

# Pandemic Flu and Protocol 36

## Limited Use License




By using these materials you (the “User”) agree to the following terms and conditions. The User is hereby granted a non-transferable, non-exclusive, revocable, perpetual, limited use license in the following materials. The User shall not, in whole or in part, alter or change the materials. The User acknowledges and understands that the International Academies of Emergency Dispatch is the sole and exclusive owner of the copyrights and other intellectual property associated with the materials and all derivatives therefrom. The User agrees to keep any of these materials current as regularly issued by the IAED. These materials are protected by United States and International copyright laws and treaties. The User shall not use these materials commercially or for any monetary gain. They cannot be incorporated into any 3rd party products, computers or CADs, modified in any way, or redistributed for any other uses. In no event shall the International Academies of Emergency Dispatch be liable for damages of any kind associated with the use of these materials.

## KEY QUESTIONS

1. ¿Cuál es el **problema** más **prominente**?  
**(Difficulty breathing)**
- ¿Tiene **dificultad** para hablar **entre** respiraciones?
    - (No)** **Describame** cómo es su **respiración**.
  - (INEFFECTIVE or DSBB)** ¿Tenía **síntomas de influenza** antes de esto?

**Yes & INEFFECTIVE** \_\_\_\_\_   
**Yes & DSBB** \_\_\_\_\_   
**No** \_\_\_\_\_ 

## **(Chest pain ≥ 35)**

- ¿Ha tenido un **ataque cardíaco** o **angina de pecho** (dolores de corazón)?  
**Yes** \_\_\_\_\_   
**10**
- ¿Está **completamente alerta** (actuando adecuadamente)?
- ¿Está **cambiando de color**?
  - (Yes)** **Describe** el cambio de color.
- ¿Tiene **escalofríos** o **sudoración**?  
**Yes & chest pain ≥ 35** \_\_\_\_\_   
**10**
- ¿Está **vomitando**?  
**Yes & chest pain ≥ 35** \_\_\_\_\_   
**10**
- ¿Tiene una **nueva tos** que inició **recientemente**?
- ¿Tiene **dolor de garganta**?
- ¿Tiene **dolores inusuales en todo el cuerpo**?
- ¿Tiene **fiebre (caliente al tacto)** en temperatura ambiental)?

## LEVELS # DETERMINANT DESCRIPTORS (English) → SABC CODES: LO(S)

<b>D</b>	1	<b>INEFFECTIVE BREATHING</b> with <b>flu symptoms</b>	<b>36-D-1</b>
	2	<b>DIFFICULTY SPEAKING BETWEEN BREATHS</b> with <b>flu symptoms</b>	<b>36-D-2</b>
	3	<b>Not alert</b> with <b>flu symptoms</b>	<b>36-D-3</b>
	4	<b>CHANGING COLOR</b> with <b>flu symptoms</b>	<b>36-D-4</b>
<b>C</b>	1	<b>Abnormal breathing</b> with <b>single</b> flu symptom or <b>Asthma/COPD</b>	<b>36-C-1</b>
	2	<b>Abnormal breathing</b> with <b>multiple</b> flu symptoms	<b>36-C-2</b>
	3	<b>Chest pain ≥ 35</b> with <b>single</b> flu symptom	<b>36-C-3</b>
	4	<b>Chest pain ≥ 35</b> with <b>multiple</b> flu symptoms	<b>36-C-4</b>
	5	<b>HIGH RISK</b> conditions	<b>36-C-5</b>
<b>A</b>	1	<b>Chest pain &lt; 35</b> with <b>single</b> flu symptom	<b>36-A-1</b>
	2	<b>Chest pain &lt; 35</b> with <b>multiple</b> flu symptoms	<b>36-A-2</b>
	3	<b>Flu symptoms only</b> (cough, fever, chills, sweats, sore throat, vomiting, diarrhea, unusual total body aches, headache, etc.)	<b>36-A-3</b>

## KEY QUESTIONS (continued)

- ¿Tiene **flujo nasal** o **nariz congestionada**? **\* see Rule 2**
- ¿Tiene **diarrea**?
- ¿Tiene **dolor de cabeza**?
  - (Yes & no other flu symptoms)** ¿Sintió un **dolor intenso de repente**?  
**Yes** \_\_\_\_\_ **18**  
**No flu symptoms in KQ 4-12** \_\_\_\_\_ **CC**
- ¿Tiene alguna condición de **ALTO RIESGO**?

## POST-DISPATCH INSTRUCTIONS

- (If regular dispatch)** Ahora le envío **ayuda** (ambulancia). **No cuelgue**. Le diré **exactamente** lo que debe hacer.
- (If reduced/limited dispatch)** En este momento estoy **tramitando su cuidado médico**. Una ambulancia (o camioneta de transporte médico) llegará para examinarlo/a **cuando esté disponible**. Esto puede que demore (varias horas).
- (If quarantine and no dispatch)** Debido a la extensión de la epidemia de influenza, **no le podemos enviar una ambulancia**. Haré **conexión** con un **especialista en influenza** que le aconsejará que es lo que debe hacer.
- (Patient medication requested and Alert)** Dígame que debe hacer lo que **el doctor le haya indicado** para estas situaciones.
- (≥ 1 + DELTA)** Si hay algún **desfibrilador** (DAE) disponible, **envíe** a alguien para que lo traiga **ahora** en caso de que lo necesitemos más tarde.

DLS **\* Link to X-1 unless:**  **ABC-1** 

## INEFFECTIVE BREATHING and Not alert → L1(A) L2(B) L3(C)

DETERMINANT DESCRIPTORS (Spanish)	L1(A)	L2(B)	L3(C)
<b>RESPIRACIÓN INEFICAZ</b> con <b>síntomas de influenza</b>			
<b>DIFFICULTAD PARA HABLAR ENTRE RESPIRACIONES</b> con <b>síntomas de influenza</b>			
<b>No alerta</b> con <b>síntomas de influenza</b>			
<b>CAMBIO DE COLOR</b> con <b>síntomas de influenza</b>			
<b>Respiración anormal</b> con <b>un solo</b> síntoma de influenza o <b>Asma/EPOC</b>			
<b>Respiración anormal</b> con <b>múltiples</b> síntomas de influenza			
<b>Dolor de pecho ≥ 35</b> con <b>un solo</b> síntoma de influenza			
<b>Dolor de pecho ≥ 35</b> con <b>múltiples</b> síntomas de influenza			
Condiciones de <b>ALTO RIESGO</b>			
<b>Dolor de pecho &lt; 35</b> con <b>un solo</b> síntoma de influenza			
<b>Dolor de pecho &lt; 35</b> con <b>múltiples</b> síntomas de influenza			
Síntomas de influenza <b>solamente</b> (tos, fiebre, escalofríos, sudoración, dolor de garganta, vómito, diarrea, dolores inusuales en todo el cuerpo, dolor de cabeza, etc.)			

## ➔ Flu Surveillance & Triage Level

### Suffixes

Locally enacted **Flu Level designations** may affect your agency's **response assignment**. With the exception of Level 0, the other levels allow for **locally** designated, potentially **different levels** of patient **triage** and **reduced response**:

- S** = **Level 0** (surveillance only) – no change in response
- A** = **Level 1** (low triage) – consider referral of ALPHA cases only
- B** = **Level 2** (moderate triage) – consider reduced response for CHARLIE cases
- C** = **Level 3** (high triage) – consider referral of some CHARLIE cases and reduced response for DELTA cases

### INEFFECTIVE BREATHING

See **Protocol 9** for definitions.

### DIFFICULTY SPEAKING BETWEEN BREATHS

See **Protocol 6** for definitions.

### CHANGING COLOR

See **Protocol 6** for definitions.

### HIGH RISK Conditions

- ≤ 12 years old
  - Diabetes
  - Neurological diseases (affecting swallowing or breathing)
  - Pregnancy
  - Sick cell disease (sickle cell anemia)
- Other high-risk conditions of **asthma**, **COPD**, **heart disease**, and **angina** are covered in other **CHARLIE**-level Determinant Codes.

### Rules

1. Once **surveillance** or **triage** is **locally approved**, use **Protocol 36** for the medical Chief Complaints of **breathing problems**,

### chest pain, headache, and sickness.

Do not go to Protocols 6, 10, 18, or 26 **unless** Protocol 36 directs you there.

2. Once **two flu symptoms** in Key Questions 4–12 have been identified, **skip** the rest of the questions to Key Question 13 and then choose the appropriate **Determinant Code**. If **positive flu symptoms** were **mentioned in Case Entry**, these Key Questions **do not have to be asked again**. More than one flu symptom **creates a higher likelihood** that the Chief Complaint is actually the flu.
3. If **initial information** identifies the Chief Complaint as **Breathing Problems** (6), **Chest Pain** (10), **Headache** (18), or **Sick Person** (26), and other flu symptoms are **not identified**, return to the **original Chief Complaint** and **complete the call**.
4. If the patient **had a fever** but took aspirin, acetaminophen (Tylenol), or ibuprofen (Motrin), **and the fever is now gone**, answer the fever Key Question as **“yes”**.
5. If the complaint is **Chest Pain** (≥ 35) and **sweats, vomiting**, or a **history of heart attack** or **angina** are later identified, **go to Protocol 10** and complete the call. While sweats and vomiting are symptoms of flu, they may also be **present in heart attacks**.
6. Patients of age **65 or older** are **unlikely** to have **H1N1** and should be **handled** according to their most **prominent Chief Complaint**.

### Axioms

1. It is predicted that a pandemic, epidemic, or outbreak will cause an **increase** in the number of **severe breathing problems** reported (more 6-D-1 cases) **unless Protocol 36 triage is implemented**.
2. **Pregnant women** infected with H1N1 are **significantly more at risk** for **complications, hospitalization, and death**.

3. The **HIGH RISK Condition** of **neurological diseases** includes: multiple sclerosis (MS), muscular dystrophy (MD), amyotrophic lateral sclerosis (ALS or Lou Gehrig's), motor neuron disease (MND), poliomyelitis, and myasthenia gravis. If a mentioned disease is questionable, consider it as **positive**.

### Pandemic

An epidemic that becomes **widespread**, affecting an **entire region, continent, or the world**.

### Epidemic

A **sudden** outbreak of a disease or an **unusually large number** of disease cases in a **single community or relatively small area**. Disease may spread from person to person and/or through the exposure of many persons to a single source, such as a water supply.

### Outbreak

A **sudden increase** in the number of disease cases, or occurrence of a **larger than expected number** of cases, within a **short** period of time.

**Flu Symptoms** (may be updated as more is known about specific symptoms at the time of an outbreak)

Common symptoms of the **current H1N1 (swine flu) illness** based on the latest information from government health agencies:

- Diarrhea
- Dificultad para respira
- Dolor de cabeza
- Dolor de garganta
- Dolor de pecho
- Dolores inusuales en todo el cuerpo
- Escalofríos o sudoración
- Fiebre (>38° C/100° F)
- Flujo nasal/nariz congestionada
- Tos (inicio reciente)
- Vomitando
- Diarrhea
- Difficulty breathing
- Headache
- Sore throat
- Chest pain
- Unusual total body aches
- Chills or sweats
- Fever (>100° F/38° C)
- Runny/stuffy nose
- Cough (recent onset)
- Vomiting