



## **San Diego Health Connect Helps EMS Providers Face COVID-19**

San Diego Health Connect (SDHC), the health information exchange (HIE) for the greater San Diego area, is helping EMS personnel know when they are in route to a COVID-19 positive residence. This critical information helps ambulance companies know when to “mask-up” at a time when personal protective equipment (PPE) is in short supply.

This new service was developed and implemented quickly by giving EMS dispatchers access to the HIE. SDHC receives community data on COVID-19 test results, and with some additional programming, this access now allows users to see positive test results linked to a physical address. “When a 911 call is made, dispatchers do not know who is making the call,” said Dan Chavez, CEO of SDHC. “With this new service, dispatchers are able to know when an ambulance is in route to an address where someone has tested positive for COVID-19.” While EMS personnel typically wear gloves when dispatched, they do not, as a rule, wear the N95 masks unless they know they are in a COVID-19 environment. This new service from SDHC helps EMS providers know when to “mask up” and protect themselves when entering a COVID-19 positive residence, Chavez added.