

# Emergency Protocol – COVID-19

## Destination Determination – Version 2

In pursuit of the authorizations to establish emergency protocols under Saf-C 7402.01, the following transport protocol has been established to support direction to the public from both the Centers for Disease Control and Prevention (CDC) as well as the New Hampshire Department of Health and Human Services (DHHS) in regards to individuals suspected or confirmed to have COVID-19 who present with non-emergent or mild symptoms. This protocol is to be used in an effort to reduce the number of patients presenting to hospitals that can be managed under their own care, primary care physician (PCP) or through other approved alternative means. This is an effort to reduce both the spread of COVID-19 and patient surge at medical facilities as well as reduce the unnecessary use of personal protective equipment (PPE) and limit exposure to first responders and healthcare workers.

### Consider Non-Transport - Presence of Risk Factors and/or Asymptomatic

- History of travel to/from affected geographic area within 14 days of symptom onset.
- Any persons who have had close contact with a laboratory-confirmed or suspicion of COVID-19 patient within 14 days of symptom onset.
- No signs, symptoms or complaints

### Consider Non-Transport/Alternative Destination – Minor/Moderate Symptoms ONLY

*Suggesting an uncomplicated COVID-19 infection*

- Stable clinical impression with appropriate vital signs **AND any of the following:**
  - Fever or chills
  - Cough
  - Shortness of breath or difficulty breathing
  - Fatigue
  - Muscle or body aches
  - Head ache
  - New loss of taste or smell
  - Sore throat
  - Congestion or runny nose
  - Nausea or vomiting
  - Diarrhea

**Use caution in elderly patients or those with serious underlying medical conditions (diabetes, COPD, immunosuppressed states, etc) as in general these patients are high risk and should not be included in the non-transport protocol.**

It is strongly suggested that individuals whom are asymptomatic or patients with minor/moderate signs and symptoms remain self-isolated and practice appropriate hygiene, social distancing procedures and monitor for progressive or worsening conditions.

### Must Transport – Progressive Symptoms and Compromise

- Minor/Moderate Symptoms **AND any of the following**
- Abnormal clinical impression and/or vital signs
- Difficulty/Trouble Breathing
- Persistent Pain or Pressure in the Chest
- New Confusion or Inability to Arouse
- Cyanosis (Bluish Discoloration) of Lips or Face
- Suspicion of a non-COVID-19 related medical condition

### Non-Transport Procedure

1. All patients deemed alert and oriented and who have capacity for decision making, will receive a comprehensive assessment (including complete set of vitals). In the event a comprehensive assessment is refused or is not possible, this should be documented in the narrative.
2. Patients should be informed of assessment findings, educated on current resources and system status in regards to COVID-19 as well as Department of Health and Human Services guidance on self-isolation.
3. The patient (or guardian) must sign the refusal per the Refusal of Care Protocol. If a patient declines to sign the refusal form, write “patient refused to sign” in the signature area. A witness signature should be obtained, if possible. A detailed explanation should be included in the narrative.
4. Self-care guidelines and instructions should be attempted and individuals and/or patients should be directed to the Centers for Disease Control and Prevention (CDC) as well as the New Hampshire Department of Health and Human Services COVID-19 information pages. In addition to the above resources anyone that initiates the 911 system should also be directed to consult with their primary care provider.
  - Centers for Disease Control and Prevention (CDC) COVID-19 Information Page <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
  - New Hampshire Department of Health and Human Services COVID-19 Information Page <https://www.nh.gov/covid19/>
5. If there is any question or concerns with regarding non-transport, consider contacting medical direction for further guidance.

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At all times safety is paramount. Situational awareness must be maintained in regards to first responder safety when discussing non-transport options with an individual that has activated the 911 system. Additional resources, to include law enforcement and/or online medical direction, should be considered before the scene escalates to a point where they are needed.

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### Presence of Risk Factors and/or Asymptomatic

- History of travel to/from affected geographic area within 14 days of symptom onset.
- Any persons who have had close contact with a laboratory-confirmed or suspicion of COVID-19 patient within 14 days of symptom onset.
- No signs, symptoms or complaints

Yes →



Consider  
Non-Transport

No ↓

### Minor/Moderate Symptoms ONLY

*Suggesting An Uncomplicated COVID-19 Infection*

- Stable clinical impression with appropriate vital signs AND any of the following
- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Head ache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

Yes →

Consider  
Non-Transport/  
Alternative  
Destination

AND ↓

### Progressive Symptoms and Compromise

- Minor/Moderate Symptoms AND any of the following
- Difficulty/Trouble Breathing
- Persistent Pain or Pressure in the Chest
- New Confusion or Inability to Arouse
- Cyanosis (Bluish) of Lips or Face
- Suspicion of a non-COVID-19 medical concern

Yes →



Must Transport