

COVID-19-related Resources for Policy and Decision Makers

February 28, 2020 – The Office of the Alabama 9-1-1 Board (Board) has been asked to make coronavirus disease 2019 (or abbreviated “COVID-19”)-related resources available to the Emergency Communication Districts (ECDs) and Public Safety Answering Points (PSAPs) in Alabama. This is being provided for information sharing purposes only, so that the decision-makers for local PSAPs can make the appropriate choices for their agencies.

There is currently no change or alert issued for Alabama Emergency Medical Dispatch (ALEMD) Program users. The staffs of both the Office of EMS (OEMS) and the Board are in frequent contact regarding the developments of COVID-19 and will share information as it is made available.

The following are links that are being shared on behalf of the Alabama Department of Public Health (ADPH) and the Centers for Disease Control and Prevention (CDC). These links are for information sharing purposes only, so that the decision-makers for local Public Safety Answering Points (PSAPs) can make the appropriate choices for their agencies.

Source – Centers for Disease Control and Prevention (CDC)

This is an emerging, rapidly evolving situation and CDC will provide updated information as it becomes available, in addition to updated guidance.

COVID-19 Summary: <https://www.cdc.gov/coronavirus/2019-nCoV/summary.html>

Interim Guidance for EMS and 911 PSAPs for COVID-19 in the US:
<https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-for-ems.html>

Healthcare Supply of PPE:
<https://www.cdc.gov/coronavirus/2019-ncov/hcp/healthcare-supply-ppe.html>

Strategies for Optimizing the Supply of N95 Respirators:
<https://www.cdc.gov/coronavirus/2019-ncov/hcp/respirator-supply-strategies.html>

Source – National Highway Traffic Safety Administration (NHTSA)

Webinar: “What EMS and 911 need to know about COVID 19 – February 24, 2020:
<https://www.youtube.com/watch?v=ZrnbufgDqjo> (Guidance for EMS and 911 begins at 11:00.)

Source – Alabama Public Health (ADPH)

Complete list of 2020 press releases:
<http://www.alabamapublichealth.gov/news/2020/index.html>

The Centers for Disease Control and Prevention (CDC) has provided the following guidance specific to 9-1-1 PSAPs:

Recommendations for 911 PSAPs

Municipalities and local EMS authorities should coordinate with state and local public health, PSAPs, and other emergency call centers to determine need for modified caller queries about COVID-19, outlined below.

Development of these modified caller queries should be closely coordinated with an EMS medical director and informed by local, state, and federal public health authorities, including the city or county health department(s), state health department(s), and CDC.

Modified Caller Queries

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. Patients in the United States who meet the appropriate criteria should be evaluated and transported as a 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 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 and with the local or state public health department.

PSAPs and EMS units that respond to ill travelers at US international airports or other ports of entry to the United States (maritime ports or border crossings) should be in contact with the CDC quarantine station of jurisdiction for the port of entry (see: [CDC Quarantine Station Contact List](#)) for planning guidance. They should notify the quarantine station when responding to that location if a communicable disease is suspected in a traveler. CDC has provided job aids for this purpose to EMS units operating routinely at US ports of entry. The PSAP or EMS unit can also call CDC's Emergency Operations Center at (770) 488-7100 to be connected with the appropriate CDC quarantine station.

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