



**CALVERT COUNTY EMERGENCY SERVICES  
GUIDELINE/POLICY/PROCEDURE**



<b>TITLE:</b>	<b>2.10-Hospital Reroute Diversion Policy</b>		
<b>ISSUED BY:</b>	Kenneth N. Miller II, Division Chief, Emergency Services (EMS)		
<b>RESPONSIBLE STAFF:</b>	EMS Supervisors (EMS 20), Identified Public Safety and designated Volunteer Officers,		
<b>ISSUE DATE:</b>	01/12/2022	<b>REVISION DATE:</b>	
<b>PURPOSE:</b>	Initiation and Termination of Reroute for CalvertHealth Medical Center (CHMC).		
<b>APPLICABLE TO:</b>	All volunteer, career, EMS and Emergency Communications		
<b>ATTACHMENTS:</b>	Calvert DES (Career EMS) Continuation of Care/Monitoring Policy		

<input type="checkbox"/> <b>GUIDELINE</b>	<input checked="" type="checkbox"/> <b>POLICY</b>	<input type="checkbox"/> <b>PROCEDURE</b>
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**This document needs to be reviewed/updated:**

<input checked="" type="checkbox"/> <b>Annually</b>	<input type="checkbox"/> <b>Other Interval:</b>	
<input type="checkbox"/> (Fiscal Year) <input type="checkbox"/> (Calendar Year)	<input checked="" type="checkbox"/> <b>As needed</b>	<b>Flag for review on:</b>

**I. Purpose**

This policy provides guidelines for Calvert County Emergency Services, Fire-Rescue-EMS, and Emergency Communications personnel when a basic or advanced life support unit is being held for extended period of time at a hospital emergency department.

**II. Policy**

Patients should be accepted by the emergency department staff and transferred from the ambulance stretcher to a hospital gurney in a reasonable time frame. A reasonable time frame is defined as 30 minutes from the arrival of the patient at ED, to the placement of the patient either in a wheelchair, hospital stretcher or placed in the ER waiting room by Hospital Staff.

This policy does not replace Yellow Alert, nor does it cancel or override it. If a hospital is on Yellow Alert prior to a hospital Reroute being declared, it will remain on Yellow Alert after the cancellation of the Reroute or until the Yellow Alert is cancelled by the hospital.

The Calvert County EMS Hospital Re-Route Policy is based upon the MIEMSS Region V Reroute Policy and is meant to identify county-specific agencies, organizations, and personnel. It is not meant to override the Region V policy in any substantive way. If the local policy is found to conflict with MIEMSS Region V policy in any way the state's regional policy should be followed in that instance.

### **III. Definitions**

**EMS Supervisor (EMS 20)** – Calvert Emergency Services EMS Supervisor

**Approved County Officials**– this shall include the Calvert Emergency Services Division Chief, Calvert Fire-Rescue-EMS Division Chief, Calvert Public Safety EMS Coordinator, and Calvert County Public Safety Deputy Director, EMS Supervisor (EMS 20).

**Re-Route** – refers to instances when hospitals are placed on diversion due to the lack of availability of EMS beds and transfer time are exceeding the reasonable timeframes described in II, Policy Statement above. It does not cover any of the other causes of diversion as defined in the Region V Alert Policy. This policy shall be utilized for a resource management tool for county EMS transport units.

### **IV. Procedure**

- A. The on-duty EMS Supervisor will verify CHATS, First Watch triggers, @HA, etc. To collect a situational awareness status of surrounding area hospitals, current units at Calvert holding, and any other units currently enroute to CalvertHealth. Supervisors should utilize Calvert Control Center as a resource for this information. The contact lines are 410-535-3491 or 301-855-1620.
- B. Calvert EMS personnel, when assigned to CalvertHealth will be considered “same as unit holding at CalvertHealth ED”. As part of the Continuation of Care/Monitoring Policy when implemented (refer to the Continuation of Care/Monitoring Policy).
- C. EMS Supervisor will ensure that those personnel described above have met the max ratio as described in Continuation of Care/Monitoring Policy. **If not**, all Calvert Units will remain able to transport to CalvertHealth and proceed to **Line E**. **If maximum ratio for Calvert EMS personnel assigned to CalvertHealth has been met proceed to Line D.**

- D. EMS supervisor shall ensure that **any transport units** enroute to CalvertHealth, are recommended to divert to other area hospitals unless a priority 1 transport.
- E. EMS supervisor shall contact CalvertHealth in person or via landline, if unable to meet face to face, (CalvertHealth ER 410-535-8344/410-535-8345) to make contact with Charge Nurse for any updates, request for assistance, collaboration.
- F. EMS Supervisor will then contact EMRC via med radio or direct line (1-877-840-4245 or 410-706-0092). EMS Supervisor will state their division, rank, and name. They will direct EMRC to place CalvertHealth on Re-Route Status.
- G. The EMS Supervisor will then send a group text to **ALL** Approved County Officials under definitions sections.
- H. Once no transport units are remaining on hold status and if implemented, the Continuation of Care/Monitoring personnel assigned to CalvertHealth ED have no patients, the EMS supervisor will notify the Charge Nurse on duty that reroute status will be suspended with EMRC. If ED is currently on Yellow, Red or both, the supervisor will confirm with charge nurse at this time that those will remain in place with EMRC.
- I. EMRC will be contacted via either EMRC radio, or direct phone line (410-706-0092 or 1-877-840-4245) to advise that CalvertHealth will be coming off of reroute status. If color status currently in place confirm remaining of those colors with EMRC.
- J. EMS supervisor will then make notification to Calvert Control Center and update of the reroute status.
- K. EMS supervisor will send group text as directed in Line H, with current updated status change of reroute.