

2019 Novel Coronavirus (COVID-19) Fact Sheet for 911 Answering Points

Update: 2/27/2020

Public Service Answering Points (PSAPs), municipalities and local EMS authorities should consider developing modified caller queries as outlined below. These caller queries should be reviewed with local EMS medical and service directors (in accordance with normal procedures), and communicated to local public health departments.

Suggestions for Modified Caller Queries

PSAPs should consider questioning callers to determine the possibility that this call concerns a person who may have signs or symptoms and risk factors for COVID-19. Suggested queries include:

Fever (subjective or confirmed) or respiratory illness (cough or shortness of breath) AND A history of travel from China, Iran, Italy, Japan, South Korea within 14 days of symptom onset OR Close contact with a laboratory-confirmed COVID-19 patient within 14 days of symptom onset

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.

Communicate information regarding concerns of signs or symptoms and risk factors for COVID-19 immediately to EMS before arrival on scene in order to assure use of appropriate personal protective equipment (PPE) for the EMS provider.

Find additional state and federal references at the following websites:

<https://idph.iowa.gov/Emerging-Health-Issues/Novel-Coronavirus>

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-for-ems.html>