

**Bartholomew County 911
Standard Operating Procedures**

Section: 4.03a

Section Name: EMS Call Handling

Suspected Coronavirus Cases

01-28-2020

I. PURPOSE

Establishes guidelines for screening PERSON ILL calls for suspected Coronavirus cases when the caller/patient is experiencing flu-like symptoms.

II. POLICY

The Bartholomew County Emergency Operations 911 Center shall play a pivotal role screening for suspected Coronavirus cases when the individuals report they are exhibiting flu-like symptoms.

III. PROCEDURES

A. Upon receiving a request for an ambulance for an individual suffering from flu-like symptoms, dispatchers shall ask the following questions:

1. Have you/patient had any of the following: fever and/or symptoms of lower respiratory illness (i.e. cough, shortness of breath, etc.)

-YES: Ask Question #2.

-NO: Ask Question #2.

2. Have you traveled outside of the country with the past 7 days?

-YES: Ask Question #3.

-NO: Ask Questions #3.

3. Have you had contact with anyone that has traveled outside the country in the past 14 days?

-YES: Continue

-NO Determine chief complaint and refer to SOP 4.01.(EMD Guide-card)

*****Positive Screen definition: YES to question #1 and YES to questions #2 OR #3.**

*****Negative Screen definition: No to questions #2 AND #3.**

4. EMS/FIRE personnel shall be notified on the initial dispatch of all PERSON ILL calls **with flu-like symptoms**, the nature of the problem, location and advised either a there is a negative or positive screen. **Initial dispatch example:** "PERSON ILL, flu-like symptoms, Address, Negative Screen/Positive Screen"

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5. All pertinent information shall be documented in the Computer Aided Dispatch report.
- B. This procedure is to be used in conjunction with all other relevant Department regulations, rules, policies and procedures.