911 is allowed to ask callers about their COVID-19 symptoms and NOT violate HIPAA. 

PSAPs & ECCs can inform EMS that patients may have COVID-19 armed with this information. 

Follow the CDC’s Recommendations for COVID-19 Disclosures and consult with your Public Health Authorities to ensure your agency adheres to local privacy guidelines. Click here to access a chart mapping current PSAP/ECC protocols in all 50 states that may be applicable to caller queries.

This document should not be construed as legal advice, and PSAP officials should consult with counsel to ensure that their practices are consistent with applicable federal, state, and local law.