

Please help us maintain our EMS system relationships with our emergency department staff when a hospital is on divert.

Patience is vital as hospitals are experiencing higher than normal volumes and increased patient acuity. **Emergency department staff are challenged caring for patients in the emergency department as well as patients admitted to the hospital that are boarding in the emergency room as inpatient beds are occupied to max capacity.**

This is not much different than a 9-1-1 agency getting dispatched to do an inter-facility transfer. Your role is changed as a provider from providing emergent care to maintaining care.

If you experience any type of harassment for transporting a patient to a hospital, we want to hear from you!

You can email us anytime at [BCEHS@buckscounty.org](mailto:BCEHS@buckscounty.org) , completing our feedback from <https://www.surveymonkey.com/r/9X7PB2Z> or calling any one of our staff members.

Detailed information about hospital diversions can be found on our website at: <https://www.bcehs.com/wordpress/hospital-diversion-information/>

We are also looking for data to assist in re-evaluating this process for possible improvements. For agencies that use ImageTrend, we are requesting you use the “Diversion” choice when you go to another facility because of a hospital's diversion status.

The screenshot shows the 'Transport / Destination Info' section of the EMS software. On the left is a red sidebar with menu items: 'On Scene', 'Patient Info', 'Transport / Destination Info', 'Transported by this unit', 'Narrative', 'Signatures', and 'Billing'. The 'Transported by this unit' item is highlighted with a red arrow. To the right, the 'Hospital Destination' field contains a grid of hospital names: DOYLESTOWN HOSPITAL, GRAND VIEW HOSPITAL, JEFFERSON BUCKS HOSPITAL, LOWER BUCKS HOSPITAL, ST. LUKE'S UPPER BUCKS, and ST. MARY MEDICAL CENTER. Below this is the 'Type of Destination' dropdown menu, currently set to 'Hospital-Emergency Department'. The 'Reason for Choosing Destination' field is a multi-select menu with options: 'Closest Facility', 'Diversion', 'Family Choice', 'Other', 'Patient's Choice', and 'Regional Specialty Center'. A red arrow points to the 'Diversion' option in this menu.

This field is multi select if you need to document more than one choice.

This is a close-up of the 'Reason for Choosing Destination' multi-select menu. It features a search bar at the top with the text 'Find a value...'. Below the search bar, two items are listed: 'Diversion' and 'Protocol', each with a small 'x' icon to its left. To the right of the list are three icons: a hamburger menu icon, a list view icon, and a close icon.