

Hi North Haven!

As Coronavirus makes its way through our country and state, EMS protocols are changing on what often feels like an hourly basis. Our extremely dedicated North Haven EMS crew and clinic providers are still on-call providing emergency medical care for our community 24/7. However, due to the protocol changes being handed down from Maine EMS and the Maine CDC, we have to operate differently than we normally do, regardless of the nature of a 911 call. So, here's what you can expect from dispatch and your EMS crew if you dial 911 and need emergency assistance:

- NH EMS on-call crew will respond to the station to have our temperature taken before responding to the scene. \*\*This could possibly increase our response time.
- Dispatch (911) will ask you a series of questions about coronavirus related symptoms/exposure every time you call, regardless of the nature of the call.
- If dispatch reports that you have symptoms/suspected exposure, we will arrive in full PPE – Full Tyvek suit (or gown), mask, face shield, gloves.
- If dispatch does not report symptoms or exposure, we will arrive in masks and gloves, one EMT will enter your home, stay 6ft. away from everyone, and will ask a series of questions.
- Based on your responses to those questions, we will continue the call in masks and gloves only or we will put full PPE on.
- If possible, we will also put a mask on the patient and an accompanying parent/guardian.
- Family members are no longer allowed in the ambulance. Exception: If the patient is a minor under 18, 1 parent is allowed to accompany them with a mask and gloves on (EMS will provide these).
- Family members are also no longer allowed to accompany patients into the ER at Pen Bay. Exception: If the patient is a minor under 18, 1 parent is allowed to accompany them with a mask on.

We understand that these protocol changes can be frustrating, time-consuming, and even scary. These precautions are in place to protect healthcare providers but also to protect our patients and their families. We are doing our very best to keep our community safe during these uncertain times. I am always available to answer any questions or concerns so do not hesitate to reach out to me. Stay safe!

Erin Cooper  
NH EMS Crew Chief