



UPDATED

Joint Guidance for the Florida Fire Service 911 Public Safety Answering Points (PSAP)

Every PSAP and/or Emergency Medical and Fire/Rescue Dispatch center should question ALL callers to determine the possibility that this call involves a person who may have signs or symptoms and risk factors for COVID-19.

PSAPs and Emergency Medical and Fire/Rescue Dispatch centers should complete Box 1 AND Box 2:

BOX 1 (**MED-ALERT** if caller answers YES to 2 or more of these questions)

- Does anyone on scene have a fever (or hot to touch in room temperature)?
- Does anyone on scene have a cough?
- Does anyone on scene have difficulty breathing or shortness of breath?
- Does anyone on scene have any other flu-like symptoms (Sore throat, body aches, diarrhea)?

AND

BOX 2 (**MED-ALERT** if caller answers YES to 1 or more of these questions)

- Has anyone on scene been tested for Coronavirus/COVID-19 or currently under investigation/isolation for Coronavirus/COVID-19 by public health or any other health care provider?
- Has anyone on scene been in close contact with someone known to be sick with or under public health investigation/isolation for Coronavirus/COVID-19?

If the caller's answers result in a **MED-ALERT**:

Document the CAD and notify ALL responders that the patient or someone on scene meets pre-arrival screening criteria for Coronavirus/COVID-19.

Instruct the caller and/or patient to wait OUTSIDE if possible and isolate themselves from close contact with others until FIRE/EMS arrival.

Instruct the patient NOT to approach Fire/EMS personnel.

Instruct the caller (if other than patient) to stay at least 6 feet away from the patient.