



STEVEN BELLONE
SUFFOLK COUNTY EXECUTIVE

DEPARTMENT OF HEALTH SERVICES

GREGSON H. PIGOTT, MD, MPH
Commissioner

TO: All EMS Providers and Firefighters in Suffolk County
All Ambulance Services and Fire Departments in Suffolk County

FROM: Nathaniel Bialek, BS, EMT-P, CIC, CCHP *NB*
Director, EMS & Public Health
Emergency Preparedness

DATE: March 20, 2020

RE: Emergency Medical Dispatch Protocol 36 – implementation - PSAPs

The Suffolk County Department of Health Services, Division of Emergency Medical Services (EMS) and the Suffolk County EMS Director, in conjunction with Suffolk County Fire, Rescue, and Emergency Services, has determined that it is the appropriate time to begin utilizing protocols 36.

All Public Safety Answering Points (PSAPs) have been instructed by the system medical director, Dr. Jason Winslow, to implement MPDS Protocol 36 Pandemic/Epidemic/Outbreak. This dispatch code will be required for all respiratory (6), chest pain (10), headache (18) and sick (26) calls. This is designed to identify conditions such as emphysema, asthma, stroke, etc... and will direct the Emergency Medical Dispatcher (EMD) back to the traditional and appropriate protocol. Those with influenza like symptoms will be coded and dispatched using the appropriate protocol 36 response determinant.

The protocol will be implemented at Surveillance or "S" level and should not alter the agency's response. If the medical director raises the pandemic level (1-3) there will be adjustments to the response, most of which will not directly affect the manner in which an agency responds, only the type and severity of alarms that the agency is dispatched for. This may include advising callers to seek medical attention utilizing alternative methods, directing them to alternate receiving locations, transportation by other than EMS, or instructions to remain home.

The Suffolk County medical director has authorized and requires all PSAPs to begin utilizing this protocol immediately. This will afford PSAPs the opportunity to become acclimated with this Protocol 36 Pandemic/Epidemic/Outbreak process, become comfortable with utilizing the card at the "S" level and become familiar and comfortable with its navigation.

All providers are reminded that the FC/FCT response will still be utilized for time being. Questions such as "does anyone in the house (office) have a fever or cough?" and "can the patient walk to the door to meet the providers?" will also be asked.

Patients will now be request, when able, to meet the providers at the front door or outside the structure they are calling from. This is in an attempt to minimize responder exposure to possible contaminated areas and other infected persons at the scene. If the patient is unable or unwilling to accommodate this request, providers will have to enter the area to properly asses, manage, treat and transport the patient.



Public Health
Prevent. Promote. Protect.

DIVISION OF EMERGENCY MEDICAL SERVICES

360 Yaphank Ave, Suite 1B, Yaphank, NY 11980 (631) 852-5080 Fax (631) 852-5028

Agencies that promote or received requests for emergency response should evaluate if their personnel are trained and equipped to recognize, evaluate and triage these callers properly for the protection of the first responder answering these requests for help and service.

Please don't hesitate to call Suffolk County EMS at (631) 852-5080 or email nathaniel.bialek@suffolkcountyny.gov or Suffolk County FRES at (631) 852-4818 or Greg.Miniutti@suffolkcountyny.gov, if you have any questions or require any additional assistance. We will continue to keep you informed as this situation evolves.

