

# Green Valley Fire District

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Green Valley, Arizona 85622-8222  
520/625.9400  
[www.gvfire.org](http://www.gvfire.org)  
Chuck Wunder, Fire Chief



April 16, 2020

Residents of Quail Creek

Dear Friends:

I have recently had some phone calls from residents in the Quail Creek community who were inquiring about how we handle COVID 19 related calls. In response to these questions, I have provided the following outline of how these types of calls are handled.

When a 911 call is generated it is processed through our dispatch center where they begin to collect information regarding the emergency. Callers will be asked routine questions such as why are you calling 911, how old are you, what is your past medical history, and other relative questions to the emergency. In addition, we are now asking patients if they have been diagnosed with COVID-19 or if they have any of the symptoms of COVID-19 such as cough, fever, or difficulty breathing. This information is then shared with emergency crews responding to the call.

Upon arrival at an emergency, crews will conduct what we call "doorway triage" where they will ask some clarifying questions regarding the emergency and again check to see if a patient has signs and symptoms of COVID-19. Should a patient have signs and symptoms related to COVID-19, crews will ask if the patient is able to come outside to be evaluated. This is done to protect the crews from unnecessary exposure to COVID-19 within the residence. Should the patient be unable to come outside, crews, taking special safety precautions, will enter the house and conduct a patient exam and treat and transport the patient as necessary.

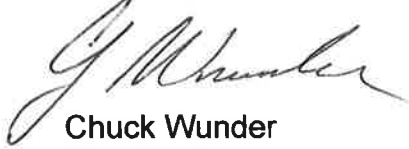
Current guidance recommends that patients that are showing minor signs and symptoms similar to the common flu, be referred to their primary care doctor or an urgent care for evaluation and treatment. Patients that are experiencing more serious signs and symptoms such as difficulty breathing and fever will be evaluated and quite likely recommended for transport by our crews to a hospital. For those individuals who are not sure whether their symptoms are minor or not, please call 911. We are happy to evaluate and make recommendations of the best course of treatment for you, including transport to the hospital if necessary.

These are challenging times for all of us, and here at Green Valley Fire we want all of our community to know that we remain committed to protecting you and your loved ones,

know matter what the emergency. We thank all of you at Quail Creek for your continued support and for your patience as we navigate these new waters.

Please feel free to contact me at 520-625-9400 should you have any additional questions or concerns

Regards,

A handwritten signature in black ink, appearing to read 'C Wunder', written in a cursive style.

Chuck Wunder  
Fire Chief  
Green Valley Fire District