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MAINE EMERGENCY MEDICAL SERVICES
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OPERATIONAL BULLETIN

Bulletin #	Title		Date Issued
#2020-12-04-01	Operational Changes to the Notification Process of EMS Clinicians Contacting Presumed or Known Positive COVID-19 Patients		December 10, 2020
Superseded	Released By:	Source:	Page(s)
N/A	Maine EMS	Maine EMS, & Maine CDC	9
Approved By:	J. Sam Hurley, MPH, EMPS, NRP (Maine EMS Director)		

Maine Center for Disease Control and Prevention in collaboration with Maine EMS is making operational changes to the process by which EMS clinicians and their respective EMS agency leadership are notified of presumed or known positive COVID-19 patient interactions.

The recent increases in volume of positive COVID-19 testing results has resulted in a delay in the notification process to our EMS clinicians. As such, Maine EMS has worked diligently to create a more streamlined automated process that will notify EMS clinicians of their possible exposure daily. The new notification will include the incident date, the incident number, and the personal protective equipment (PPE) that was documented as being used on the incident (see [Appendix A](#) for a sample notification email). These notifications will be arriving to your email address on file in MEFIRS, from ReportingServices-Uno@Maine.gov, please be sure to add this email address to your safe senders list and have your information technology departments whitelist this email address so that it does not get sent to your spam or junk folders (see [Appendix B](#) for a instructions from several email systems). EMS agency service directors and infection control contacts for each service that the individual clinician is affiliated with will also be receiving a notification of the interaction despite whether the call was run with their agency (see [Appendix C](#) for a sample notification email for agency leadership).

As we transition to this revised notification process, Maine EMS would like to reinforce the importance of accuracy when identifying your patients and appropriately recording their demographic information in MEFIRS. When documenting patient demographics, EMS clinicians must use the patient's legal name, date of birth, and home address. This is necessary so we can accurately match our records to the records of Maine CDC (see [Appendix D](#) for documentation tips).

● Excellence ● Support ● Collaboration ● Integrity ●

PHONE: (207) 626-3860

TTY: (207) 287-3659

FAX: (207) 287-6251

With offices located at the Central Maine Commerce Center, 45 Commerce Drive, Suite 1, Augusta, ME 04330

These notifications will be coming to your email address you have on file in the MEFIRS system. Please take the time to review this and be sure it is up to date. You may do so by logging into MEFIRS and clicking on your name in the upper right-hand corner of the screen, then selecting account (see [Appendix E](#) for step-by-step guidance).

WHAT TO DO IF YOU GET A NOTIFICATION:

EMS Clinicians: Contact your agency leadership where the exposure occurred. If further assistance is needed or you have additional questions, please call the Maine Center for Disease Control and Prevention at (800) 821-5821.

EMS Agency leadership: Work with your Infection Control Officer. Maine EMS has released an updated Playbook for Services who have a first responder testing positive for COVID-19, guidelines for quarantine, and return-to-work after quarantine. If further assistance is needed or you have additional questions, please call Maine EMS at (207) 626-3860 or you can call the Maine Center for Disease Control and Prevention at (800) 821-5821 (Note: this number is generally intended for individuals and will only be able to provide general information).

[COVID-19 Positive First Responder Playbook Version 2.0 \(PDF\) \(Updated November 5, 2020\)](#)

As always, thank you for everything you do, please stay safe and do not hesitate to reach out to Maine EMS with any questions or concerns. You can reach Maine EMS by calling (207) 626-3860 or emailing maine.ems@maine.gov. Please stay tuned to our website as well for the latest updates on our [COVID-19 Resources Page](#).



[207-221-8196](tel:207-221-8196) OR TEXT "Frontline" to 898-211

APPENDIX A-
Sample EMS Clinician Notification



December 10, 2020

Dear EMS Clinician,

Maine EMS is notifying you that you have recently cared for multiple patients that have tested positive for COVID-19 or are considered presumed positives awaiting confirmation of tests submitted to the CDC.

Incident Date	Incident #	Exposure Protective Equipment Descriptions And Codes List
11/28/20	20-80454	Gown, Mask-N95, Eye Protection, Face Shield, Gloves
11/28/20	20-80389	Mask-N95, Eye Protection, Gloves, Full Isolation Coveralls (Non-Hazmat Suit)
12/03/20	20-81715	Gown, Mask-N95, Eye Protection, Face Shield, Gloves
12/03/20	20-81722	Mask-N95, Eye Protection, Gown, Gloves

The following EMS services and service contact(s) for services you are affiliated with have also received a notification of your exposure. Please reach out to the leadership and/or the infection control officer for these services to discuss your next steps.

Service Name	Service Contact
Agency 1	Service Director
Agency 2	Service Chief
	Infection Control Contact
	Primary Contact
Agency 3	Service Chief
	Infection Control Contact
	Primary Contact
Agency 4	Service Chief
	Infection Control Contact
EMS Training Center	Training Center Director
Agency 5	Service Chief
	Infection Control Contact

APPENDIX A CONTINUED...

Please remain diligent about self-monitoring for [signs and symptoms](#) consistent with COVID-19.

If you develop symptoms while not in your workplace, DO NOT REPORT TO WORK. Notify your supervisor for further instruction.

If you develop symptoms while working, immediately report the symptoms to your supervisor, take yourself out of service and await further instruction from your supervisor.

Please consider utilizing the confidential Maine FrontLine WarmLine by calling (207) 221-8196 or texting "Frontline" to 898-211, the regional CISM teams, or the Maine EMS – "[Stay Healthy in EMS](#)" webpage as resources to increase overall health, maintain resiliency, and manage stress.

The information and guidance from Maine EMS are based upon the data that has been documented within the Maine EMS & Fire Incident Reporting System (MEFIRS). The information and guidance offered may differ when complete and accurate information regarding the EMS activation may not have been fully documented within the patient care report.

If further assistance is needed or you have additional questions, please call the Maine Center for Disease Control and Prevention at 1-800-821-5821.

J. Sam Hurley, MPH, EMPS, NRP
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152 State House Station
Augusta, ME 04333

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APPENDIX B
ADDING AN EMAIL ADDRESS TO YOUR SAFE SENDERS LIST

OUTLOOK

1. Select Actions from the toolbar at the top of the screen.
2. Select Junk E-**mail**.
3. Select Junk E-**mail** Options...
4. Click the **Safe Sender** tab.
5. Click **Add**.
6. Type in the **email address** you wish to **add** to your **safe sender list**.
7. Click OK.

GMAIL

1. Click on the big "Gmail" top right and select "Contacts"
2. Click on the "New Contact" button on the left.
3. Fill in the contact card with the name (e.g. US Post) and the email address.

YAHOO

1. Open the email sent to you by the contact you wish to label as safe. ...
2. Copy the email address.
3. Click the Contacts icon located in the upper right-hand corner of your Yahoo! Mail Inbox Homepage.
4. Click 'Add a new contact' located below the list of your contacts.

Mail (Apple iOS mobile devices)

1. To teach Mail's filter to allow future messages. Open the junk folder and find the message. Move the message into the inbox.
2. Add your, "From", email to the address book.
3. Open the message and tap the "From" email address.
4. Then tap Create New Contact to input the address in the contacts list.

APPENDIX C
EXAMPLE EMS AGENCY NOTIFICATION



December 10, 2020

Dear Service Director,

Maine EMS is notifying you that several of your EMS clinicians have recently experienced interaction with multiple patients that have tested positive for COVID-19 or are considered a presumed positive awaiting confirmation of tests submitted to the CDC.

The highlighted incidents are of concern as the PPE documented is insufficient to prevent consideration as a close contact and this contact is with a confirmed COVID positive patient. The desired PPE for interactions with these patients is: N95 respirator (equivalent or higher), gloves, gown, and eye protection. Please discuss the next steps with your clinician, which may include a need for the clinician to quarantine for 14 days.

Incident Date	Incident #	Agency Name For Incident	Clinician Name	Exposure Protective Equipment Descriptions And Codes List
12/08/20	20-4829	Brads Rambo Ambo	EMS Clinician 1	Gloves, Face Shield, Full Isolation Coveralls (Non-Hazmat Suit)
12/09/20	2016581	Waterfront Ambulance	EMS Clinician 2	Gloves, Gown, Mask-N95, Eye Protection
12/04/20	2016337	Waterfront Ambulance	EMS Clinician 3	
12/03/20	2016273	Waterfront Ambulance	EMS Clinician 4	Mask-N95, Gloves
12/03/20	20-15859	Together Ambulance Service	EMS Clinician 4	Mask-N95, Mask-Surgical (Non-Fitted), Gloves
12/03/20	2016273	Waterfront Ambulance	EMS Clinician 5	Gloves, Mask-N95, Mask-Surgical (Non-Fitted), Eye Protection
12/04/20	2016337	Waterfront Ambulance	EMS Clinician 6	Gloves, Gown, Mask-N95, Mask-Surgical (Non-Fitted), Eye Protection, Face Shield
12/09/20	2016581	Waterfront Ambulance	EMS Clinician 7	Gloves, Mask-N95, Gown, Eye Protection
12/09/20	2016581	Waterfront Ambulance	EMS Clinician 8	Gloves, Gown, Mask-N95, Eye Protection

Please remain diligent about monitoring for [signs and symptoms](#) consistent with COVID-19.

If one of your clinicians develop symptoms while not working, they have been advised to NOT REPORT TO WORK and notify their supervisor and await further instruction.

If one of your clinicians develop symptoms while working, they have been advised to immediately report the symptoms to their supervisor, to take themselves out of service and await further instruction from their supervisor.

The information and guidance from Maine EMS are based upon the data that has been documented within the Maine EMS & Fire Incident Reporting System (MEFIRS). The information and guidance offered may differ when complete and accurate information regarding the EMS activation may not have been fully documented within the patient care report.

For further details please refer to the [COVID-19 Positive First Responder Playbook Version 2.0 \(maine.gov\)](#).

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APPENDIX D
TIPS FOR ACCURATE PATIENT DEMOGRAPHICS DOCUMENTATION



1. Name spelling is critical.
 - a. Do not be afraid to ask your patient, “How do you spell your name?”
 - b. If your patient is unable to speak and you have time, look for a piece of mail or a driver’s license.
2. Only use a patient’s legal name.
 - a. Abbreviated names or nicknames should not be used.
3. Pay attention to the numbers:
 - a. The patient’s date of birth is essential to identifying them later.
 - i. Do not guess at this, if you do not have the correct date of birth, leave it blank.
 - b. The patient’s phone number is also essential in case we need to notify them of contact with an EMS clinician that has been diagnosed with COVID-19.
4. The patient’s home address is another component used to match the record as well.
 - a. Residents in a skilled nursing facility often maintain a home address separate from that of the facility, be sure to collect their home address
 - b. Be sure that the location you are picking your patient up at is their home address, if not, be sure to ask them.
5. This information may not be on the hospital face sheet:
 - a. A hospital will occasionally register a patient with little to no demographic information and will update the information as they are able to do so prior to discharging the patient.

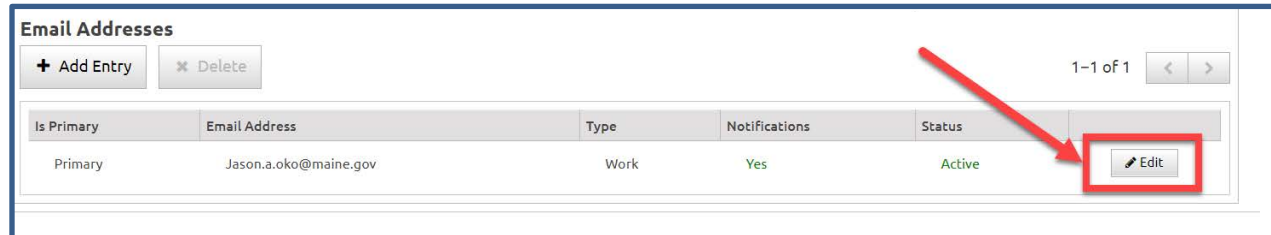
REMEMBER, THIS IS TO HELP PROTECT YOU

The more accurately you can record your patient’s demographic information, the greater the likelihood of us being able to make the match and notify you of a potential exposure.
Please protect yourself, your family and loved ones by recording accurate patient demographic information!

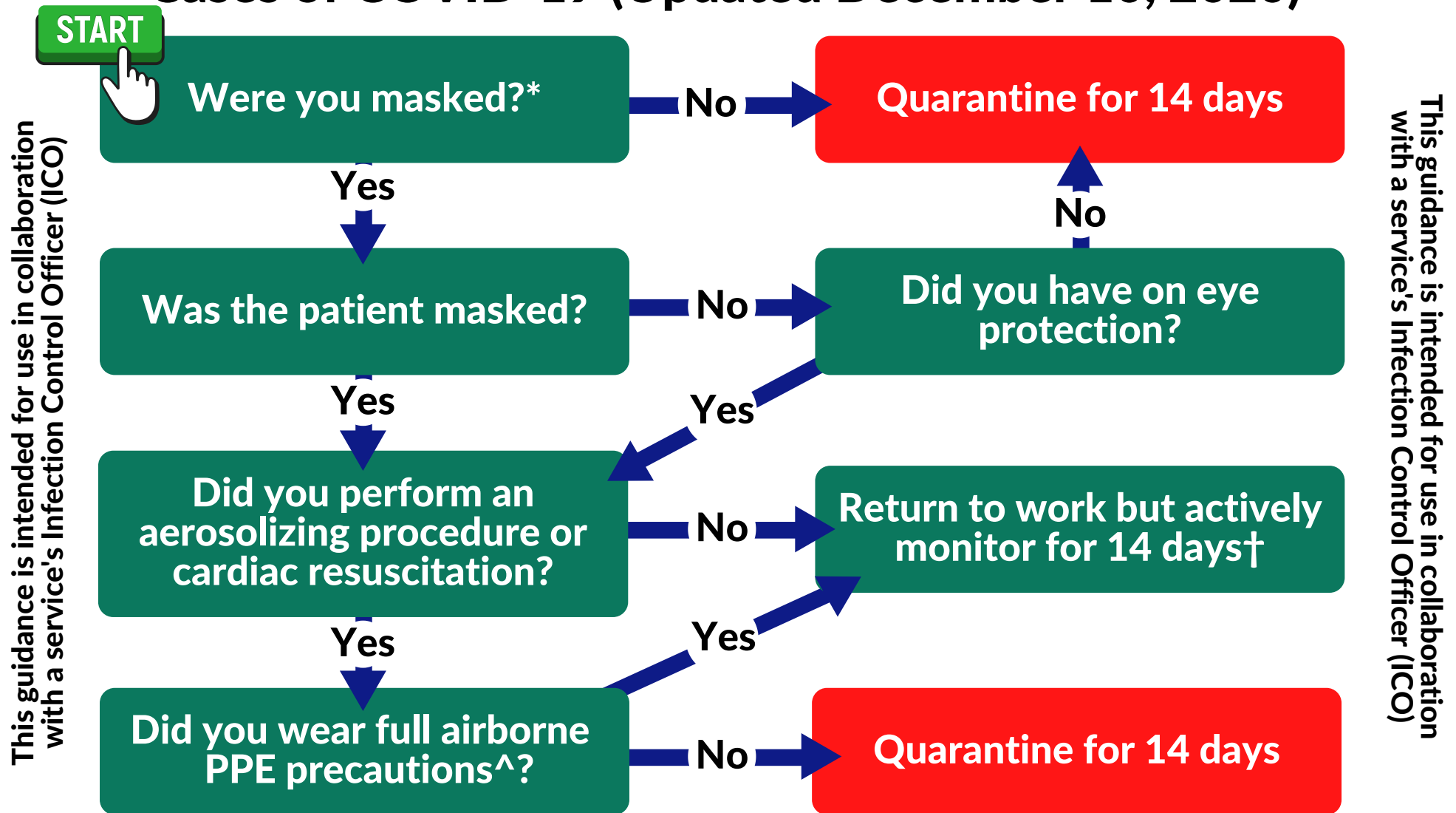
APPENDIX E

UPDATING YOUR EMAIL ADDRESS IN MEFIRS

You may then select  to make the necessary changes. Be sure to scroll all the way to the top of the screen and click the  button prior to leaving this screen.



Quarantine Guidance for EMS Clinicians Exposed to Confirmed Cases of COVID-19 (Updated December 10, 2020)



* N95 respirators (equivalent or higher) are recommended when caring for COVID-19 patients.

Cloth face coverings are not considered PPE for patient interactions

^ Full airborne PPE: N95 respirator (equivalent or higher), gloves, gown, and eye protection

† Actively monitoring means daily symptom and temperature checks (on and off duty)

Note: This is interim guidance and is subject to change, current as of December 10, 2020.

For More Information Including an
Up to Date List of Signs/Symptoms:

