
Emergency Department Diversions

Purpose: To mitigate issues and promote cooperation between receiving Emergency Departments (ED) and EMS agencies.

I. Definitions

- A. **Open (Green)** - The ED is open and is functioning normally. EDs will remain open unless a single event occurs that temporarily overwhelms resources.
- B. **Divert (Orange)** – The ED is on diversion for a select reason (e.g., CT scanner is down) or a single incident is overwhelming resources (e.g., MVC with multiple patients). The hospital may/may not be able to accept transfers.
- C. **ED Closure (Red)** – The ED is overwhelmed and is not able to accept any type of patient.

II. Procedure

- A. ALL EDs must report ALL status changes regardless of reason:
 - i. Report status change in EMResource
 - ii. Contact MCA (or designated communications center) to advise at (insert phone number):

 - iii. Reevaluate and update AT LEAST every four hours.
- B. EMS Agencies transport to the closest facility that is appropriate for the patient. Smaller community hospitals should be utilized for lower acuity patients with bypass to specialty centers only occurring due to acuity or patient need.
- C. If a patient (or authorized decision maker) is insistent on the patient being transported to the ED on diversion or ED closure, medical control at the ED on diversion or with ED closure should be contacted for medical control.