



COVID-19 FAQ

6. Is it acceptable for a first response agency to delay arriving on scene until dispatch has completed EMD to determine if the patient has COVID-19 like symptoms?

Date Added: 03/30/20

Answer: It is important to follow local medically approved dispatch protocols and procedures. Some systems are re-tooling their dispatch system and instead of sending two or three agencies to a single ambulance request, they are reducing the number of agencies, or limiting the initial contact with the patient to one or two EMS practitioners to conduct the assessment while the rest of the responders wait at a safe distance. Additionally, some systems are requesting first responder agencies to stage unless their assistance is requested on scene by EMS.