

Figure 2: Sample Pandemic Influenza EMS Dispatch Protocol

The “Sample Pandemic Influenza EMS Dispatch Protocol” is for illustrative purposes only. It is **one example** of how resources may be reallocated within the system during an influenza pandemic utilizing the Pandemic Severity Index. EMS planners should consider other factors, including community mitigation strategies, that will impact how resources will be used.

These factors may include:

1. Increased Demand for Services
2. Reduction of EMS/Dispatch Workforce
3. Healthcare Facility Bed Availability

Dispatch Priority Level (should match vendor or call center based dispatch protocol/tiered algorithm)	Response (Standard Operating Mode)	Pandemic Severity Index Category 1	Pandemic Severity Index Category 2-3	Pandemic Severity Index Category 2-3
Classification 1 Confirmed/Suspected Cardiac Arrest (Not Breathing, Unresponsive per 911 call)	Closest AED Unit; Closest 1 st Responder; Closest ALS Ambulance (HOT)	Closest AED Unit; Closest 1 st Responder; Closest BLS Ambulance if available (HOT)	Closest AED Unit (HOT); Closest 1 st Responder if available (HOT)	Closest AED Unit if available (HOT)
Classification 2 Life Threatening Emergency/Potentially Life Threatening/Confirmed Unstable Patient(s)	Closest 1 st Responder; Closest ALS Ambulance (HOT)	Closest 1 st Responder; Closest ALS Ambulance if available; BLS ambulance if ALS unit not available (HOT)	Closest 1 st Responder; Closest Ambulance available (ALS or BLS) (HOT)	Closest 1 st Responder if available; Closest Ambulance available (ALS or BLS) (HOT)
Classification 3 Non-Critical/Currently Stable Patient(s) Requiring ALS Assessment	Closest ALS Ambulance (COLD)	Closest Ambulance available (ALS or BLS)(COLD)	Closest Ambulance Available (ALS or BLS) (COLD)	Referral to Alternate call center; or advise self-transport to Alternate Treatment Site
Classification 4 BLS Assessment for unknown/possibly dangerous scenes	Closest 1 st Responder (HOT); Closest BLS Ambulance (COLD)	Closest 1 st Responder (HOT); Closest BLS Ambulance if available	Closest 1 st Responder (HOT)	Closest 1 st Responder if available; or Closest stand-in responder unit
Classification 5 BLS Treatment	BLS Ambulance (COLD)	BLS Ambulance (COLD)	Alternate call center (such as Poison Control Center, Nurse advice line, health care call center, etc.)	Alternate call center (such as Poison Control Center, Nurse advice line, health care call center, etc.)
Classification 6 Non Ambulance Care	Alternate call center (such as Poison Control Center, Nurse advice line, health care call center, etc.)	Alternate call center (such as Poison Control Center, Nurse advice line, health care call center, etc.)	Alternate call center (such as Poison Control Center, Nurse advice line, health care call center, etc.)	Alternate call center (such as Poison Control Center, Nurse advice line, health care call center, etc.)

(HOT and COLD defined in glossary, Appendix A)

*See also **SAMPLE PANDEMIC INFLUENZA EMS OPERATING PROTOCOLS**