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### MEMORANDUM

**To:** Maine EMD Center Directors  
**From:** Melissa Adams on behalf of Maine EMS  
**Subject:** Emerging Infectious Disease Surveillance (EIDS) Tool *Update*  
**Date:** **March 31, 2020**

*Updates to this Memorandum are Noted in Italics*

Maine EMS, in coordination with the Maine CDC and the Maine State EMS Medical Directors, Matt Sholl, MD, MPH, and Kate Zimmerman, DO, authorized activation and use of the EIDS tool by all Maine Emergency Medical Services (EMS) licensed Emergency Medical Dispatch (EMD) Centers and EMD Personnel on March 3, 2020.

EMD Centers should be using the latest version of ProQA (*currently 5.1.1.34*). *A ProQA COVID-19 Special Release was made available today and EMD Centers are encouraged to perform this update as soon as possible. For help upgrading please email [software.support@prioritydispatch.net](mailto:software.support@prioritydispatch.net) or call 866-777-3911 Toll Free (US and International).*

The EIDS tool shall be implemented with respect to all user agreements with Priority Dispatch and in accordance with the IAED published best practice rules and guidance, *unless otherwise directed in this document*. Note that Rule Three of the EIDS tool advises users to check the IAED website daily for any new updates or dispatch-related advice.

- Rule 5: *Agencies will use the EIDS tool to screen all medical calls, including transfer requests, unless the patient has been evaluated by a nurse or a doctor AND information is offered during call processing that the patient is a positive or presumptive positive COVID-19 patient.*  
*Note: With the update there is an option to launch the EIDS tool from Protocols 6,10,13, and 26 only, but the EIDS tool must still be used with all medical calls.*
- Agencies shall immediately modify Travel History/Patient Contact History screening to only ask the following *three* Medical Director-approved questions:
  - *Has the patient or anyone there tested positive or are they believed to be a positive COVID-19 patient?*

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- Has the patient or anyone else there had contact with a *positive or* presumed positive COVID patient?
- Is *the patient* a healthcare worker?

*Note: With the update there is now an option to gray out the Travel History/Patient Contact History Questions on the EIDS tool, and the Medical Director-approved questions have been relocated below these for a better operational flow.*

- There is no change to symptom related questions on the EIDS tool as scripted.
- As Rule Four points out, there are three (3) questions regarding elevated body temperature, these questions shall be asked in order, but a single positive response will eliminate the need to continue asking any remaining elevated body temperature question(s). To clarify, if the response to the first question is yes, there is no need to ask the second or third; if the response to the first question is no, the second question will be asked; the same procedure shall be applied for the second and third elevated body temperature questions. This does not apply to the remaining questions regarding breathing, cough, or other respiratory problems – these will always be asked regardless of the response to any other question.
- Agencies shall add the following Medical Director-approved Special Instruction for all positive U21 patients:
  - “If you have access to a healthcare mask, apply it to the patient appropriately to cover their mouth and nose.”

*The EIDS tool will continue to be used in surveillance mode.* Based on the response to the EIDS tool questions, the following information will be given upon initial dispatch to responders (or passed from the EMD center to the local/secondary dispatch center for dissemination with initial dispatch): “Negative U21” (the answer to ALL EIDS tool questions are negative); “Positive U21” (the answer to ANY EIDS Tool question is positive); or “Inconclusive U21” (unable to gather accurate and/or sufficient information). Responders must be familiarized with these terms and instructed to call in to the EMD Center for more information on any “Positive U21” dispatch.

If there are questions about software updates *please contact the Priority Dispatch at [software.support@prioritydispatch.net](mailto:software.support@prioritydispatch.net) or 866-777-3911*, or Cory Golob at the Emergency Services Communication Bureau. Priority Dispatch recorded a webinar on March 27<sup>th</sup> that reviews some of the updates to the software, covering accessibility and how they function, this is found at <https://www.firstwatch.net/covid-19-surveillance-and-triage-using-mpds-webinar/?fbclid=IwAR0Z20KoubIO-biixtHK1y3RQkobLHiuoYdboUqtXvsxrlXOBJ-85Qx9Ao>. Questions or concerns regarding when or how to use the protocol, including specific protocol questions or instructions, can be directed to the Maine EMS office for clarification or guidance. This document will be updated as needed and will be posted on the Maine EMS website.

Please feel free to reach out to Maine EMS at 207.626.3860 or [maine.ems@maine.gov](mailto:maine.ems@maine.gov) with any additional questions, comments, or concerns.