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

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

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 coordination with EMS Medical Director and/or local/state public health department(s)

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*Interim EMS Guidance // **CDC Symptom Checker // *** CDC Guidance on Underlying Conditions // **** CDC PUI definition // ***** CDC guidance on aerosol generating procedures // CDC clinical guidance management patients //

Document Developed by the Healthcare Resilience Task Force
Emergency Medical Services (EMS) Prehospital Team
This guidance applies to all EMS delivery models including but not limited to; free standing, third-service; fire-based, hospital-based, private, independent, volunteer, and related emergency medical service providers.
911 and Emergency Medical Services (EMS) Algorithms
This document is based on published CDC guidance* with input from the EMS community

**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

- If the patient meets PUI criteria all clinicians should wear appropriate 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

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