



**Missouri Department of Health and Senior Services**

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RELAY MISSOURI for Hearing and Speech Impaired and Voice dial: 711

**Randall W. Williams, MD, FACOG**  
Director



**Michael L. Parson**  
Governor

March 19, 2020

As Director of the Missouri Department of Health and Senior Services (“Department”), pursuant to Executive Orders 20-02 and 20-04, I am vested with the authority to temporarily waive or suspend the operation of any statutory requirement or administrative rule, upon approval of the Office of the Governor. After consultation with and receiving approval from the Office of the Governor, I am hereby waiving the following laws in order to assist the state, and its citizens prepare and respond to COVID-19 until May 15, 2020, unless otherwise modified by the Department.

**Emergency Medical Services Response to 911 Calls**

19 CSR 30-40.309(2)(B) and section 190.243.4, RSMo to the extent necessary for Emergency Medical Services to triage 911 emergency calls by prioritizing the type of calls that need the most urgent transport based on the high call volume and the potential for Emergency Medical Services to respond based on staff shortage and available ambulances. For those calls deemed non urgent, the patients would be allowed to arrange an alternate form of transportation to the hospital. This triage shall be in protocol with the ambulance services and approved by the ambulance service administrator and medical director.

A handwritten signature in black ink, appearing to read "Randall W. Williams".

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Randall W. Williams, MD, FACOG  
Director

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**Healthy Missourians for life.**

The Missouri Department of Health and Senior Services will be the leader in promoting, protecting and partnering for health.

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER: Services provided on a nondiscriminatory basis.