

Genesee County Medical Control Authority

System Protocols AMBULANCE DIVERSION

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Ambulance Diversion

Genesee County operates under a no hospital diversion policy. If emergency department resources become overloaded, the hospital must continue to accept ambulance traffic based upon the current GCMCA Transportation Protocol. The only instance where a hospital would divert patients would be if the emergency department is non-functional (e.g. explosion, fire, power failure, lack of CT scan capability).

Hospitals should have an internal activation and deactivation process in place in case one of these rare instances does occur. If through that review process the hospital determines a situation meets diversion criteria the following procedure should be followed:

- Contact the other hospitals through direct phone communication at the following numbers: Genesys – 810-275-3280; Hurley – 810-262-3046; McLaren-Flint – 810-342-2308. Provide each with a detailed summary of the situation, anticipated diversion time frame, and individual(s) within the organization who made the decision to go on diversion.
- Communication with the EMS community by notifying Genesee Count 911, whose staff will initiate a RAVE Alert that will go to all EMS agencies and GCMCA. This communication will specifying what types of cases will be diverted and/or accepted. 911 staff will also air the diversion status over EMS1 for current EMS crews.
- Update EMResource, changing status from “open” to “divert” and specifying what types of cases will be diverted and/or accepted.
- Status updates will be provided to hospitals and 911 every two hours and when diversion is concluded.
- Within one week after the facility has resumed operation a written report will be provided to GCMCA detailing the diversion for review by the PSRO.