**Standard Operating Guideline:** Public Safety Answering Point, Triage Questions Regarding COVID-19

**Issued:**

**Effective Dates:**

**PURPOSE**: The following guidelines are provided to establish a standard method for eliciting information from callers, over 9.1.1. emergency telephones, regarding the likelihood of the presence of the COVID-19 virus in patients and occupancies where services are requested and to, thereby, provide advance information to responders, allowing them to take appropriate levels of precaution to reduce exposure.

**SCOPE**: To provide a consistent and interoperable capability among all fire departments in Massachusetts, this Standard Operating Guideline should be followed by all departments.

**GUIDELINES:** All Public Safety telecommunicators shall ask additional triage question on all 9.1.1. request for fire department services for **ALL NON-FIRE RESPONSES**, with further questions for emergency medical responses to elicit the level of potential for the presence of COVID-19 in the patient and the environment.

1. FOR ALL NON-FIRE requests for fire department assistance, the following questions shall be asked of the caller:
   1. Is the emergency in a private home, private business, or public place?
      1. If a home or business, has this location practiced isolation and for how long?
   2. Is anyone (else) at this location ill?
   3. Has anyone (else) at this location been tested for Corona Virus?
2. Responders should be advised of all answers to the above questions.
3. The following additional questions should be asked for medical responses regarding the patient – Questions should be asked regardless of chief complaint.
   1. Does (the patient) have a cough?
   2. Difficulty breathing, shortness of breath?
   3. Does (the patient) have a fever?
   4. Sore throat?
   5. Is (the patient) confused or difficult to arouse?
   6. Does (the patient) have bluish lip or face?
   7. Has (the patient) been tested for Corona Virus?
      1. If yes, what was the result?
   8. Has (the patient) been exposed to anyone who was ill, or traveled, in the last two weeks?
4. Responders should be advised on the number of the above “PPE” questions that were answered in the affirmative.
   1. E.G., “Be advised patient meets three out of eight PPE questions.”