Purpose: To provide guidelines for the procedures should it become necessary to divert to a destination other than the original intended destination. Diversion includes delivering the patient to another hospital or EMS agency.

Policy:

Instances where it may become necessary to divert from the original intended destination:

- Deterioration of road conditions
- Mechanical issues
- Deterioration of patient condition or patient requiring additional resources

In the even that it becomes necessary to divert to an alternate facility, the crew will determine the appropriate facility to divert to. Use of the internet, GPS device, or through coordination with dispatch or the Lieutenant are all appropriate means of determining an appropriate diversion facility or agency.

The facility or agency will be notified either by telephone, use of the Regional Hospital frequency (C_MED COMMs), or by utilizing the Law Mutual-Aid radio frequency to communicate the diversion through a law enforcement agency. The Duty Lieutenant and Dispatch should be notified as soon as possible.

If diverting to a facility:
If possible, contact the new receiving facility and provide a patient report and explanation of the circumstances. On arrival at the facility, assist the staff with patient care as necessary. Coordinate with the Duty Lieutenant in making arrangements for continued transport of the patient to original destination. Assist the facility staff with ensuring that all EMTALA obligations have been met prior to departure from the facility.

**If diverting to another EMS provider:**

This will likely be due to mechanical issues, or the needs has arisen for additional manpower. If an EMS Alliance vehicle is incapable of completing the transport, in consultation with the Duty Lieutenant and the responding EMS agency, a decision will be made as to where the patient will be transported to. It may be necessary to transport the patient to the closest facility depending on the restrictions of the local EMS provider. It will also be determined by the Duty Lieutenant if an Alliance crew member needs to accompany the patient for the remainder of the transport. It is imperative that the level of care required doesn't exceed the capability of the local EMS provider. In that case, an IEA crew member must accompany the patient. If the local EMS provider is being utilized to provide additional manpower, a responding crew member will accompany the IEA crew to the appropriate destination with the understanding that they will function under the direction of the Alliance crew members.