



# BUCKS COUNTY EMERGENCY MEDICAL SERVICES

## Protocols/Guidelines

### Hospital Diversion Guideline

#### **PURPOSE:**

This policy establishes a guideline for the Bucks County Hospital Diversion /Specialty Status Plan.

#### **SUMMARY**

A hospital may notify the communications center they are experiencing higher than normal patient volume/acuity (i.e. surge) or a resource (i.e. CAT scan) unavailable and request ambulances divert patients to an alternate hospital destination if patient acuity and preference allow. **Diversion opportunity to inform stable patients that wait times may be excessive and notify EMS providers they may experience extended off load times at the facility. A “divert” status does not mean the hospital emergency department is closed.** All critical patients will be transport to the closest appropriate facility

#### **Terminology**

Status changes:

**Open-** Normal operations

**Divert-** Hospital is experiencing higher than normal volume/acuity. Expect extended transfer of care time

**Trauma Bypass-** The trauma center’s trauma resources are actively engaged with trauma patients and does not have resources to accept additional trauma patients.

**Crisis Divert-** A facility who has multiple mental health patients holding in their emergency department and does not have the resources to care for additional patients in need of mental health care

**Closed-** The facility is experiencing an “in-house” emergency or infrastructure failure and **cannot** handle any incoming patients.

**Unavailable resource-** i.e. CAT scan OOS, Cath Lab OOS

#### **Notification**

Bucks County Communications Center

Announce status change over Dispatch and respected EMS zone (North and/or South).

Message will be sent to station printer

**MDT-** type SCD in the command line for hospital status

Divert will **not be honored** during Mass Casualty Incidents and inclement weather.