

# MILLTOWN RESCUE SQUAD, INC.

SOUTH MAIN STREET

P.O. BOX 308

MILLTOWN, NJ 08850



We want to assure you, the Milltown Rescue Squad, along with our partners in Public Safety, are prepared to deal with patients who may exhibit symptoms associated with any conditions or diseases we may encounter, including COVID-19. We are updated daily on changes in the disease, containment efforts and infection control practices. We are just a small part of the entire Public Health system that is working around the clock to keep you and your family safe and healthy.

## **WHAT WE ARE DOING DIFFERENTLY**

We are no longer allowing passengers to accompany patients to the hospital. The only exceptions will be one parent/guardian of a child, one family member for maternity patient or one family member of patients in end of life situations. If a patient is no longer in a capacity to make their own medical decisions, their Durable Power of Attorney may accompany them to the hospital. These policies are driven by the hospitals we transport to as they are also limiting visitors to the above situations.

When calling 911, there are a series of questions that will be asked by dispatchers. These questions will not delay a response and will aid us in preparing us for your care. Answer these questions honestly and fully.

If your answers trigger an alert to possible COVID-19 symptoms or other infections symptoms, we may render care in a manner safer to you and us. We may ask you to come outside to us if you are able when we arrive on the scene. We may provide you a surgical mask to wear while with us.

If you are in quarantine or isolation for COVID-19, please volunteer this information on the phone when you call.

If you are at risk for infection due to other underlying health conditions such as cancer, ongoing chemotherapy or weakened immune systems, please volunteer this information as well.

## **WHAT WE ARE CONTINUING TO DO**

We are continued to operate as normal. If you are having any type of medical emergency and need EMS to respond, call 911, as always. DO NOT call the Milltown Police directly at 732-828-1100 as 911 calls for medical assistance are transferred to RWJ and screened differently and prompt pre-call screening for COVID-19.

We are continuing to wash and decontaminate our equipment after every patient encounter. We are also continuing to wear gloves on every call. We have a schedule to ensure that our ambulances are washed, both inside and out, to prevent the spread of germs or disease.

**PROUDLY SERVING SINCE 1937**

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We are continuing encourage members to stay home and let other members respond if they feel sick or ill. We take this very seriously and do not let members who have any kind illness ride until they are 100%.

We are also continuing to keep your personal and medical information confidential to protect and respect your legal right to privacy. Your information will only be released by us to the hospital, our billing company and Public Health officials, in accordance with Federal Patient Privacy Laws.

These practices are standard and are not being changed due to any states of emergencies that are in effect. Inquiries about calls for service and affected persons or residences will not be answered or entertained.

## **WHAT YOU CAN DO**

The public should exercise all safety guidelines as recommended by the NJ Department of Health and the CDC.

- Stay home if you are sick
- Monitor your symptoms
- Contact your primary care physician if you need medical care
- Wash hands frequently with soap and water for at least 20 seconds each time
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are ill.
- Cover your mouth and nose with a tissue when you cough or sneeze.
- Do not reuse tissues after coughing, sneezing, or blowing your nose.
- Clean and disinfect surfaces that are frequently touched.

The CDC does not recommend wearing a surgical mask if you are not sick and moving around in public. Remain vigilant for symptoms of COVID-19. If you are experiencing any of these symptoms you should continue to follow the guidelines above in addition to the steps further below. These are the symptoms may include one or more of the following:

- Fever (Greater than 100.4°)
- Dry Cough
- Chest Congestion
- Nasal Congestion
- Sore Throat
- Body Aches
- Shortness of Breath or Difficulty Breathing

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In situations requiring immediate care, CALL 911. Reasons for immediate care may include, but are not limited to:

- Difficulty breathing or shortness of breath
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

Other than the above situations, call your primary care physician and/or make an appointment to see them. You may be able to do this via your phone or computer. You should verify this through your insurance company or physician's office/medical group. Do not go without calling, they may ask you to stay home and may send someone over to evaluate you.

Do NOT rush to the emergency department to be tested if you are not experiencing symptoms or your symptoms are mild. Not all cases need hospitalization. Going to the hospital prematurely could put you and your family at risk or others at risk. We also need to save hospital-based resources for those who may truly need them and cannot recover on their own without medical intervention.

Do not call 911 for information or to request testing or information on outbreak patterns. 911 is for emergencies ONLY, such as chest pains, traumatic injury, falls, serious bleeding, difficulty breathing, unconscious persons, heart attack, etc.

If you or someone in your house requires EMS services and call 911, please make attempt to have the patient meet the crew at your door or outside. If you have a facemask, please put it on if experiencing symptoms. Some situations, this may not be possible, if so, please limit the number of people in contact with EMS and the patient while we are working.

The squad is not equipped to diagnose or test for any diseases, we are equipped to treat symptoms, provide basic life support and transport to the hospital for more definitive care. We cannot provide transport to local health care offices or urgent care centers, only the Emergency Department of a local hospital. If you have difficulty accessing these services, please call the Hotline listed below.

If you need further guidance, call NJ COVID-19 & Poison Center Public Hotline at 1-800-222-1222. Please note that the hotline is not for locating testing, obtaining testing results or for medical advice. If you cannot get through because your cell phone has an out of state area code, utilize 1-800-962-1253.

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## WHERE CAN YOU GET MORE INFORMATION

Please visit the websites below for more information to better prepare you and your family. If you have any questions specifically for the rescue squad, please visit our website for more information.

<https://www.milltownrescuesquad.org>

We do not have infection control or cleaning equipment to give to the public outside of one emergency calls. We also will not accept donations of used medical equipment or supplies. This is an ongoing policy and is not directly in response to the current pandemic.

Center for Disease Control Coronavirus Disease 2019 (COVID-19)

<https://www.cdc.gov/coronavirus/2019-ncov/>

Center for Disease Control Prevention and Treatment

<https://www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html>

New Jersey Department of Health Coronavirus Information

<https://www.nj.gov/health/cd/topics/ncov.shtml>

Middlesex County Public Health Coronavirus Information

<http://www.middlesexcountynj.gov/Government/Departments/PSH/Pages/2019-CoV.aspx>