



Missouri Department of Health and Senior Services

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RELAY MISSOURI for Hearing and Speech Impaired 1-800-735-2966 VOICE 1-800-735-2466

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Public Safety Answering Points (PSAPs) or Emergency Medical Dispatch (EMD) centers (as appropriate) should question callers and determine the possibility that this call concerns a person who may have signs or symptoms and risk factors for COVID-19. 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. **Screening for COVID-19 should be focused on callers with fever and respiratory symptoms and not all EMS requests.** Patients in the United States who meet the appropriate criteria should be evaluated and transported as a Person Under Investigation (PUI). Information on COVID-19 will be updated as the public health response proceeds. PSAPs and medical directors can access CDC's [PUI definitions here](#).

Information on a possible PUI should be communicated immediately to EMS clinicians, fire department personnel, and law enforcement officers before arrival on scene in order to allow use of appropriate personal protective equipment (PPE). PSAPs should utilize medical dispatch procedures that are coordinated with their EMS medical director as outlined in 19 CSR 30-40.303.

For PSAPs who do not perform EMD services (or transferring callers to secondary EMD Centers), the questions on the COVID-19 Guide on page 2 of this document, may be asked when information is volunteered by the caller indicating the patient may have a fever, cough, or shortness of breath. This should be done in accordance with local PSAP policies and should not delay EMS dispatch.

Additional Resources:

CDC Guidance – EMS/PSAPs: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-for-ems.html>

COVID-19 Outbreak|Missouri DHSS:

<https://health.mo.gov/living/healthcondiseases/communicable/novel-coronavirus/>

www.health.mo.gov

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER: Services provided on a nondiscriminatory basis.

Interim Guidance for Public Safety Answering Points (PSAPs) for COVID-19

Focused COVID-19 Screening	
Caller Reports Patient has Fever, Cough, or Shortness of Breath	
Ask Caller: <i>“Within the past 14 days, has the patient traveled outside of the United States or been in close contact with a person known to have COVID-19 (novel Coronavirus)?”</i>	
No	Call prioritization as usual
If “Yes” to close contact	Alert Responders: <i>“Patient screens for COVID-19 risk and reports infectious symptoms.”</i>
If “Yes” to travel out of U.S.	Ask Caller: <i>“Has travel included any countries that are under current CDC travel restrictions for COVID-19*?”</i>
If “Yes” to at risk countries	Alert Responders: <i>“Patient screens for COVID-19 risk and reports infectious symptoms.”</i>
Public Health Monitoring	
Caller Reports Patient is Under Public Health Monitoring for COVID-19	
Ask Caller: <i>“Does the patient have a fever, cough, or shortness of breath?”</i>	
Yes	Alert Responders: <i>“Patient is under public health monitoring for COVID-19 and screens for COVID-19 infectious symptoms.”</i>
No	Alert Responders: <i>“Patient is under public health monitoring for COVID-19 but does not screen for COVID-19 infectious symptoms.”</i>
* Current CDC Travel Restrictions are found at www.cdc.gov/travel	
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Other Caller Concerns or Suspicion for COVID-19

For any patient expressing concerns or suspicion for COVID-19 but not under public health monitoring and negative for COVID-19 screening questions, **Alert Responders** that “The patient expresses concern for COVID-19 but is not reportedly under public health monitoring and COVID-19 screening questions are negative.”

Note: 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.

* Current CDC Travel Restrictions are found at www.cdc.gov/travel

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