COVID-19: Recommendations for 911 Public Safety Answering Points

Risk Factors, Signs & Symptoms for COVID-19

I. Fever OR respiratory symptoms (cough, difficulty breathing), AND
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 before

Emergency Medical Dispatch Protocol for COVID-19

Incoming call with the following complaints:
- Sick Person
- Fever
- Cough
- Respiratory Illness
- Breathing Problem

Ask the following questions:

1. Ask about signs and symptoms.
   - 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)?

   YES

2. Inquire about travel and direct exposure history.
   - In the last 14 days before symptoms onset, have you traveled from area with confirmed community transmission (China, Italy, Iran, South Korea, or Japan*)?
   - In the last 14 days before symptoms onset, 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 Coronavirus COVID19?

   YES

   NO

3. Provide information on patient immediately to EMS personnel.
   - Alert responding providers of potential for patient with possible exposure of COVID19 before on scene arrival.
   - Patients who meet criteria should be evaluated and transported with appropriate respiratory precautions.
   - Contact the appropriate county health department with case information.


*As of March 5, 2020