



## **Central Dispatch Red Flag Procedures for COVID-19 Notification**

During the period of the COVID-19 pandemic or until such time as it becomes ineffective as noted below, the Ottawa County Department of Public Health will notify Ottawa County Central Dispatch of the address of a confirmed positive case of COVID 19, based on the following procedures:

1. Upon notification of a confirmed POSITIVE case, the OCDPH Emergency Preparedness Coordinator will obtain the address of the patient from the Communicable Disease Team.
2. The OCDPH Emergency Preparedness Coordinator will initiate a Michigan HAN Alert to notify the OC Central Dispatch Director and Deputy Director of the address of the positive case. Only the address may be provided.
3. The OC Central Dispatch Director or Deputy Director will add a “red flag” to the address within the 911 system with an automatic expiration of forty-five (45) days unless automatically removed earlier.
4. The OC Central Dispatch will ensure that this information is not broadcast over publicly available radio communications in an uncoded manner and is only viewed by and/or provided to emergency responders on a defined “need to know” basis. “Need to know” in this case, is defined as those emergency responders who are called to the address in response to a 911 dispatch. All Emergency responders must comply with the mandates associated with the security of protected patient information.
5. Upon release of the patient from isolation by OCDPH, the PH Emergency Preparedness Coordinator will initiate a second Michigan HAN Alert and send the alert to ONLY the Director and Deputy Director of Central Dispatch, who will then manually REMOVE the flag from the address within the system.

The process will only last through the current pandemic (COVID-19). However, if or when we get widespread POSITIVE cases, this process may lose the intended effectiveness and may then be cancelled.

The following legal advice is critical in the communication of this highly confidential information:

- As alluded to above, dispatchers may not openly share the information over the radio to first responders. Assuming a mobile data unit can be used. If that is not possible, then as a last resort, a code.

- Dispatchers and all emergency responders should be advised in advance (and perhaps reminded through actual transmission) that this information is highly confidential and to be treated as such and shared ONLY on a need to know basis so that this information does not become public.
- First responders should be reminded that there is community spread in Ottawa County and they should always assume a person with whom they are contacting is infected. However, precautions should be employed with extra vigilance and rigor at a red flag address.
- Legal advice states that names may not be shared--only addresses. Any acquisition of names of positive COVID 19 residents in the course of service must be treated as highly confidential and not shared outside of the response team.

By: \_\_\_\_\_

Lisa Stefanovsky, Health Officer  
Ottawa County Department of Public Health

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Date

By: \_\_\_\_\_

Central Dispatch

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Date