

March 11, 2020

To: Medical Control Authorities  
EMS Agencies  
Public Safety Answering Points/Emergency Medical Dispatch Centers

From: MDHHS Bureau of EMS, Trauma, and Preparedness

**RE: Updated (Revised 3/11/2020) Guidance on PSAP/EMD Focused Screening for COVID-19 and EMS-Related Communications**

As the situation surrounding the COVID-19 outbreak evolves, there are increasing needs to adapt our processes. With confirmed cases in Michigan and neighboring states, the diligence surrounding pre-screening for callers and PPE for providers becomes increasingly necessary.

**Caller Inquiries/COVID-19 Screening:** PSAPs who perform EMD services and EMS agency EMD centers should perform modified caller inquiries/focused screening on callers who, through the normal EMD caller interrogation process, report symptoms of fever with cough or shortness of breath. 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. Screening for COVID-19 should be focused on callers with fever and respiratory symptom. For those using Medical Priority Dispatch this would be Card 6 (Breathing Problems) and Card 26 (Sick Person). For those using APCO International this would be the guide cards for Respiratory Distress or Sick/Unknown.

**If, during the EMD caller interrogation process, it appears that the patient may have a fever, cough, or shortness of breath, provide scripted alerts to all responding EMS units.** It is no longer necessary to further question the caller regarding travel before advising EMS to don PPE.

**Non-EMD PSAPs:** 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 a fever, cough, or shortness of breath, advise responders to don PPE. This should be done in accordance with local PSAP policies and should not delay EMS dispatch.

**Monitored Individuals:** There continue to be individuals being monitored by local health departments after travel to outbreak areas or contact with infected individuals. Requests for EMS may come directly from individuals undergoing COVID-19 monitoring who call 911 and/or from local public health agencies who may contact 911 on behalf of the monitored individual. These individuals may have infectious symptoms or be requesting EMS for conditions not related to COVID-19 (e.g., fall). PSAP/EMD call takers should specifically inquire about the presence of fever, cough or shortness of breath. Responding EMS should be advised of monitoring status and risks as described below.

**Additional Resources:**

CDC Guidance – EMS/PSAPs: [Cdc.gov/coronavirus/2019-ncov/hcp/guidance-for-ems.html](https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-for-ems.html)

MDHHS COVID-19 Website: [Michigan.gov/coronavirus](https://www.michigan.gov/coronavirus)

BETP EMS Specific COVID-19 Website: [Michigan.gov/EMSCOV19](https://www.michigan.gov/EMSCOV19)



# COVID-19 Guide Card



## PSAP/EMD Scripted Questions and Responder Alerts

### Public Health Monitoring

#### Caller reports patient is under public health monitoring for COVID-19?

**Ask Caller:** *“Does the patient have a fever, cough, or shortness of breath?”*

Yes **Alert Responders:** *“Patient is under public health monitoring for COVID-19 and screens for COVID-19 infectious symptoms, don appropriate PPE\*.”*

No **Alert Responders:** *“Patient is under public health monitoring for COVID-19 but does not screen for COVID-19 infectious symptoms, don appropriate PPE\*.”*

### Public Health Monitoring

#### Any Caller Reports that Patient Has Fever with Cough or Shortness of Breath

No Call Prioritization as Usual

Yes **Alert Responders:** *“Patient screens for COVID-19 risk and reports infectious symptoms, don appropriate PPE\*.”*

#### 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 *“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.”*

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, and airborne precautions.

Revised: 3/11/2020