



ORLEANS PARISH COMMUNICATION DISTRICT
9-1-1/3-1-1

EMERGENCY DIRECTIVE

DIRECTIVE NUMBER: 20-01

SUBJECT: Coronavirus Surveillance Activation

DATE ISSUED/REVISED: 02/05/2020

RELATIVE REFERENCE(S):

ACCREDITATION STANDARD(S): CALEA 3.6.2.

APPROVED BY

Joyce T. Morin
Executive Director, OPCD

DATE 02/05/2020

PURPOSE: The Center for Disease Control and Prevention (CDC) and the World Health Organization (WHO) are closely monitoring an outbreak of the 2019 Novel Coronavirus. As the Emergency Communications Center (ECC) serving all of Orleans Parish, OPCD is taking precautionary steps to triage medical calls for service to ensure patients and first responders maintain an optimal level of situational awareness and take the necessary universal precautions.

DIRECTIVE: In consultation with the OPCD Medical Director and the International Academy of Emergency Dispatch, OPCD certified Emergency Communication Specialist (ECS) **shall** use the Emerging Infectious Disease Surveillance Tool (EIDS Tool) on all medical calls where the chief complaint is sick person or breathing problems.

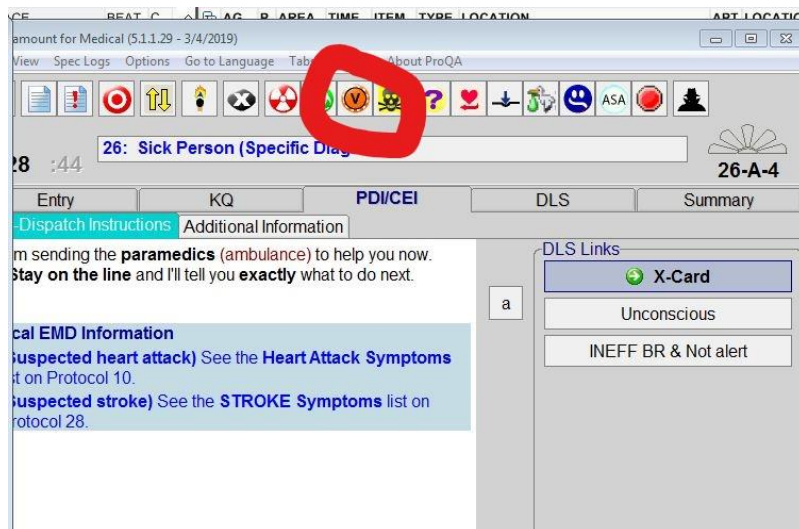
I. GUIDELINES

1. All medical emergency calls for service shall be processed by actively certified Emergency Medical Dispatchers.
2. Based upon the current guidance, OPCD is not activating the use of Protocol 36 (Pandemic/Epidemic/Outbreak). Should that be required, an updated emergency directive will be issued.
3. This directive shall remain in place until rescinded by the issuing authority.

II. PROCEDURE

1. OPCD ECSs that receive a medical call for service (usually processed using protocol 6 or 26) shall use the EIDS Tool using the "V" icon (see below) in the ProQA call taking software AFTER the send point and the incident has been created in the Computer Aided Dispatch (CAD) system.
2. The ECS shall complete the form and clicking all the applicable boxes. The ECS are authorized to use any necessary phrasing to ensure the caller provides an accurate response to the questions.
3. The ECS is required to ask any/all questions listed in the "Medical Director Approved Additional Questions".

4. The ECS is required to provide any/all instructions listed in the “Infection Prevention Instructions” and the “Medical Director Approved Special Instructions”.
5. Results of the EIDS Tool will be populated into the CAD incident notes that will be visible to all responding agencies (Police, Fire and/or EMS).
6. If the EIDS Tool indicates a positive response to any of the surveillance questions, the dispatcher (Police, Fire and EMS) shall advise all responding units via the radio **“EXERCISE SPECIAL RESPIRATORY PRECAUTIONS”**.
7. If a caller answers YES to have traveled to China or have come in contact with someone known to have the Coronavirus, the OPCD Supervisor assigned to the EMS Pod shall immediately notify the on-duty EMS Supervisor and the NOEMS leadership listed on the Major Incident Notification list.



“V” icon at the top of the medical protocol to launch the EIDS Tool AFTER the send point.

persistent cough
 sore throat
 runny or stuffy nose

Medical Director--approved additional questions:
 Have you been in contact with anyone known to have the 2019 Coronavirus?

Ask only if a higher-risk exposure is suspected (close contact with sick persons, dead bodies, or exotic African animals):

needlestick, scalpel cut, or similar injury in treating or caring for Ebola patients
 blood or body fluid exposure to eyes, nose, or mouth (mucous membranes) in treating or caring for Ebola patients
 skin contact with, or exposure to, blood or body fluids of an Ebola patient
 direct contact with a dead body without use of personal protective equipment in an area where an Ebola outbreak is occurring
 handling of bats, rodents, or non-human primates in or recently received from Africa

Infection Prevention Instructions:
(Keep isolated) From now on, **don't allow** anyone to come in **close contact** with her/him.
 Infection Prevention Instructions given

Medical Director--approved Special Instructions:

EIDS Tool 2

▼ The incident was updated successfully

Dispatch History Persons(1) Vehicles Pending Queue

0500000857 8:19:09 2/5/2020

Pending

118 CITY PARK AVE L/L Query

911 CENTER At Loc

TEST TEST // DO NOT DISPATCH OR CLOSE

NO Premise Lvl

Apt/Unit Verify

UNNAMED / UNNAMED Map It

Comments (2)

Time/Date	User ID	Console ID
8:22:14 2/5/2020	OPCD034	TL

EMERGING INFECTIOUS DISEASE SURVEILLANCE TOOL (SRIMMERS/EBOLA)
-- HAS S/HE TRAVELED IN THE LAST 21 DAYS (IF SO, WHERE?) NOTE: (IF TRAVEL TIMEFRAME QUESTIONABLE) WAS IT ROUGHLY WITHIN THE PAST MONTH?
TEXAS
-- FEVER (HOT TO THE TOUCH IN ROOM TEMPERATURE)
-- UNUSUAL SWEATS
-- HEADACHE

Positive Response to the EIDS Tool Questions. The dispatcher shall advise all responding units via the radio to **“EXERCISE SPECIAL RESPIRATORY PRECAUTIONS”**.