

CACC/ACS Training Bulletin

Call Taking and Dispatching Protocols for 2019-nCoV coronavirus

January 31, 2020

Issue Number 2 – version 2.3

Emergency Health Services
Ministry of Health

Call Taking and Dispatching Protocols for 2019-nCoV coronavirus

Introduction

On December 31, 2019, the Wuhan Municipal Health Commission in China issued a statement saying that they have identified 27 cases of respiratory illness (undiagnosed viral pneumonia) associated with a local live seafood market. The World Health Organization was engaged via their China Country Office and continues to monitor the evolving situation.

A new (novel) type of coronavirus was identified January 7, 2020 by Chinese authorities. As travel and monitoring increases, cases of 2019-nCoV (Novel Coronavirus) are now being reported and confirmed in other countries. The World Health Organization (WHO) has reported evidence of sustained human-to-human transmission of the virus.

The Ontario Ministry of Health and Emergency Health Services are monitoring this evolving situation in order to keep all responders safe and healthy. At this time a supplemental call-take screening tool is required for Febrile Enteric Respiratory Infection (FREI) positive persons or any person who has self-identified that they may have visited or been in contact with people in the suspected areas.

Currently FREI is being assessed for the following cards:

02: Abdominal Pain

07: Breathing problems

20: Headache

30: Decreased Level of Consciousness

31: Generally Unwell

All Patient Transfer Cards (32, 33 and 34)

In all cases as per above, the paramedics and all responders are to be informed of the patient's history and that the individual should be considered FREI positive which means the paramedics should be using proper Personal Protective Equipment (PPE) based on their training and standards.

Coronavirus Screening Tool – Supplemental Questions

In addition to the current FREI screening protocols, upon identification of a positive FREI screening result, Ambulance Communications Officers (ACO) will proceed with the following supplemental triage questions:

This tool is to be used after secondary card usage and prior to PAI and is not required when using patient transfer cards (32, 33, 34).

In cases of VSA or Choking, where the ACO is directed to PAI immediately from the Primary Assessment, as soon as practical following the immediate PAI, and before disconnecting from the caller, ACOs shall conduct the Coronavirus Screening Tool and ensure the results of any screening is provided to any responders.

Q1: Is the person presenting with fever and/or new onset of cough or difficulty breathing?

If **YES**, document responses and go to Question #2*

If **NO**, document and go to Question #2*

If **UNKOWN**, document and go to Question #2*

Q2: Has the person travelled to Hubei province (includes Wuhan), China, in the 14 days before the onset of illness?

If **YES**, document as FREI+ and Travel+ and go to Question #3*

If **NO**, document and go to Question #3*

If **UNKOWN**, document and go to Question #3*

Q3: Has the person had close contact with a confirmed or probable case of 2019-nCoV (novel coronavirus)?

If **YES**, document as FREI+ and Travel+ and go to Question #4*

If **NO**, document and go to Question #4*

If **UNKOWN**, document and go to Question #4*

Q4: Has the person had close contact with a person with acute respiratory illness who has been to the Hubei province, China in the 14 days before their symptom onset?

If **YES**, document as FREI+ and Travel+ and inform all responders*

If **NO**, document and inform all responders*

If **UNKOWN**, document and inform all responders *

* See [Paramedic and Responder Notifications](#) for details

Paramedic and Responder Notifications

If the person is FREI positive but has answered no to questions one (1), two (2), three (3) and four (4) the ACO will inform all paramedics and responders that:

“the person is FREI positive”

If the person is FREI positive and has answered **YES** to question one (1), but has answered **NO** to questions two (2), three (3) and four (4) the ACO will inform all paramedics and responders that:

“the person is FREI positive with fever and/or new onset of cough or difficulty breathing”

If the person is FREI positive and answers **YES** to question two (2) the ACO will notify all responders that:

“the person is FREI positive and has a history of travel to Hubei province in China”

If the person is FREI positive and answers **YES** to question three (3) the ACO will notify all responders that:

“the person is FREI positive and has had close contact with a confirmed or probable case of 2019-nCoV (novel coronavirus)”

If the person is FREI positive and answers **YES** to question four (4) the ACO will notify all responders that:

“the person is FREI positive and has had close contact with a person with acute respiratory illness who has been to the Hubei province, China in the 14 days before their symptom onset”

If the caller is unsure or unaware of travel history than the ACO will notify the responders:

“The person is FREI positive and travel history or contact with sick individuals who have travelled to the Hubei province is unknown”

If the ACO fails to ask or receive answers to the supplemental travel and contact questions than the ACO will notify:

“The person is FREI positive but the travel and contact questions were not answered”

Appendix A

Coronavirus Screening Tool Version 2.3

This tool is to be used after secondary card usage and prior to PAI and is not required when using patient transfer cards (32, 33, 34).

In cases of VSA or Choking, where the ACO is directed to PAI immediately from the Primary Assessment, as soon as practical following the immediate PAI, and before disconnecting from the caller, ACOs shall conduct the Coronavirus Screening Tool and ensure the results of any screening is provided to any responders.

Q1: Is the person presenting with fever and/or new onset of cough or difficulty breathing?

If **YES**, document responses and go to Question #2*

If **NO**, document and go to Question #2*

If **UNKOWN**, document and go to Question #2*

Q2: Has the person travelled to Hubei province (includes Wuhan), China, in the 14 days before the onset of illness?

If **YES**, document as FREI+ and Travel+ and go to Question #3*

If **NO**, document and go to Question #3*

If **UNKOWN**, document and go to Question #3*

Q3: Has the person had close contact with a confirmed or probable case of 2019-nCoV (novel coronavirus)?

If **YES**, document as FREI+ and Travel+ and go to Question #4*

If **NO**, document and go to Question #4*

If **UNKOWN**, document and go to Question #4*

Q4: Has the person had close contact with a person with acute respiratory illness who has been to the Hubei province, China in the 14 days before their symptom onset?

If **YES**, document as FREI+ and Travel+ and inform all responders*

If **NO**, document and inform all responders*

If **UNKOWN**, document and inform all responders *

* See **Paramedic and Responder Notifications** for details

Paramedic and Responder Notifications

If the person is FREI positive but has answered no to questions one (1), two (2), three (3) and four (4) the ACO will inform all paramedics and responders that:

“the person is FREI positive”

If the person is FREI positive and has answered **YES** to question one (1), but has answered **NO** to questions two (2), three (3) and four (4) the ACO will inform all paramedics and responders that:

“the person is FREI positive with fever and/or new onset of cough or difficulty breathing”

If the person is FREI positive and answers **YES** to question two (2) the ACO will notify all responders that:

“the person is FREI positive and has a history of travel to Hubei province in China”

If the person is FREI positive and answers **YES** to question three (3) the ACO will notify all responders that:

“the person is FREI positive and has had close contact with a confirmed or probable case of 2019-nCoV (novel coronavirus)”

If the person is FREI positive and answers **YES** to question four (4) the ACO will notify all responders that:

“the person is FREI positive and has had close contact with a person with acute respiratory illness who has been to the Hubei province, China in the 14 days before their symptom onset”

If the caller is unsure or unaware of travel history than the ACO will notify the responders:

“The person is FREI positive and travel history or contact with sick individuals who have travelled to the Hubei province is unknown”

If the ACO fails to ask or receive answers to the supplemental travel and contact questions than the ACO will notify:

“The person is FREI positive but the travel and contact questions were not answered”

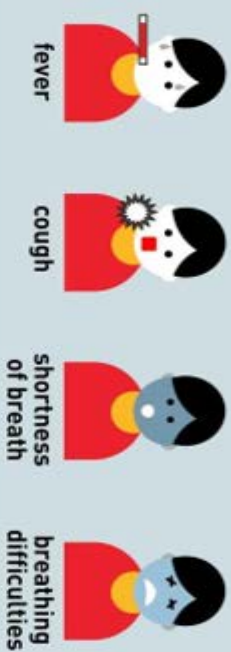
Appendix B

What is coronavirus? Visual Aid

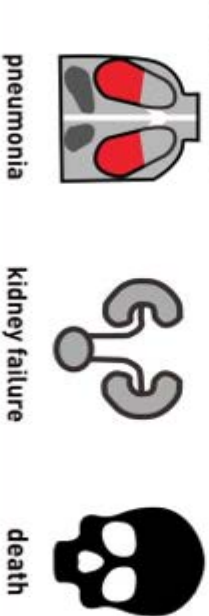
What is a coronavirus?

Coronaviruses are a group of viruses that cause illness ranging from the common cold to more severe diseases, such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS).

Symptoms



Severe cases



Transmission: Animals to humans

Novel coronaviruses occur when they are transmitted between animals and humans.



Transmission: Human to human

These viruses become dangerous when they can be transmitted efficiently between humans, which allows them to spread more quickly and widely.



Spread:

Officials say the latest coronavirus has spread to different regions of China as well as other Asian countries and Washington state in the U.S.

