

Public Safety Answering Points (9-1-1) Guidance for H1N1

It is important for the PSAPs to question callers to ascertain if there is anyone at the incident location who is possibly afflicted by H1N1, to communicate the possible risk to EMS personnel prior to arrival, and to assign the appropriate EMS resources. PSAPs should review existing medical dispatch procedures and coordinate any modifications with their EMS medical director and in coordination with their local health department.

Recommendations:

- PSAP call takers should screen all callers for any symptoms of acute febrile respiratory illness. Callers should be asked if they, or someone at the incident location, has had nasal congestion, cough, fever or other flu-like symptoms.
 - If the PSAP call taker suspects a caller is noting symptoms of acute febrile respiratory illness, they should make sure any first responders and EMS personnel are aware of the potential for “acute febrile respiratory illness” before the responders arrive on scene.



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