PURPOSE: To provide guidelines when and how to request ambulance diversion and notifications that are to be made when the Emergency Department is placed on diversion status.

POLICY: EMS diversion should be requested when the number and/or acuity of patients in the emergency department reach a level where patient care is threatened; see Hospital Policy on ED Overcrowding and Hospital Surge.

FDNY may place the hospital on diversion status by without a hospital request as a result of a delay to return ambulances arriving to the emergency department back into service in a timely fashion the goal being 25 minutes from arrival to return to service.

Diversion categories include: Critical Adult, Critical Pediatrics, Psychiatric, Ob-Gyn, or Total.

Only those individuals whose titles are on the Diversion Authorization List may request diversion of Emergency Medical Services (EMS). This list is updated annually or more frequently as identified by the EMS Medical Director.

When a request for diversion is granted the requesting hospital representative must complete the Mount Sinai Diversion report form. If the hospital is placed on diversion by FDNY the individual receiving notification must communicate diversion to nursing coordinator, manager, evening administrator or ED director and they must complete Mount Sinai Diversion report form This form must remain on file in the Emergency Department after completion (see attached form).
CANCELLATION OF DIVERSION STATUS:

In the event that EMS had been notified to divert patients, and the “Divert Criteria” has been lifted, an authorized individual will then call EMS again and cancel the request to divert. See attached FDNY 911 Operating Policy 115-001.

IMPLEMENTATION:

Effective February 1999, EMS has revised their diversion categories. Under this new policy, there are 4 types of EMS diversion:

1. **Critical Diversion** - To be called when:
   - Non-availability of medical personnel to treat critical patients.
   - Non-availability of stretchers, equipment or monitors.
   - Non-availability of ICU or Inpatient beds. (This cannot be the only reason for diversion).

   **DURING CRITICAL DIVERSION, NONCRITICAL PATIENTS WILL CONTINUE TO BE BROUGHT TO THE ED. EMS DIVERSION FOR CRITICAL CASES WILL BE TERMINATED AT THE COMPLETION OF EACH EMS SHIFT (8AM, 4PM, 12AM)**

2. **Critical Diversion Except Pediatrics** - To be called when above criteria with the ED having capability to care for critical children.

3. **Obstetrical Diversion** - To be called when obstetric/newborn unit is not capable of adequately caring for either mother or newborn.

4. **Pediatric Diversion** - To be called when there is no ability for the ED to care for critically ill children.

5. **Total Diversion** - To be called when there:
   - Major functional problem of the ED such as floods, electrical outages, strikes, fire.
   - Medically related total diversion for shortages of staff, stretchers or medical equipment and at least 15 patients waiting for admission.

**THERE WILL BE AN ON-SITE EVALUATION OF TOTAL DIVERSION REVIEWED BY EMS FOR EVERY TOTAL DIVERSION REQUEST.**
## EMERGENCY DEPARTMENT POLICIES

**SUBJECT:** Emergency Medical Services Diversion Protocol

**NO. 7.2**

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**DATE** ____________________

**DIVERSION TIME** ____________________

<table>
<thead>
<tr>
<th>TYPE OF DIVERSION</th>
<th>DO NO BED ASSIGNED</th>
<th>ED BED READY</th>
<th>UNDER EVAL</th>
<th>WAITING TIME TO BE SEEN</th>
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**EMS (718) 416-7000**

EMS Operator _____________________________

Hours of Diversion_____________________

**AMBULANCE COMPANIES**

<table>
<thead>
<tr>
<th>AMBULANCE COMPANIES</th>
<th>Contact</th>
<th>NURSING HOMES</th>
<th>Contact</th>
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</thead>
<tbody>
<tr>
<td>Admiral (719) 994-8800</td>
<td></td>
<td>Florence Nightingale (212) 410-8717</td>
<td></td>
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<tr>
<td>Park &amp; Associated Ambulances (718) 543-5100</td>
<td></td>
<td>Jewish Home (212) 870-4945</td>
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<tr>
<td>Metropolitan (718) 251-8888</td>
<td></td>
<td>Daughters of Jacob (718) 293-1500</td>
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<tr>
<td></td>
<td></td>
<td>X+402-401</td>
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<tr>
<td>Hatzolah (212) 387-1750</td>
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<td>Hebrew Home (718) 405-8848</td>
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<tr>
<td>Transcare (718) 346-6900</td>
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<td>Concourse Nursing Home (718) 681-4000</td>
<td>x+212</td>
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<tr>
<td>Keefe &amp; Keefe (212) 988-8800</td>
<td></td>
<td>Terence Cardinal-Cooke (212) 360-3900</td>
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<tr>
<td>Hunter (516) 371-2622</td>
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**ADULT DIVERSION:** Call all above numbers.

**PEDIATRIC DIVERSION:** Call Ambulance companies and Terence Cardinal-Cooke only.