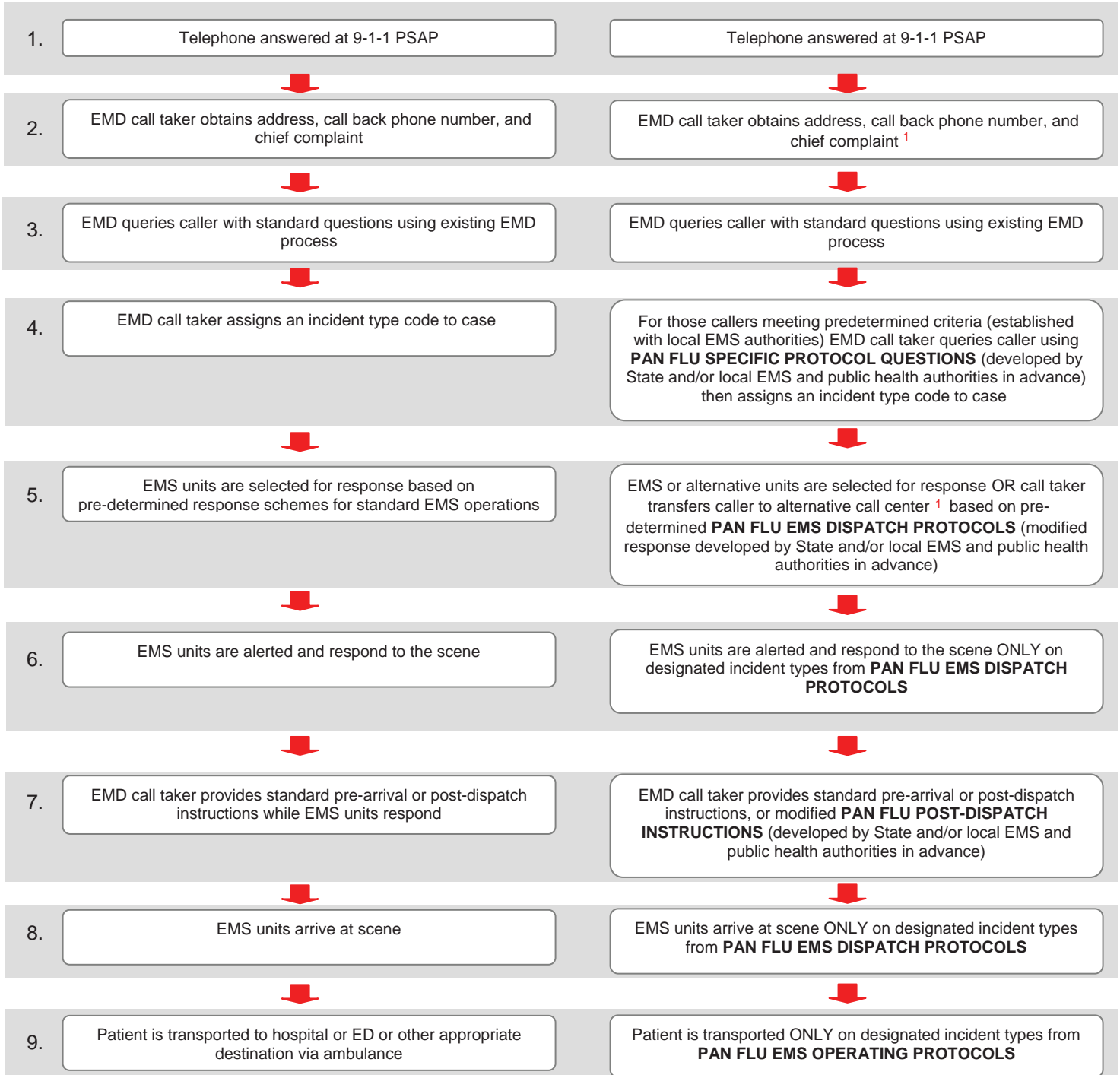


Figure 1: Sample Call Flow for Standard EMD Calls versus Pandemic Flu Calls

This chart is for illustrative purposes only, to be modified to locally adopted protocols as need.

Standard EMD Call Flow

Pandemic Flu Call Flow (using local Pan Flu protocols)



(1) At different points in the Pandemic Flu Call Flow process, an EMD call taker may transfer a call to an alternative call center (e.g, poison control centers, nurse advice lines, health care call centers) based on pre-determined Pan Flu EMS Dispatch Protocols. PSAPs should also plan to accept incoming calls from alternative call centers. A community's mitigation strategy may include call takers instructing callers on social distancing, home care or other care options.