

Identify, Isolate, Inform: Emergency Medical Services (EMS) Systems and 9-1-1 Public Safety Answering Points (PSAPs) for Management of Patients Who Present with Possible Coronavirus 2019 (COVID-19) in Arizona

SCOPE: Applies to all 911 and emergency medical services providers (including all levels of emergency medical care technicians and first responders who could be providing patient care in the field – such as fire service and law enforcement personnel).

DISPATCH/9-1-1 PSAPS

1.

Ask About Signs and Symptoms

Does the patient have fever or symptoms of lower respiratory illness (e.g., subjective or measured fever, cough, or difficulty breathing)?

NO →

If ALL responses for Box #1 are “No,” continue with usual triage, assessment, and instructions

YES TO ANY



2.

Provide Instructions to Patients and EMS Providers

- Instruct other people at the scene to restrict contact with the patient unless wearing appropriate personal protective equipment (PPE).
- Alert any first responders and EMS providers being dispatched **before they arrive on scene.**
- Advise EMS providers that at a minimum, they should use the following PPE prior to direct contact with a patient that has any of these symptoms: subjective or measured fever, cough, or difficulty breathing.
 - Medical facemask
 - Gloves
- Advise EMS providers that if possible and available, they should use the following PPE before direct contact with a patient that has any of these symptoms: subjective or measured fever, cough, or difficulty breathing.
 - Medical facemask
 - Gloves
 - Gown
 - Eye Protection
- Place a facemask on the patient immediately upon arrival and making patient contact.
- Limit the number of EMS personnel having direct contact with the patient whenever possible.
- Additional information about PPE can be located at:
<https://www.azdhs.gov/preparedness/epidemiology-disease-control/infectious-disease-epidemiology/index.php#novel-coronavirus-home>

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EMS Dispatched