



## COVID-19 FAQ

### ***4. Can an EMS agency refuse to respond to a call because the patient is suspected of having COVID-19?***

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Answer: Generally speaking, you are obligated to respond to all requests for services and you cannot limit response just because the patient is suspected COVID-19. You may certainly adapt your response to limit the number of people making the initial assessment of the patient so that you don't have multiple EMS providers potentially exposed. This should be discussed and addressed by your medical director and EMS system officials. If you do not have the appropriate Personal Protective Equipment (PPE) to engage a patient who is suspected or exhibiting symptoms of any infectious illness or disease, you should not place yourself in danger. Remember the basics, scene safety and BSI. That being said, you should not be responding to any emergency without the appropriate equipment.