



SPECIAL GUIDANCE

COVID-19

Issued: Friday, March 13th, 2020

Effective: Friday, March 13th, 2020 @ 1900hrs

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In consultation with the leadership of New Orleans Emergency Medical Services, OPCD has decided to raise the pandemic level of COVID-19 to **LEVEL 1**. OPCD Emergency Medical Dispatchers shall select Level 1 when using Protocol 36 in compliance with Emergency Directive 20-02.

36: Pandemic / Epidemic / Outbreak (Surveillance or Triage)

Entry KQ PDI/CEI DLS Summary

1. Enter the locally designated Flu Level:

- Level 0 (surveillance only)
- Level 1 (low triage)
- Level 2 (moderate triage)
- Level 3 (high triage)

Caller Statement: flu like symptoms

Question Answers Additional Information Problem Suffixes Determinants w/ Suffixes Det. Codes

At this level, calls with an incident listed below will be assigned a priority “0”.

- 36A01 Chest pain/discomfort <35 with single flu symptom
- 36A02 Chest pain/discomfort <35 with multiple flu symptoms
- 36A03 Flu symptoms only
(cough, fever, chills, sweats, sore throat, vomiting, diarrhea, unusual total body aches, headache, ect.)

The best course of action for these patients may be to self-quarantine at home and no transport will be needed. A NOEMS Paramedic will call these patients back to conduct additional triage and determine the best course of action. The paramedic will document the CAD incident with details of their conversation with the patient. If it is determined that transport is required, they will change the priority (1-3); whichever is most appropriate. If transport is not required, the paramedic add the disposition code “**ALT**” and close the incident. If the patient will self-quarantine, the NOEMS personnel will add them to the self-quarantine registry at nola.gov/311.

The ProQA software will be made available to NOEMS paramedics who can access the initial triage questions and use the system as designed. If the pandemic level rises, additional special guidance will be issued.