



TEXAS DEPARTMENT OF STATE HEALTH SERVICES

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****STATEWIDE****

INTERIM 911 Call Taker (PSAP) Phone Screening Guide

Adapted From CDC Guidance for EMS and PSAP for EVD in the US

CALLER with possible Ebola symptoms CALLS 911.

- **Individual reporting fever or symptoms of Ebola should immediately be screened by the call taker utilizing the “Communications” algorithm.**
 - Should the caller answer “Yes” to the fever **AND** one of the contact questions, notify first responders of a possible “*Patient complaining of Ebola symptoms and exposure*” and contact your local health department at _____
(Insert Health Department Number)

SCREENING QUESTIONS

Does the patient have a fever, severe headache, muscle pain, vomiting, diarrhea, abdominal pain, or unexplained bleeding?

AND

In the past **21** days has the patient:

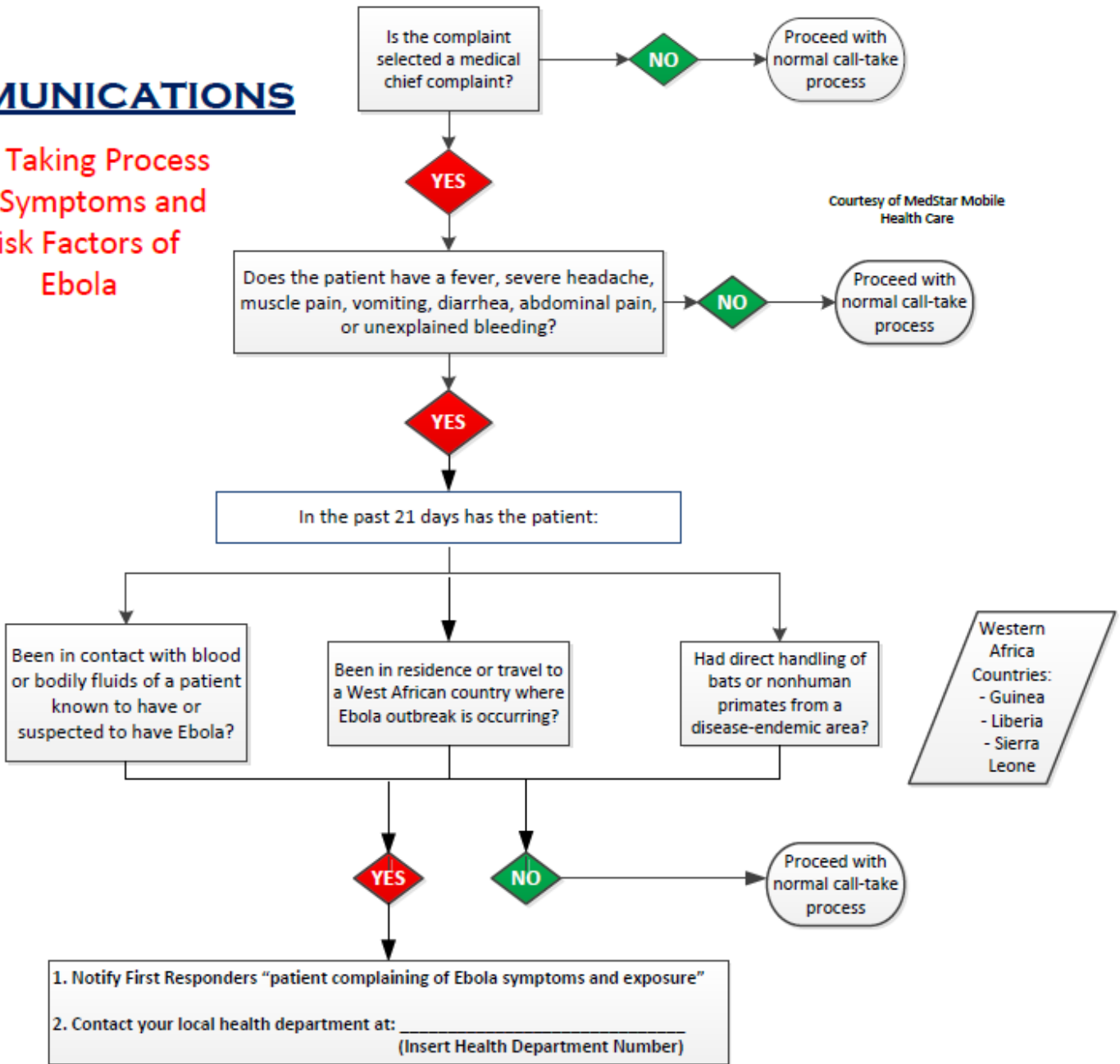
1. Been in contact with blood or body fluids of a patient known to have or suspected to have Ebola?
2. Been in residence or travel to a West African country where Ebola outbreak is occurring?
3. Had direct handling of bats or nonhuman primates from a disease-endemic area?

Countries include:

- Guinea
- Liberia
- Sierra Leone

COMMUNICATIONS

Call Taking Process for Symptoms and Risk Factors of Ebola



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