

AC911/ Poison Center COVID Call Screening

AC911 will put the call through normal EMD Procedures and screen for possible COVID by asking:

1. Is the patient or someone in the patient's house being self-quarantined for Coronavirus?
2. Has the patient had close contact with someone suspected to have OR tested positive for Coronavirus in the past 14days?

IF the caller answers yes to any of the above questions the TCO will enter ****COVID**** in a field that will appear in the top of the MDT screen. Corona, COVID, Virus & Quarantine will be hot words that are highlighted orange on the MDT.

AC911 will dispatch a unit with assigned E Code (0, 1, 2 or 3)

AC911 will transfer the call to the Poison Center's COVID Screening Line
And
Provide Call # and Street Name

EMS Responsibility

- Per your services guidelines respond to all calls
- Monitor MDT for screening status from Poison Center (white, green, yellow OR red)
- Wait 5 minutes, from time of dispatch, to contact Poison Center if no update on MDT (wait time could be longer during peak call volume)
- **DO NOT let call screening delay patient care, particularly on high acuity calls**
- If no update on MDT, contact the Poison Center at **(412)647-2023**; PC will ask for Call # or street name
- **White & Green patients require no interaction and you may remain in service.** Use the COVID button, on the MDT, when returning in service and/or the E Code and COVID. Example: "clear with a refusal E-3 COVID"
- Yellow patients are possible refusals but require evaluation and Medical Command consult.
 - Consider evaluation by one provider only