

# **Continuity of Operations Plan (COOP) Pandemic Conditions Additional Caller Screening Process Revision: 03-20-2020**

## **Introduction**

Charleston County Consolidated 9-1-1 Center (Center) has updated our screening of some callers for potential Coronavirus COVID-19.

A meeting with our Medical Control doctor took place on 03-20-2020 to discuss our Center's current line of COVID-19 questions and if/what should be updated.

Per direction of Medical Control, the increased spread and current data suggest we change our additional questions to provide better screening.

Callers who provide information to the Call Taker that would drive them to use Priority Dispatch Emergency Medical Dispatch (EMD) **Protocol 1: Abdominal Pain, Protocol 6: Breathing Problems, Protocol 10: Chest Pain, Protocol 26: Sick Person or Protocol 33: Facility Transfer** will use additional screening questions.

In addition, per direction of Medical Control, we will also be asking additional questions for any callers who report someone as deceased.

Our goal is and will continue to be the protection of our responders while not creating false positives.

## **Process and Questions**

The following represents a high-level overview of the Protocol that we will follow based on Medical Control direction. It does not include the details of the workflow.

When a caller reports conditions that would warrant the Call Taker using **Protocol 1: Abdominal Pain, Protocol 6: Breathing Problems, Protocol 10: Chest Pain, Protocol 26: Sick Person or Protocol 33: Facility Transfer**, additional screening will take place. The qualifiers for positive screening will depend on the answers to these additional questions. Below is a summary of how the workflow would go for both Chief Complaints.

Caller: "I'm having trouble breathing" or "I'm feeling ill".

Screening Question #1

Call Taker Asks: "Do you/they have a fever?"

Screening Question #2

Call Taker Asks: "Do you/they have a cough?"

Screening Question #3

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Call Taker Asks: "Have you/they had exposure to someone suspected of having Coronavirus?"

**Positive indicator** = Abdominal Pain + Fever and/or Cough + Yes to screening question #3

**Positive indicator** = Abdominal Pain + Yes to screening question #3 (We do realize that this is the same result as above. However, it provides more information to our responders.)

**Positive indicator** = Breathing Problems + Fever and/or Cough + Yes to screening question #3

**Positive indicator** = Breathing Problems + Yes to screening question #3 (We do realize that this is the same result as above. However, it provides more information to our responders.)

**Positive indicator** = Chest Pain + Fever and/or Cough + Yes to screening question #3

**Positive indicator** = Chest Pain + Yes to screening question #3 (We do realize that this is the same result as above. However, it provides more information to our responders.)

**Positive indicator** = Sick Person + Fever and/or Cough + Yes to screening question #3

**Positive indicator** = Sick Person + Yes to screening question #3 (We do realize that this is the same result as above. However, it provides more information to our responders.)

**Positive indicator** = Transfer/Facility/Palliative Care + Fever and/or Cough + Yes to screening question #3

**Positive indicator** = Transfer/Facility/Palliative Care + Yes to screening question #3 (We do realize that this is the same result as above. However, it provides more information to our responders.)

When a caller reports conditions that would warrant the Call Taker using **any Protocol for deceased person**, additional screening will take place. The qualifiers for positive screening on this Protocol will depend on the answers to these additional questions. Below is a summary of how the workflow would go for both Chief Complaints.

Screening Question #1

Call Taker Asks: "Have they had any fever or respiratory symptoms in the last few days?"

Screening Question #2:

Call Taker Asks: "Have they had any exposure to someone suspected of having Coronavirus?"

**Positive indicator** = Deceased + Fever and/or Respiratory Symptoms + Yes to screening question #3

**Positive indicator** = Deceased + Yes to screening question #3

### **Dispatcher:**

Any patient that screens positively will be flagged by the CAD and a notification will be sent to the responsible EFD dispatcher to advise responders en route. The wording used will be "Check your MDT for additional information".

EMS/Fire agencies have their own protocol to follow and our Center does not dictate their response.

At no point will the dispatcher go into detail regarding screening considerations. Additional information may be viewed on the responders' mobile data terminals (MDTs).

**Additional Considerations:**

Only positive **POTENTIAL** COVID-19 patients will trigger an alert to notify responders. If the Call Taker asks the additional questions and the caller's responses to those question do not qualify to suspect COVID-19, responders will NOT be notified. This does not mean that the patient has or does not have COVID-19.

Responders should always follow universal precautions.