



JANET T. MILLS  
GOVERNOR

STATE OF MAINE  
DEPARTMENT OF PUBLIC SAFETY  
MAINE EMERGENCY MEDICAL SERVICES  
152 STATE HOUSE STATION  
AUGUSTA, MAINE 04333



MICHAEL SAUSCHUCK  
COMMISSIONER

J. SAM HURLEY  
DIRECTOR

### MEMORANDUM

**To:** Maine EMD Center Directors  
**From:** Melissa Adams on behalf of Maine EMS  
**Subject:** Emerging Infectious Disease Surveillance (EIDS) Tool *Update*  
**Date:** May 5, 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). Centers are encouraged to perform all software updates 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: 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 deactivate (or gray out) the EIDS tool’s scripted Travel History/Patient Contact History questions to only ask the following three Medical Director-approved questions:
  - *(Additional Symptoms) Muscle pain, headache, sore throat, new loss of taste or smell*

● 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

*Note: Each symptom is intended to be asked individually and a positive response shall be recorded by typing the positive symptom(s) into the appropriate free text space.*

- Has the patient or anyone there tested positive or *been told by a physician that they are believed to be a positive COVID-19 patient?*

*Note: Responders shall be notified of any persons on scene who meet these criteria.*

- Has the *patient* had contact with a positive or presumed positive COVID-19 patient *within the last 14 days?*
  - Is the patient a healthcare worker or do they work in a healthcare facility?
- EMD Agencies may add a scripted statement to the effect of “NO POSITIVE COVID-19 INDICATORS” in the final space of the Medical Director-approved questions, this statement should then be selected by the EMD at the conclusion of all other EIDS tool screening when no other indicators are selected, causing the statement to push to the sequences in ProQA and to the user’s CAD if that option has been made available.
  - *The first scripted symptom regarding measured body temperature will not be asked.*
  - *All other scripted symptoms will be asked, regardless of the response to any other question.*
  - *Agencies shall add the following Medical Director-approved Special Instructions:*
    - *(For all callers) Anyone having contact with the responders should be wearing a cloth mask or face covering.*
    - *(For positive U21 patients only) If you have access to a healthcare mask, apply it to the patient appropriately to cover their mouth and nose.*
  - Medical Direction has also approved adding the post-dispatch instruction (PDI) “Have the patient meet the responders outside when they arrive” to the scripted list of PDIs, individually considered and given as appropriate during routine disconnect. This remains optional for EMD Agencies, the determination for its use should be made in consultation with the EMS Agencies providing response.

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 or Cory Golob at the Emergency Services Communication Bureau. Questions or concerns regarding when or how to use the protocol 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.