

Good afternoon Field Operations,

We have been utilizing Protocol 36 (Pandemic/Epidemic/Outbreak) as a tool capture a large amount of potential COVID + patients into one protocol for the better part of 2020. Benefits of using Protocol 36 includes the identification of potential infected patients and the ability to alter our response plan to better serve our community as a whole. This has proven beneficial with the increase in employee quarantines and stress on our system. Due to the impacts we are seeing to staffing levels and response times we are moving to **Level 2-Moderate Triage** of the Protocol 36. This has been presented to and approved by the director's team, medical directors and the medical control board. Protocol 36 Level 2-Moderate Triage will be divided into two sections, A and B.

Section A will be implemented first and includes the following change:

- The addition of an "ALPHA Extended" response level.
 - **ALPHA Extended will extend response time target from 20 minutes to 90 minutes.**
 - This shift will allow system status controllers to utilize the Maximizing Response Time process to properly manage the system and workload.
 - The two patient sub-types to be included in the ALPHA Extended category are:
 - Patients deemed not appropriate for OMEGA referral, on Protocol 36
 - Patients categorized as "HIGH RISK" on Protocol 36
 - We anticipate that this will impact approximately 15 calls per day.
 - You will start noticing ALPHA Extended dispatches on **December 22nd at 0900.**

TL:DR

- We are moving to Level 2-Moderate Triage within Protocol 36 (Pandemic/Epidemic/Outbreak).
- This will move our current 20-minute response time to 90-minute response time using a new ALPHA Extended response level.
- This should impact approximately 15 calls per day.
- You will start noticing ALPHA Extended dispatches on **December 22nd at 0900.**

If you have any questions regarding this change please reach out to your supervisor or contact Matt Lewis at matthewl@medic911.com.

Sent to: Field

Also available at: Yammer

For questions: Matt Lewis at matthewl@medic911.com