Respiratory Symptoms
• No: Normal procedures

Chest pain? SOB? Looks ill?
Yes: Transport to Hospital or Alternate Care Site

No

Abnormal Vital Signs?
Yes: Transport to Hospital or Alternate Care Site^

No

High Risk Patient?
Yes: Transport* to Clinic, Urgent Care or Hospital

No

Reliable Patient?
Yes: Assess and Refer

No

Transport* BLS to Hospital, Clinic or Alternate Care Site

Category 1:
Moderate/High Acuity

Category 2:
Low Acuity w/Risk Factors

Category 3:
Low Acuity, no Risk Factors

Acuity/Risk Categories:
Combination of presentation and risk factors that determine appropriate disposition
Category 1: Mod to high acuity
Category 2: Low acuity with risk factors
Category 3: Low acuity w/o risk factors

^Alternate Care Site:
A non-hospital facility for patients that would otherwise be admitted to a hospital. This may be a SNF, Gym, Mobile Field Hospital and others.

*If the transport capability of EMS is severely hampered by system demand, personnel may utilize other alternate means to transport patients to the appropriate destination.
# Santa Cruz County Medical Response Matrix for COVID-19

<table>
<thead>
<tr>
<th>Description</th>
<th>No Outbreak</th>
<th>Mild impact</th>
<th>Moderate Impact</th>
<th>Severe Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Indicators</strong></td>
<td>Normal occasional negative system levels</td>
<td>Occasional negative system levels</td>
<td>Frequent negative system levels</td>
<td>Continual negative system levels</td>
</tr>
<tr>
<td></td>
<td>Normal offload times</td>
<td>Normal offload times</td>
<td>Increased offload times</td>
<td>Prolonged offload times</td>
</tr>
<tr>
<td></td>
<td>Normal hospital diversion</td>
<td>Normal hospital diversion</td>
<td>Increased hospital diversion</td>
<td>Continual hospital diversion</td>
</tr>
<tr>
<td></td>
<td>Baseline sick calls</td>
<td>Increased sick calls covered by callbacks and overtime</td>
<td>Increased sick calls difficult to cover by callbacks and overtime</td>
<td>Increased sick calls unable to cover by callbacks and overtime</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Interventions</th>
<th>No Outbreak</th>
<th>Mild impact</th>
<th>Moderate Impact</th>
<th>Severe Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCR911</td>
<td>1a, 1c</td>
<td>2g, 3a</td>
<td>2g, 3e, 3g</td>
<td></td>
</tr>
<tr>
<td>Fire</td>
<td>1a, 1b, 1c, 1d</td>
<td>2g</td>
<td>2a, 2f, 2d, 2c, 2h, 2i, 3k, 4d</td>
<td></td>
</tr>
<tr>
<td>AMR</td>
<td>1a, 1b, 1c, 1d</td>
<td>2g</td>
<td>2a, 2b, 2c, 2d, 2e, 2f, 3k</td>
<td></td>
</tr>
<tr>
<td>Emergency Departments</td>
<td>1a, 1b</td>
<td>3b, 3h, 3i</td>
<td>3f</td>
<td></td>
</tr>
<tr>
<td>Hospitals</td>
<td>1a, 1b</td>
<td>3h, 3i</td>
<td>3f</td>
<td></td>
</tr>
<tr>
<td>Clinics</td>
<td>1a, 1b</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EMS/Health Agency</td>
<td>1a, 1b, 1c, 1d</td>
<td>3a, 3b, 3k, 4d</td>
<td>3c, 3d</td>
<td></td>
</tr>
</tbody>
</table>

## Intervention List

1. **Preparation and Planning**
   - a. Prepare for staffing shortages/continuity plans
   - b. Prepare for patient surges
   - c. Plan for modified dispatch
   - d. Plan for modified unit configuration

2. **Staffing**
   - a. Deploy Valley Task Force BLS ambulances
   - b. Deploy Non EOA BLS ambulances
   - c. Mutual Aid
   - d. Modify unit staffing
   - e. Alternate transportation
   - f. Use QRV to triage calls
   - g. Consider non dispatch
   - h. Consider muster stations
   - i. Consider cross staffing at other agencies

3. **Capacity**
   - a. Modify dispatch protocols
   - b. Suspend hospital diversion
   - c. Alternate care sites (Gyms, conference centers, tents)
   - d. Field hospital setup
   - e. Nurse triage at SCR 911
   - f. Consider centralized patient distribution
   - g. Telemedicine
   - h. Modify hospital admissions criteria
   - i. Implement overflow treatment sites on hospital campus
   - j. Suspend automatic ambulance dispatch
   - k. Modify release at scene policies, refusal to transport
   - l. Fire and/or ambulance self-activating, conducting patrols
   - m. Reduce time on task for Code 3 for all calls

4. **Clinical**
   - a. Suspend advanced airways, nebulizers
   - b. Medical self-screening at communications agency
   - c. Paramedic vaccination
   - d. Suspend normal PCR requirements