



*Michigan*  
**\*EMERGENCY\* COVID-19 PANDEMIC**  
**DISPATCH SCREENING GUIDELINES FOR**  
**COVID-19 OUTBREAK**

Initial Date: 03/11/2020  
Revised Date: 04/27/2020

Section 14-03

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***Dispatch Screening Guidelines for COVID-19 Outbreak***

**Purpose:** To outline screening criteria for PSAPs and EMD centers.

- I. Caller Inquiries/COVID-19 Screening:
  - A. PSAPs who perform EMD services and EMS agency EMD centers should perform modified caller inquiries/focused screening.
  - B. Through the normal EMD caller interrogation process, patients should be considered as **screening for COVID-19** who report symptoms of:
    1. Fever or chills,
    2. cough,
    3. sore throat,
    4. shortness of breath,
    5. muscle pain,
    6. headache,
    7. loss of sense of taste/smell, OR
    8. that report a diagnosis or have suspected COVID-19
  - C. All callers should be inquired as to these symptoms or considerations for **ALL** members of the household, regardless of the nature of the initial call or who the patient in question is at the time. This may occur after standard EMD caller interrogation
  - D. Any indication for the above symptoms or considerations for any member of the residence will be relayed to responding personnel to don appropriate COVID-19 PPE.
- II. For PSAPs not currently performing EMD services (or transferring callers to secondary EMD Centers), when information is volunteered by the caller indicating the patient may have the above symptoms advise responders to don PPE. This should be done in accordance with local PSAP policies and should not delay EMS dispatch.

**St. Clair County MCA**

MCA Name: Dr. Ronald Thies, Medical Director  
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Protocol Source/References: <https://icsw.nhtsa.gov/people/injury/ems/PandemicInfluenzaGuidelines/>