



SPECIAL GUIDANCE

COVID-19

Issued: Monday, May 4th, 2020 @ 0600hrs

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In consultation with the leadership of New Orleans Emergency Medical Services, OPCD has decided to lower the pandemic level of COVID-19 to **LEVEL 0 (Surveillance only)**. OPCD Emergency Medical Dispatchers shall select Level 0 when using Protocol 36 in compliance with Emergency Directive 20-02.

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

KQ PDI/CEI DLS Summary

← →

the locally designated Flu Level:

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

ment: test

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

At this level, all EMS calls will be sent for dispatch. Calls will no longer be sent for video triage.

Reminders:

1. Protocol 36 shall be used on call medical calls were the chief complaint is breathing problems, headache, chest pain or sickness.
2. On all medical calls that do not use Protocol 36, the emergency medical dispatcher shall use the Emerging Infectious Diseases Surveillance Tool (V Tool).
3. On all calls for service (PD, FD, and EMS), the emergency communications specialist shall ask "Does anyone at the location have flu-like symptoms."
4. All pertinent information shall be documented in the incident comments.