



# BUCKS COUNTY EMERGENCY MEDICAL SERVICES

## Policy & Procedures

### Hospital Diversion

#### **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) is unavailable and request ambulances divert patients to an alternate hospital destination if patient acuity and preference allow. **Diversion is a courtesy to the hospital and an opportunity to inform stable patients that wait times may be excessive at that facility. A “divert status” does not mean the hospital emergency department is closed.**

*Note: Hospitals will still receive critical patients and patients who do not want to go to an alternate facility.*

#### **POLICY**

**Hospital will call Bucks County Communications Center 1-888-245-7210, extension 25**

Request one of the following status changes:

**Open-** Normal operations

**Divert-** Hospital is experiencing higher than normal volume/acuity.

**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

All status changes automatically expire in four hours unless renewed

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

**\*Closed-**Must give a reason.

**Diversion notification to the Bucks County Communications Center and Bucks County Emergency Health Services is not a substitute for required reporting to the PA Department of Health.**

Implemented 3/1/2019