COVID-19 EMS Telehealth or Telephone Consultation for Non-Transport: Decision Support for EMS Providers

The purpose of this decision tree is to assist EMS providers as they assess patients during the COVID-19 pandemic to determine which patients may be candidates for evaluation by Online Medical Control for non-transport.

*(Adoption of this protocol or a similar one is a System Plan Amendment that must be signed off on by the EMS MD and approved by the Illinois Department of Public Health.)*

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**On-scene arrival**

YELLOW or GREEN

**Assess the patient and assign a triage category**

RED

**Continue to treat patient according to standard EMS System policies and protocols**

YELLOW or GREEN

**Based on your assessment, assign a triage category**

RED

**Continue to treat patient according to standard EMS System policies and protocols**

YELLOW or GREEN

**Based on your assessment, assign a triage category**

GREEN

**Contact Online Medical Control to request an evaluation for non-transport**

YELLOW

**Does the patient’s condition require invasive treatment to stabilize?**

YES

**Does the patient require transport?**

YES

**Document patient agreement for non-transport**

NO

**Continue to treat patient according to standard EMS System policies and protocols**

GREEN

**Contact Online Medical Control to request an evaluation for non-transport**

YELLOW

**Does the patient’s condition require invasive treatment to stabilize?**

YES

**Does the patient require transport?**

YES

**Document patient agreement for non-transport**

NO

**Continue to treat patient according to standard EMS System policies and protocols**

YELLOW or GREEN

**Does the patient have symptoms consistent with an Influenza-like-Illness, COVID-19-like illness or low pulse ox reading?**

YES

**Contact Online Medical Control to request an evaluation for non-transport**

NO

**Based on your assessment, assign a triage category**

GREEN

**Contact Online Medical Control to request an evaluation for non-transport**

YELLOW

**Does the patient’s condition require invasive treatment to stabilize?**

YES

**Does the patient require transport?**

YES

**Document patient agreement for non-transport**

NO

**Continue to treat patient according to standard EMS System policies and protocols**

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**Triage Categories**

RED = critical condition that requires immediate advanced care

YELLOW = condition warrants further assessment based on Online Medical Direction

GREEN = condition stable, no emergency exists

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**Symptoms of Influenza-like-Illness include:** abrupt onset of: fever, chills, myalgia, headache, malaise, nonproductive cough, sore throat, and rhinitis. Some people who are sick with influenza do not develop a fever, especially the elderly and people who are immunosuppressed. Young children may also have nausea, vomiting, or diarrhea.

**Symptoms of COVID-19-like illness include:** fever, cough, and shortness of breath. Emergency warning signs include trouble breathing, persistent pain or pressure in the chest, new confusion or inability to arouse, low O2 saturation, and bluish lips or face.

03/24/2020