify chain of command if known, unprotected exposure occurred and follow exposure/risk management policies