



Michigan
***EMERGENCY* COVID-19 PANDEMIC**
DISPATCH SCREENING GUIDELINES FOR
COVID-19 OUTBREAK

Initial Date: 03/11/2020
Revised Date: 04/27/2020

Section 14-03

Dispatch Screening Guidelines for COVID-19 Outbreak

Purpose: To outline screening criteria for PSAPs and EMD centers.

- I. Caller Inquiries/COVID-19 Screening:
 - A. PSAPs who perform EMD services and EMS agency EMD centers should perform modified caller inquires/focused screening.
 - B. Through the normal EMD caller interrogation process, patients should be considered as **screening for COVID-19** who report symptoms of:
 1. Fever or chills,
 2. cough,
 3. sore throat,
 4. shortness of breath,
 5. muscle pain,
 6. headache,
 7. loss of sense of taste/smell, OR
 8. that report a diagnosis or have suspected COVID-19
 - C. All callers should be inquired as to these symptoms or considerations for **ALL** members of the household, regardless of the nature of the initial call or who the patient in question is at the time. This may occur after standard EMD caller interrogation
 - D. Any indication for the above symptoms or considerations for any member of the residence will be relayed to responding personnel to don appropriate COVID-19 PPE.
- II. For PSAPs not currently performing EMD services (or transferring callers to secondary EMD Centers), when information is volunteered by the caller indicating the patient may have the above symptoms advise responders to don PPE. This should be done in accordance with local PSAP policies and should not delay EMS dispatch.

Jackson County MCA

MCA Name:
MCA Board Approval Date: **April 28, 2020**
MCA Implementation Date: **May 1, 2020**

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Protocol Source/References: <https://icsw.nhtsa.gov/people/injury/ems/PandemicInfluenzaGuidelines/>



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 COVID-19 Guide Card 	
PSAP/EMD Scripted Questions and Responder Alerts	
All Callers	
Any Caller Reports that Patient Has Fever, Chills, Cough, Shortness of Breath, Sore Throat, or Loss of Sense of Taste/Smell, Muscle Pain, Headache	
No	Call Prioritization as Usual and Inquire about other members of the residence with these symptoms
Yes	Alert Responders: <i>"Patient screens for COVID-19 risk and reports infectious symptoms, don appropriate PPE*."</i>
Any Caller Reports that Any Member of the Residence Has Fever, Chills, Cough, Shortness of Breath, Sore Throat, or Loss of Sense of Taste/Smell, Muscle Pain, Headache	
No	Call Prioritization as Usual
Yes	Alert Responders: <i>"Person in residence screens for COVID-19 risk and reports infectious symptoms, don appropriate PPE*."</i> Advise Caller: <i>"Individuals with these symptoms should remain as far away from EMS personnel as possible."</i>
Other Caller Concerns or Suspicion for COVID-19	
For any patient expressing concerns or suspicion for COVID-19 but not under public health monitoring and negative for COVID-19 screening questions, Alert Responders that <i>"The patient expresses concern for COVID-19 but is not reportedly under public health monitoring and COVID-19 screening questions are negative, don PPE as appropriate."</i>	
NOTE: The query process should never supersede the provision of pre-arrival instructions to the caller when immediate lifesaving interventions (e.g., CPR or the Heimlich maneuver) are indicated.	
* Appropriate PPE includes standard, contact, airborne precautions, and eye protection.	
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