

**Austin – Travis County Emergency Medical Service
Response to COVID-19**

Department Operation Center

- Opened before EOC
- Dept Logistics and Pre Planning
- Scheduling
- Information

Communications Center

- Ill since the beginning of the event
 - Alert Responders
- Updated screening protocol (Card 36) Pandemic

COVID Clinical Consult Line (C3L)

- EMS staff: 12 (organized into shifts)
- 911 calls – conferenced into active 911 calls to triage risk to responders and to attempt to right-size the response to potentially infectious patients. This can include navigation to alternate care options which decreases exposure to responders, the healthcare system as a whole, and to the patient. This also includes consultation for on-scene resources regarding level of PPE to use, correct facility to transport to, or clarification of interim guidance regarding COVID operations (in other words subject matter expert on pandemic response)
- Consultation and risk stratification of first responders (exposure pathway) – all agencies in RAC contact us for post exposure risk stratification and determination of if quarantine is necessary
- Sick call and return to work – navigation of ill providers to testing; coordination with Public Safety Wellness Center for testing and results; tracking of sick employees with reporting to HR/Wellness/Scheduling/Supervisors and Chain of Command and all associated issues (i.e. exposure paperwork packets, RTW documents, Telework or LD options/placement)
- COVID Positive patient contact tracing – receive notifications from ME, OMD, hospitals, and APH. Perform contract tracing from destination back to caller to determine all agencies/responders involved and ensure notifications and risk stratification
- EMS has been contacted by other cities in Texas as well as NAEMSP statewide, other states (Colorado, Florida, Maryland to name a few) and the DoD for our protocols as we are currently considered a “best practice” in this area of medicine.



AUSTIN-TRAVIS COUNTY EMS COVID-19 DASHBOARD

-TOTALS-

Mar 13 to April 30, 2020

14,845

ATCEMS CALLS FOR SERVICE

3,266

COVID-19 CONSULTS

307

COVID-19 ALERTS

932

CLINICAL CONSULT LINE INITIATED NON-TRANSPORTS

-DAILY-

April 30, 2020

254

ATCEMS CALLS FOR SERVICE

70

COVID-19 CONSULTS

4

COVID-19 ALERTS

13

CLINICAL CONSULT LINE INITIATED NON-TRANSPORTS

29%

OF THE TOTAL CALLS THAT THE CCCL INTAKES RESULTS IN:

- PREVENTION OF AN AMBULANCE RESPONSE
- CANCELLATION OF AN AMBULANCE RESPONSE

Isolation Facility (ISOFAC)

- EMS staff: 9 employees
 - EMS functions: Incident Command, Operations, Safety, Logistics, Care Coordination & Planning
 - Also have limited staff from AFD and APD
- Facility dedicated to housing individuals that have either been exposed, developed COVID-19-like symptoms or have been confirmed to be COVID-19 positive.
- Current facility has a capacity of 204 people (currently have 21 people)
- Available to public safety/critical infrastructure employees and the general public that cannot safely isolate.

Mobile Testing

- EMS staff: 5
- Provides mobile testing for situations that require the resource comes to them (i.e. nursing homes, group homes, congregate living situations)
- Works with APH on coordinating testing and specimen collection
- Provides training & guidance on PPE to locations that need additional information, training, etc

Alternate Care Site (ACS)

- EMS staff: 3
- Assisting with planning & set up of alternate care sites (ACS)
- Alternate Care Sites (ACS) are field hospitals that would be set up to take care of COVID-19 patients when the hospitals are saturated.

Direct Care Staffing Task Force

- EMS staff: 1
- Identifying personnel resources to staff the ACS
- Developing staffing plan for the ACS locations, such as nurses, physicians, respiratory therapists, pharmacy staff, etc.

Long Term Care Task Force

- EMS staff: 1
- Leading the long term care task force group to coordinate efforts and address needs at the skilled nursing facilities (SNF)
- SNF are especially vulnerable and pose a significant threat to staff and residents.

Capital Area Medical Operations Center (CA-MOC)

- EMS staff: 2
- Assisting with filling requests for PPE and other needs from providers in the area.
- Searching for PPE and other supplies for various providers in the area.

PPE Task Force

- EMS staff: 2
- Assisting with the management and delivery of PPE to various services that have requested PPE through the CA-MOC and other channels.