



# NYC REMAC

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Title:	<b>Ebola Viral Disease (EVD) Patient Call Intake &amp; Contact Guidelines</b>		
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Concise guidelines to promote the safety of EMS providers when encountering patients suspected of having Ebola Virus Disease (EVD) have been developed based on information from the CDC, NYS DOH, and NYC DOHMH.

**POST AND HAVE THIS ADVISORY AVAILABLE IN EACH AMBULANCE  
AND AT CALL INTAKE AREAS.**

*Each agency is urged to have written policies/guidelines regarding the items listed below in order to identify potential Ebola risk. This applies to ALL agency sectors, including private and volunteer:*

**1. Call Intake:**

*Call receiving operators and/or dispatchers MUST triage patients in order to identify potential Ebola risk.*

**2. Initial patient Interview/Contact:**

*Since EMS Providers are NOT donning full PPE for every response, field EMS providers need to understand what actions to take when making initial patient contact, and when a suspected Ebola patient is encountered.*

**3. Critical Patients:**

*Do not approach a patient suspected of having Ebola. Call 9-1-1, and remain on the scene while maintaining a safe distance.*

**4. CDC Risk Category of People Exposed to Ebola Virus**

*In order to put exposure and risk of infection into perspective, CDC information identifying parameters for high risk through zero risk exposures is attached.*

Helpful Links:

- CDC – Ebola Questions and Answers <http://www.cdc.gov/vhf/ebola/qa.html>
- Epidemiologic Risk Factors to Consider when Evaluating a Person for Exposure to Ebola Virus <http://www.cdc.gov/vhf/ebola/qa.html>

# THE REGIONAL EMERGENCY MEDICAL SERVICES COUNCIL OF NEW YORK CITY, INC.

## *Ebola Viral Disease (EVD) – Patient Call Intake & Contact Guidelines*

### **Call Intake:**

**Call receiving operators and/or dispatchers MUST triage patients in order to identify potential Ebola risk. The following questions should be asked as part of the call intake process:**

1. Does the patient have a fever? **and/or**
2. Does the patient feel ill? Headache, myalgia, vomiting, diarrhea, abdominal pain, or unexplained hemorrhage/bruising? **and/or**
3. Has the patient traveled to an EVD outbreak-affected country (currently Liberia, Sierra Leone, and Guinea) **OR** had close contact with a confirmed EVD case patient?
4. If the patient answered YES to either #1 or #2, and YES to # 3, this patient is suspected of having Ebola.
5. **Immediately call the Health Department’s Provider Access Line at 1-866-692-3641 or 9-1-1 to report any patient who meets the reporting criteria.**

### **Initial patient Interview/Contact:**

**Since EMS Providers are NOT donning full PPE for every response, field EMS providers need to understand what actions to take when making initial patient contact, and when a suspected Ebola patient is encountered:**

1. The EMS Provider should maintain a **three (3) foot space** between him/herself and the patient, while conducting an initial interview.
2. Ask the same questions asked in “Call Intake”.
3. Once again, if the patient answered YES to either #1 or #2, and YES to # 3, this patient is suspected of having Ebola.
4. **Explain to the patient you will return with help, and leave the location. Once back in the ambulance, call the Health Department’s Provider Access Line at 1-866-692-3641 or 9-1-1 to report any patient who meets the reporting criteria.**

### **Critical Patients:**

**DO NOT t approach a patient suspected of having Ebola. Call 9-1-1, and remain on the scene while maintaining a safe distance.**

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## *Ebola Viral Disease (EVD) – Patient Call Intake & Contact Guidelines*

### **CDC Risk Category of People Exposed to Ebola Virus**

**High risk** includes any of the following:

- Percutaneous (e.g., needle stick) or mucous membrane exposure to blood or body fluids of a person with Ebola while the person was symptomatic
- Exposure to the blood or body fluids (including but not limited to feces, saliva, sweat, urine, vomit, and semen) of a person with Ebola while the person was symptomatic without appropriate personal protective equipment (PPE)
- Processing blood or body fluids of a person with Ebola while the person was symptomatic without appropriate PPE or standard biosafety precautions
- Direct contact with a dead body without appropriate PPE in a country with widespread Ebola virus transmission
- Having lived in the immediate household and provided direct care to a person with Ebola while the person was symptomatic

**Some risk** includes any of the following:

- In countries with widespread Ebola virus transmission: direct contact while using appropriate PPE with a person with Ebola while the person was symptomatic
- Close contact in households, healthcare facilities, or community settings with a person with Ebola while the person was symptomatic
- Close contact is defined as being for a prolonged period of time while not wearing appropriate PPE within approximately 3 feet (1 meter) of a person with Ebola while the person was symptomatic

**Low (but not zero) risk** includes any of the following:

- Having been in a country with widespread Ebola virus transmission within the past 21 days and having had no known exposures
- Having brief direct contact (e.g., shaking hands), while not wearing appropriate PPE, with a person with Ebola while the person was in the early stage of disease
- Brief proximity, such as being in the same room for a brief period of time, with a person with Ebola while the person was symptomatic
- In countries without widespread virus Ebola transmission: direct contact while using appropriate PPE with a person with Ebola while the person was symptomatic
- Traveled on an aircraft with a person with Ebola while the person was symptomatic

**No identifiable risk** includes:

- Contact with an asymptomatic person who had contact with person with Ebola
- Contact with a person with Ebola before the person developed symptoms
- Having been more than 21 days previously in a country with widespread Ebola virus transmission
- Having been in a country without widespread Ebola virus transmission and not having any other exposures as defined above