**Identify, Isolate, Inform: Emergency Medical Services (EMS) Systems and 9-1-1 Public Safety Answering Points (PSAPs) for Management of Patients Who Present with Possible Coronavirus 2019 (COVID-19) in Arizona**

**SCOPE:** Applies to all 911 and emergency medical services providers (including all levels of emergency medical care technicians and first responders who could be providing patient care in the field – such as fire service and law enforcement personnel).

**DISPATCH/9-1-1 PSAPS**

1. **Ask About Signs and Symptoms**
   
   **Does the patient have fever or symptoms of lower respiratory illness (e.g., subjective or measured fever, cough, or difficulty breathing)?**

   **NO →** If ALL responses for Box #1 are “No,” continue with usual triage, assessment, and instructions

   **YES TO ANY**

   2. **Provide Instructions to Patients and EMS Providers**

   - Instruct other people at the scene to restrict contact with the patient unless wearing appropriate personal protective equipment (PPE).
   - Alert any first responders and EMS providers being dispatched before they arrive on scene.
   - Advise EMS providers that at a minimum, they should use the following PPE prior to direct contact with a patient that has any of these symptoms: subjective or measured fever, cough, or difficulty breathing.
     - Medical facemask
     - Gloves
   - Advise EMS providers that if possible and available, they should use the following PPE before direct contact with a patient that has any of these symptoms: subjective or measured fever, cough, or difficulty breathing.
     - Medical facemask
     - Gloves
     - Gown
     - Eye Protection
   - Place a facemask on the patient immediately upon arrival and making patient contact.
   - Limit the number of EMS personnel having direct contact with the patient whenever possible.

   **EMS Dispatched**