



TEXAS DEPARTMENT OF STATE HEALTH SERVICES

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911 Call Taker (PSAP) Phone Screening Guide

There are 48 individuals identified as Ebola contact cases being monitored by Dallas County Health and Human Services (DCHHS). The following protocols are recommended for 911 Call Takers (PSAP) employees in the event that they are contacted by a monitored (KNOWN CONTACT) or individual complaining of Ebola symptoms (UNKNOWN CONTACT).

KNOWN CONTACT with possible symptoms CALLS 911.

[For the group of 48 that are currently under observation: These individuals have been instructed to contact Dallas County Health Department if they begin to show any signs or symptoms of Ebola and may have already notified the Epidemiologist on-call]

- **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 Under Investigation of Ebola exposure” and provide the Dallas County Health and Human Services Epidemiologist On-Call Phone number to first responders if requested:
(214) 677-7899

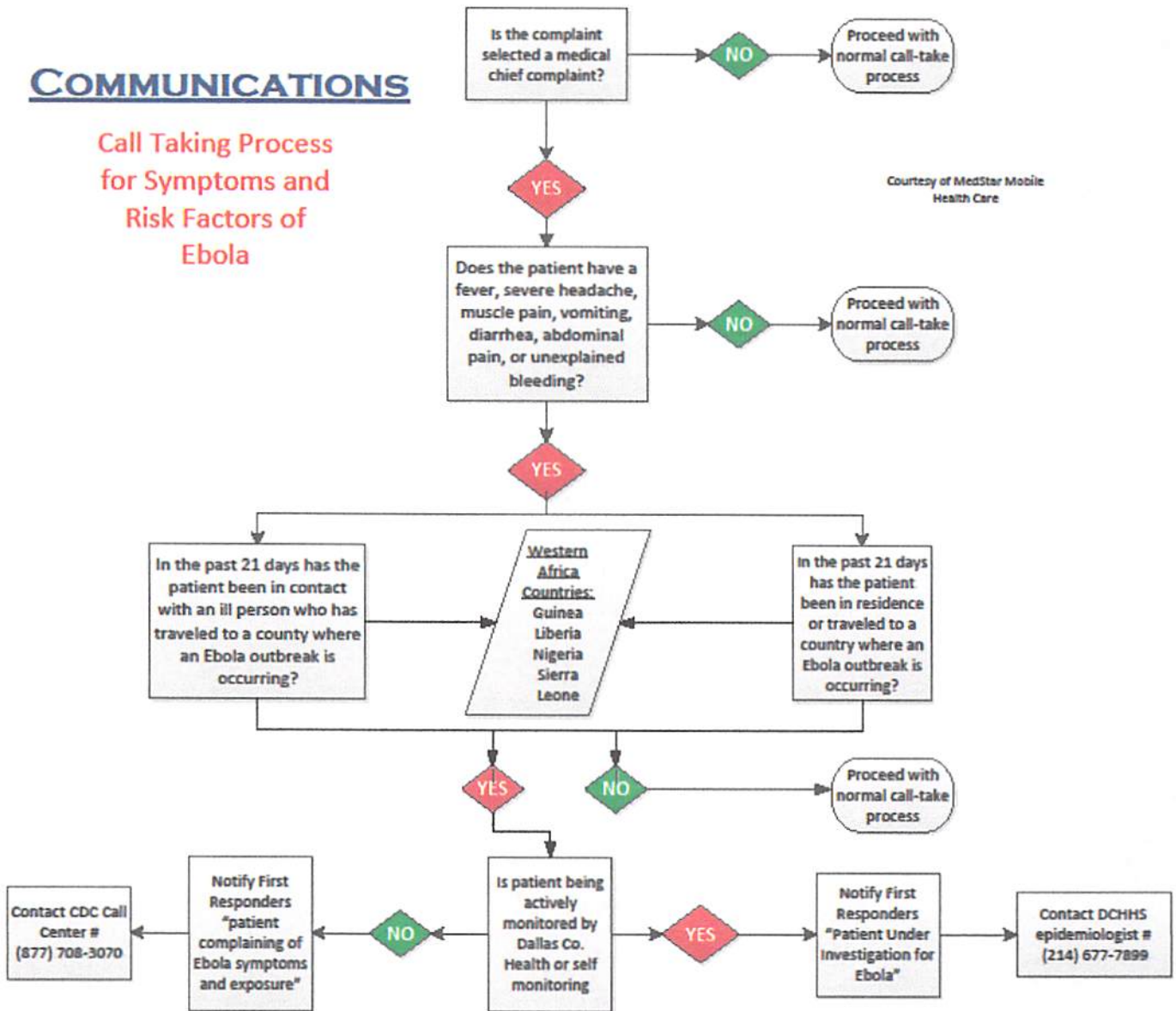
UNKNOWN CONTACT with possible Ebola symptoms CALLS 911.

- **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 provide the CDC Call Center number to the first responders if requested:
(877)708-3070

COMMUNICATIONS

Call Taking Process for Symptoms and Risk Factors of Ebola

Courtesy of MedStar Mobile Health Care



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