

CACC/ACS Training Bulletin

Call Taking and Dispatching Protocols for COVID-19 coronavirus

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Emergency Health Services
Ministry of Health

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Version	Date	Rationale
1.0	January 25, 2020	- First release
1.1	January 26, 2020	- Expanded to all CACC/ACS
2.3	January 31, 2020	- Updated case definition (using nCoV-2019)
3.0	February 07, 2020	- Updated case definition (expansion of impacted area to include "mainland China")
3.1	February 13, 2020	- Updated case definition (using COVID-19)
4.0	February 26, 2020	- Updated case definition (expansion of impacted area to include: China, Hong Kong, Iran, Italy, Japan, Singapore and South Korea)
4.1	February 26, 2020	- Addresses lack of update to Paramedic and Responder Notifications. - Fixes spelling errors (UNKOWN to UNKNOWN) - Adds Impacted Areas map
4.2	February 27, 2020	- Adds Singapore to Q2 - Repeats instruction from TB into Appendix A
5.0	March 10, 2020	- Adds self-isolation question to Call Taking protocol for all calls - Adds Case Definition (as of February 26, 2020) in Appendix - Appendixes updated - Removes Introduction section
6.0	March 12, 2020	- Removes FREI+ prerequisite from enhanced screening protocols - Screening questions to be asked of all emerge calls - Screening protocols include self-monitoring and self-isolation, symptoms, travel outside Canada, and close-contact triggers
6.1	March 12, 2020	- Addresses cut and paste error in Paramedic and Responder Notifications section - Removes unnecessary documentation and communications demands on NEGATIVE and UNKNOWN screening results
7.0	April 02, 2020	- Removes Self-Isolation question - Removes travel component from close contact Q - Results assessment updated

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Call Taking and Dispatching Protocols for COVID-19 coronavirus

COVID-19 Screening Questions

The COVID-19 Call Taking and Dispatching protocols are to be **followed for all calls** being processed with an emergency call taking screen (or paper equivalent), **regardless of FREI+**.

The ACO will ask the COVID-19 screening questions at the end of the Secondary Assessment and before PAI is provided and add the shorthand comments of /COVP, /COVN, /COVU or COVO as per [CACC/ACS COVID 19 Shorthand Comments for ARIS II V1.1 released March 31, 2020](#).

In cases of VSA or Choking, where the ACO is directed to PAI immediately from the Primary Assessment, as soon as is practical following the immediate PAI, and **before disconnecting from the caller**, ACOs will conduct the COVID-19 screening questions **and ensure the results of any screening is provided to all responders**.

In cases of Allergic Reaction (Card 3) where immediate provision of PAI is directed, as soon as is practical following the PAI, and **before disconnecting from the caller**, ACOs will conduct the COVID-19 screening questions **and ensure the results of any screening is provided to all responders**.

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

If YES: document response and go to Q2 (COVID-19 Screen Positive)

If NO: document response and go to Q2

If UNKNOWN: document response and go to Q2

Q2: Has the person travelled outside of Canada in the past 14 days?

If YES: document response and go to Q3 (COVID-19 Screen Positive)

If NO: document response and go to Q3

If UNKNOWN: document response and go to Q3

Q3: Did the person have close contact with a confirmed or probable case of COVID-19?

If **YES**: document response and go to **Q4 (COVID-19 Screen Positive)**

If **NO**: document response and go to **Q4**

If **UNKNOWN**: document response and go to **Q4**

Q4: Did the person have close contact with anyone with acute respiratory illness in the past 14 days?

If **YES**: document response and conclude screening protocol (**COVID-19 Screen Positive**)

If **NO**: document response and conclude screening protocol

If **UNKNOWN**: document response and conclude screening protocol

Documenting Results of COVID-19 Screening Questions

If the response to **ANY** of the screening questions is **YES** the ACO will immediately document the responses and use the shorthand comment of **/COVP** in the comments section of CAD. Which expands to: **** cacc screener, patient screened POSITIVE on screener, inform all responders****

If the responses to **ALL** the screening questions are **NO** the ACO will document all responses and use the shorthand comment of **/COVN** in the comments section of CAD, which expands to: **** cacc screener, patient screened NEGATIVE on screener, inform all responders****

If the responses to **ALL** the screening questions are **UNKNOWN** the ACO will document the responses and use the shorthand comments or **/COVU** in the comments section of CAD which expands to: **** cacc screener, patient screened UNKNOWN on screener, inform all responders****

If the responses to the **ALL** screening questions are a combination of **NO** and **UNKNOWN** the ACO will document the responses and use the shorthand comments of **/COVU** which expands to: **** cacc screener, patient screened UNKNOWN on screener, inform all responders****

* Shorthand comments will be used by the ACO Call Taker to document immediately after completing screening questions for all calls except for Standbys and IIDPCI Transfers.

For IIDPCI calls, the ACO should use the information provided by the sending institution related to FREI screening type questions and provide this information to the paramedics. See IIDPCI Cards 32 to 34.

Paramedic and Responder Notifications

If the COVID-19 screening answers produce a positive result **"COVID-19 Screen Positive"**, the ACO will inform all paramedics and responders that:

"COVID-19 screen is positive" and communicate the caller's positive response(s).

If the COVID-19 screening answers produce a negative result **"COVID-19 Screen Negative"**, the ACO will inform all paramedics and responders that:

"COVID-19 screen is negative".

If the COVID-19 screening answers produce an unknown result **"COVID-19 Screen Unknown"**, the ACO will inform all paramedics and responders that:

"COVID-19 screen answers are all unknown".

If the COVID-19 screening answers are a combination of negative and unknowns **"COVID-19 Screen No and Unknown"**, the ACO will inform all paramedics and responders that:

"COVID-19 screen answers are negative and unknown"

Appendix A

Printer Ready COVID-19 Screening Protocol

COVID-19 Screening Questions

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

*If **YES**: document response and go to **Q2 (COVID-19 Screen Positive)***

*If **NO**: document response and go to **Q2***

*If **UNKNOWN**: document response and go to **Q2***

Q2: Has the person travelled outside of Canada in the past 14 days?

*If **YES**: document response and go to **Q3 (COVID-19 Screen Positive)***

*If **NO**: document response and go to **Q3***

*If **UNKNOWN**: document response and go to **Q3***

Q3: Did the person have close contact with a confirmed or probable case of COVID-19?

*If **YES**: document response and go to **Q4 (COVID-19 Screen Positive)***

*If **NO**: document response and go to **Q4***

*If **UNKNOWN**: document response and go to **Q4***

Q4: Did the person have close contact with anyone with acute respiratory illness in the past 14 days?

*If **YES**: document response and conclude screening protocol (**COVID-19 Screen Positive**)*

*If **NO**: document response and conclude screening protocol*

*If **UNKNOWN**: document response and conclude screening protocol*

Documenting Results of COVID-19 Screening Questions

If the response to **ANY** of the screening questions is **YES** the ACO will immediately document the responses and use the shorthand comment of **/COVP** in the comments section of CAD. Which expands to: **** cacc screener, patient screened POSITIVE on screener, inform all responders****

If the responses to **ALL** the screening questions are **NO** the ACO will document all responses and use the shorthand comment of **/COVN** in the comments section of CAD, which expands to: **** cacc screener, patient screened NEGATIVE on screener, inform all responders****

If the responses to **ALL** the screening questions are **UNKNOWN** the ACO will document the responses and use the shorthand comments or **/COVU** in the comments section of CAD which expands to: **** cacc screener, patient screened UNKNOWN on screener, inform all responders****

If the responses to the **ALL** screening questions are a combination of **NO** and **UNKNOWN** the ACO will document the responses and use the shorthand comments of **/COVU** which expands to: **** cacc screener, patient screened UNKNOWN on screener, inform all responders****

* Shorthand comments will be used by the ACO Call Taker to document immediately after completing screening questions for all calls except for Standbys and IIDPCI Transfers.

For IIDPCI calls, the ACO should use the information provided by the sending institution related to FREI screening type questions and provide this information to the paramedics. See IIDPCI Cards 32 to 34.

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If the COVID-19 screening answers produce a negative result **“COVID-19 Screen Negative”**, the ACO will inform all paramedics and responders that:

“COVID-19 screen is negative”.

If the COVID-19 screening answers produce an unknown result **“COVID-19 Screen Unknown”**, the ACO will inform all paramedics and responders that:

“COVID-19 screen answers are all unknown”.

If the COVID-19 screening answers are a combination of negative and unknowns **“COVID-19 Screen No and Unknown”**, the ACO will inform all paramedics and responders that:

“COVID-19 screen answers are negative and unknown”