

Trumbull Emergency Medical Services

CALLING 911 DURING COVID-19

HELP US FIND YOU

- Make sure your street number is clearly marked and visible from the road.
- Clear away anything blocking view of your house number.

HELP US GAIN ACCESS

- If it is dark, turn on the lights outside your home.
- Clear a path to your entrance way.
- Move cars blocking access in driveway.
- Send someone to meet us and show us the best way in and out. This person should use social distancing and keep 6ft from the responding crew.
- Secure any pets.

WHAT WE NEED FROM YOU

- Have your name, date of birth, medical history, medications, and allergies written on a list that you can take with you.
- Bring your phone, ID, and insurance card with you to the hospital.



Call 911 to report an **emergency**, including medical emergencies that require Emergency Medical Services (EMS). **When in doubt, call 911.**

During COVID-19, our emergency dispatchers might ask extra screening questions to ensure they provide the most appropriate resources for your emergency. It is critical that you answer these questions honestly so that we can protect you and our crews by wearing appropriate Personal Protective Equipment (PPE).

Trumbull EMS will ALWAYS respond to your medical emergency 24 hours a day, 7 days a week—no matter what. Please do not hide any medical or pertinent information thinking we will not come. These questions protect you and our crews when we respond to help you.

EXAMPLES OF WHEN TO CALL 911

- Difficulty breathing or choking
- Allergic reaction
- Symptoms of heart attack or stroke
- Sudden confusion, disorientation, or dizziness
- Sudden difficulty speaking, walking, or seeing
- Sudden severe pain

EXAMPLES OF WHEN NOT TO CALL 911

- Want information regarding COVID-19
- Want a ride to a doctor's office
- Want to get tested for COVID or have questions about results
- Have mild symptoms (call your doctor)

Trumbull EMS COVID-19 Response Team

Trumbull Emergency Medical Services

WHAT TO EXPECT WHEN YOU CALL 911 DURING COVID-19



Our emergency dispatchers will ask you several important questions and might provide you with instructions.

Your EMS crews will be wearing Personal Protective Equipment (PPE), such as a mask, gloves, gown, and/or face shield.

You (and your caregiver, if applicable) will be asked to wear a facemask. Anyone not essential to patient care will be respectfully asked to leave the room to minimize potential exposures.

EMS crews will need to know your medical history, medications, allergies, and other pertinent information.

*NO ONE WILL EVER BE DENIED EMERGENCY MEDICAL SERVICES,
REGARDLESS OF PREEXISTING MEDICAL CONDITIONS OR INABILITY TO PAY*

Frequently Asked Questions

Will an ambulance still come if I have been diagnosed with COVID-19?

Yes, we will always respond to your 911 emergency.

If an EMS crew is wearing protective gear on a call, does that mean the patient has COVID-19?

No, due to the infectious nature of this disease, our crews are taking thorough precautions on all 911 responses.

Can you test me for COVID-19?

No, at this time Trumbull EMS is not authorized to administer COVID tests in the prehospital setting.

Can my family member or loved one accompany me to the hospital?

No, due to current infection control precautions we are unable to transport any additional people (other than a parent accompanying a minor). We will ask you for a name and contact number if the hospital needs additional information.

CALL 911 FOR:

- 911 Advanced Life Support
- 911 Paramedic Intercept
- 911 Basic Life Support

EMAIL US FOR INFORMATION ABOUT:

- Community Parades
- Online Support Meetings
- Community Food Drive

Email: ems@trumbull-ct.gov

STAY SAFE, STAY HOME

- Practice hand hygiene.
- Wash your hands frequently.
- Practice social distancing.
- Stay up to date with important information.
- Visit the Town of Trumbull Website for frequent updates.
- Call your primary healthcare provider for non-urgent questions.
- Practice self care: meditation, online yoga, healthy food, and socially distant exercise.
- Follow face covering guidelines.

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