Written Directive

The continued spread of the Novel Coronavirus (COVID-19) has caused concern among global health authorities. As the virus continues to spread around several dozen countries, including North America, we in County are taking action to safeguard ourselves, our public safety partners and those in the healthcare industry.

In light of this, we will be implementing the International Academies of Emergency Dispatch’s (IAED) Emerging Infectious Disease Surveillance (EIDS) Tool. On Friday, March 6, 2020, 911 sent out training documentation from IAED on the EIDS Tool which was to be completed by all personnel.

911 employees shall utilize the EIDS tool to enhance screening procedures for the following Chief Complaints:

* Sick Person (Protocol 26)
* Breathing Problems (Protocol 6)

Also, the EIDS Tool should be used for other Chief Complaints when the caller offers information that would lead the Telecommunicator to suspect a respiratory-type illness. The following may be symptoms provided by the caller that may lead the telecommunicator to suspect the above (the following list is not exhaustive, but illustrative):

* Cough with Fever
* Runny Nose
* Body Aches
* Chest congestion

The EIDS Tool shall be used after receiving the Send Screen and assignment of the ProQA Determinant Code, by clicking on the icon with the letter “V” inside of a circle. By utilizing the tool, the information entered into the tool will be placed into the Call Comments of CAD.

In the case where a CAD incident has the Coronavirus information provided by the utilization of the EIDS Tool, the Fire Dispatcher shall update the responding medical unit to utilize “Universal Precautions”. The phrase “Use Universal Precautions” shall be enough information for responders to understand in order to take additional precautions when coming into contact with the patient.

In the case that a Law call is created and PD is to be dispatched to assist at the scene, the police dispatcher shall also state “Use Universal Precautions”.

**At no time shall 911 employees use the term Corona Virus, COVID-19 or any other term to describe the virus via the radio**. The only phrase permitted to be utilized on the radio in cases where the EIDS Tool was utilized for enhanced screening is “Use Universal Precautions”. If a responder is unclear on the purpose of the phrase “Use Universal Precautions”, dispatch may request they make a telephone call into dispatch and then relay the purpose behind the phrase. In lieu of a telephone call, the information may be disseminated via MDT.

**Use of the EIDS Tool**

Start in the center of the page after the instruction of “Ask only in early phases when flu, respiratory illness, or hemorrhagic fever is emerging from specific areas: (which should not be read to the caller, this is just an instruction to the call-taker).

**Chief Complaint 6 – Breathing Problems**

Upon launching EMD, if the caller statement to the question, “Okay, tell me exactly what happened” , leads the Telecommunicator to launch Protocol 6 and ask all KQ’s – after the Determinant Code is assigned and after receiving the SEND Screen, the Telecommunicator shall launch the EIDS Tool by clicking on the icon with the letter “V” inside of a circle. The telecommunicator shall utilize the EIDS tool as described above.

The telecommunicator upon completion of the EIDS Tool, shall complete the call as he/she would normally do using the appropriate X-Cards.

**Chief Complaint 26 – Sick Person**

If the caller statement to the question, “Okay, tell me exactly what happened”, leads the Telecommunicator to launch Protocol 26, the Telecommunicator shall do the following:

* If there are no higher priority symptoms (selected in KQ#1);
  + The telecommunicator shall proceed through KQ’s 2-4;
  + The Telecommunicator should select option 12 in KQ#5;
  + After assignment of the Determinant Code and receiving the SEND screen (very next screen after answering KQ#5), the Telecommunicator shall launch the EIDS Tool by clicking on the icon with the letter “V” inside of a circle.
  + The telecommunicator shall utilize the EIDS tool as described above.
* If priority symptoms are selected in KQ#1 (any answer other than yes or unknown);
  + The Determinant Code will be assigned, and the Send Screen will appear before KQ#5;
  + After answering KQ#5, and selecting option #12, the telecommunicator shall launch the EIDS tool and utilize it as described previously.

**Any other Chief Complaint**

When utilizing any other Chief Complaint, there is not a way to get to a question similar to KQ#5 as described above. Simply utilize the EIDS tool, prior to the X-card, in cases where coughs with fevers, runny noses, body aches and/or chest congestion is volunteered by the caller. In these cases, after the call-taker utilizes the EIDS tool and ProQA drops this information into CAD Comments, the Fire Dispatch shall update responders with the “Use Universal Precautions” phrase (law dispatcher should do the same if law is responding).