



# Inland Counties Emergency Medical Agency

*Serving San Bernardino, Inyo, and Mono Counties*

*Tom Lynch, EMS Administrator*

*Reza Vaezazizi, MD, Medical Director*

**DATE:** October 16, 2014

**TO:** All EMS Dispatch Centers

**FROM:** Reza Vaezazizi, MD  
Medical Director

**SUBJECT: RECOMMENDATIONS FOR 9-1-1 PUBLIC SAFETY ANSWERING POINT (PSAP) - PATIENTS WITH POSSIBLE EBOLA INFECTIONS**

ICEMA is aware of the abundant amount of information being disseminated about the EBOLA Virus Disease (EVD). After review with Maxwell Ohikhuare, MD, Health Officer, County of San Bernardino Department of Public Health, ICEMA is suggesting that Public Safety Answering Points (PSAP) and other emergency call centers consider screening callers for additional symptoms and risk factors when the callers report symptoms that are consistent with Ebola. ICEMA approved Emergency Medical Dispatch (EMD) providers using ProQA software may use the Emerging Infectious Disease Surveillance Tool (EID).

The following guidelines are provided to assist call centers in modifying their screening processes if the call taker suspects a caller may be reporting symptoms of Ebola. They should screen callers for the following risk factors:

- Fever with or without additional symptoms of severe headache, muscle pain, vomiting, diarrhea, abdominal pain, or unexplained bleeding.
- Travel during the 21 days prior to onset of fever to a region where Ebola outbreak is occurring (currently limited to the West African countries of Guinea, Sierra Leone or Liberia) or prolonged contact with someone who has.

Call centers should establish procedures to confidentially alert first responders and other EMS personnel to the potential for Ebola infected patient before the responders arrive on the scene. If responding to an airport or other port of entry into the United States, the call center should immediately notify the Centers for Disease Control at (310) 215-2365 and the Public Health Department Duty Officer through the San Bernardino County Communications at (800) 472-2376.

If you have any questions, please do not hesitate to contact Ron Holk at (909) 388-5808 or via e-mail at [Ron.Holk@cao.sbcounty.gov](mailto:Ron.Holk@cao.sbcounty.gov).

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