



Northwest Central Dispatch System

1975 E. Davis Street
Arlington Heights, IL 60005

Press Release

June 17, 2020

COVID-19 Online Assessment Tool Launched by Northwest Central Dispatch System (NWCDS)

NWCDS has been a model for consolidated government and shared services since 1972. The multi-jurisdictional 9-1-1 center serves 11 northwest suburban communities outside of Chicago, Illinois, with a population of about 500,000 people. More information can be learned about NWCDS on its website: www.nwcds.org

An online COVID-19 assessment tool has been implemented to assist residents in the NWCDS service area. The tool can be used to assess symptoms or exposure related to COVID-19. Residents can utilize the tool by following the link on the NWCDS website, or directly clicking:

<https://patient.corti.app/selftriage/login?orgid=OEhQnG1zJ5xpm5kScPAh>.

Users of the assessment tool answer a series of questions about symptoms and risk factors, and based on an algorithm, receive general advice about the recommended next steps. The system then offers informational resources, such as telephone numbers and websites, according to John Ferraro, Executive Director of NWCDS. The purpose is not to discourage residents from calling 9-1-1 if they feel an ambulance is needed, but rather as a resource to help make an informed decision.

Residents can use the program anonymously, but by providing their zip code, they can help track clusters of concern. In addition, users who choose to share a phone number or email address can receive reminders about monitoring their symptoms.

NWCDS works closely with Northwest Community Hospital in Arlington Heights and under the direction of Medical Director, Dr. Matthew Jordan. "Northwest Community Hospital is proud of the way NWCDS is eager to help all residents navigate COVID-19", stated Jordan. "We appreciate NWCDS leading the creation of a web-based tool to provide support and direction for citizens in our area."

The COVID-19 Assessment, Tracking, and Triage (CATT) tool was recently developed by Priority Dispatch, Inc., to help dispatch centers handle increased calls due to COVID-19. NWCDS uses Priority Dispatch Inc., for Emergency Medical and Emergency Fire Dispatch. "They are a trusted partner in public safety", Ferraro said.