

## COVID-19 GUIDELINES FOR GMR CALL INTAKE CENTERS

### **VERSIONS:**

**March 17, 2020: Original**

**March 19, 2020: Updated**

*These Guidelines are for Communications, Operational Control, Maintenance Control, Billing, Membership and other Call Centers*

### **Introduction, Intent and Application**

The purpose of this document is to provide guidance for GMR call-intake centers. In preparation and response for the 2019 Novel Coronavirus (COVID-19). The evolution of specific approaches, understanding the specific mode of transmission, duration of illness, risks of exposure and target methods of prevention and treatment are changing rapidly.

These guidelines are intended to provide current approaches and practices to affected GMR entities. Clearly, there will be local differences in application based on level of disease activity, public health mandates and operational needs. The GMR Guidelines are based on the information promulgated by the Centers for Disease Control & Prevention (<https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-for-ems.html>), available scientific evidence, operational best practices and expert consensus. Individual GMR Operations should use these Guidelines for preparation and response. GMR Operations may adapt preparation and response to meet local approaches or as mandated by governmental requirements. These Guidelines should be utilized in conjunction with individual GMR Operation policies, practices and procedures.

It is expected that these Guidelines will change as our understanding and experience with the Novel Coronavirus evolves based on the evidence. As with any rapidly changing public health event, it is vitally important to remain vigilant and connected with a “Single Source of Truth” that provides contemporary information based on the best available evidence. As such, the Guidelines will be version controlled (the Guidelines will be dated with most recent version) and notification provided when changes are recommended. The most current version of this document will be posted at [www.globalmedicalresponse.com/coronavirus](http://www.globalmedicalresponse.com/coronavirus).

### **Communication, Operation, Maintenance Control and Call Intake Centers**

All GMR Call, Billing, Membership, Communication, Operation and Maintenance Control Centers will implement the following processes upon receipt of this guidance to prevent potential exposure and/or spread of the COVID 19 virus.

- Visitors or employees that do not have an essential business need are not permitted into these locations. Visitors or employees who have a demonstrated need should use e-mail, phone, or text as their first option to interface with an employee in these locations.

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- Entrances will be closed for entry, and employees will enter through a designated entry point. Badge readers will be adjusted to not allow entrance to the locked doors. Locked doors will be operational as emergency exits only.
- Social distancing (separation of 6ft or greater) should be applied by employees when possible.
- Routine cleaning and disinfection of the work area should be practiced in accordance with [GMR Facility and Disinfecting Guidance for Employees document](#).
- Prior to entering the work area the employee will answer the following questions-
  - **Have you had any real or potential exposure to any person with the COVID 19 virus?**
  - **Do you have any symptoms (Fever or shortness of breath)?**
- Verified temperature check: The employee will have their temperature checked using a locally sourced digital handheld infra-red thermometer [Temperature check occurs in the presence of screening supervisor] If any fever of 100.4F or higher, or rise in temperature over 2°F of your baseline the employee should NOT be permitted into the work area or allowed to interact with other employees.
- After entering the workplace all employees should have access to hand sanitizer and/or hand washing facilities for use prior to going to their work stations.
- Each time an employee exits the building (even to smoke), their hands will be re-sanitized.
- Signs should be placed on the locked doors that provide:
- Phone numbers for Membership (please provide), billing, and a note to call 911 for an emergency.
- Each facility should develop process to manage mail, package, and vending machine deliveries.

### Employee Exposure / Quarantine

All employees should be alert for fever or respiratory symptoms (sore throat, shortness of breath,). If symptoms develop, they should self-isolate and notify their supervisor to arrange for appropriate evaluation per local procedures.

Employees who answer any of the above screening questions affirmatively or who have a temperature within the parameters listed above contact the EID Hotline. The employee should remove themselves from the facility and contact the Emerging Infectious Diseases (EID) Hotline for further guidance.

If you believe you've had an exposure or display any respiratory symptom (cough, sore throat) before arriving to the workplace should be reported to your supervisor by phone, text or e-mail and questions and the EID contacted. A trained healthcare professional will guide the employee through next steps.

**EID Contact #: 855.361.1996.**