



STANDARD OPERATING PROCEDURES

HOSPITAL DIVERSION	7-719
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1.0 PURPOSE

1.1 This policy was created to establish guidelines for the Bucks County Hospital Diversion/Specialty Status Plan

2.0 SUMMARY

2.1 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 stability and preference allow. Diversion is a *courtesy* to the hospital and an opportunity to inform stable patients that off-load / wait times may be excessive at that facility. **A divert status does not mean the hospital emergency department is closed.**

3.0 POLICY

- 3.1 A hospital will call requesting one of the following status changes:
 - 3.1.1 **Open-** Normal operations
 - 3.1.2 **Divert-** Hospital is experiencing higher than normal volume/acuity.
 - 3.1.3 **Trauma Bypass-** The trauma center’s trauma resources are actively engaged with trauma patients and do not have resources to accept additional trauma patients.
 - 3.1.4 **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
 - 3.1.5 **Closed-** The facility is experiencing an “in-house” emergency or infrastructure failure and **cannot** handle any incoming patients.
 - 3.1.6 **Unavailable resource- i.e. CAT scan OOS, Cath Lab OOS**
- 3.2 All hospital status changes automatically expire in four hours unless renewed
- 3.3 The EMS Zone Dispatcher will follow the procedures listed in “INFO DIVERT”.
- 3.4 In the event three (3) hospitals in a zone go on “Divert” status, the EMS Dispatcher will notify the DIII on duty, who will send out an Everbridge message using the “Hospital Divert” template.
- 3.5 In the event a hospital goes on “**Closed**” status, the EMS Dispatcher will notify the DIII on duty, who will send out an Everbridge message using the Hospital Closure template.
- 3.6 County hospitals are segmented into 2 zones.
 - 3.6.1 EMS North – SMC, HRH, DTH, AMH, LH, GVH, SLQ



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3.6.2 EMS South – JBH, JTH, SMC, LBH, DTH, HRH, AMH

3.7 County EMS message groups are divided into 3 regions.

3.7.1 EMS North (EMSN) - 108,124,134,141,142,151

3.7.2 EMS Central (EMSC) - 113, 115, 125, 129, 134, 135, 145, 146, 172, 174, 175,176

3.7.3 EMS South (EMSS) - 100, 114, 139, 143, 154, 155, 167, 168, 185, 186