

COVID-19: Recommendations for 911 Public Safety Answering Points



Risk Factors, Signs & Symptoms for COVID-19	
<p>I. Fever AND/OR respiratory symptoms (cough, difficulty breathing) AND/OR</p> <p>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</p>	

Emergency Medical Dispatch Protocol for COVID-19		
	Incoming call with the following complaints:	
	<ul style="list-style-type: none"> • Sick Person • Fever • Cough 	<ul style="list-style-type: none"> • Respiratory Illness • Breathing Problem

Ask the following questions:

1. Ask about signs and symptoms.		
<ul style="list-style-type: none"> • 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)? 		If ALL responses are “NO”, continue with standard emergency medical dispatch procedures.
YES		
2. Inquire about travel and direct exposure history.		
<ul style="list-style-type: none"> • In the last 14 days, have you traveled from an area with confirmed community transmission of COVID-19? • In the last 14 days, 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 COVID-19? 		IF ALL responses are “NO”, continue with standard emergency medical dispatch procedures.
YES EITHER		
3. Provide information on patient immediately to EMS personnel.		
<ul style="list-style-type: none"> • Alert responding providers of potential for patient with possible exposure of COVID-19 before on scene arrival • Patients who meet criteria should be evaluated and transported with appropriate respiratory precautions. 		

Source: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-for-ems.html>