How to Handle a Hotel Guest with Possible SARS

Guest contacts front desk requesting medical assistance

Is the guest experiencing a possible life-threatening medical emergency?

YES

Call 9-1-1 Request ambulance for medical emergency.
- Chest pain
- Severe shortness of breath
- Significant weakness
- Other major symptoms

NO

Pending arrival of ambulance, ask guest about recent travel.

Did the guest visit any of the following places within the last 10 days?

NO

Mainland China or Hong Kong
- Hanoi, Vietnam
- Toronto, Canada
- Singapore
- Taiwan

YES

Is the guest experiencing? Cough or Fever?

NO

Follow regular hotel procedure to refer a guest for medical care.

YES

Call 9-1-1 Request an ambulance, and then tell dispatcher that you have a guest with possible SARS

Ask guest to remain in their room until the ambulance arrives.