



SOP# 302
Facility Status Policy
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Approved By:

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Regional Director

FACILITY STATUS

Policy

It is the policy of ConEMS to keep all EMS responders up-to-date and aware of statuses of acute care facilities in the area.

Purpose

Hospital statuses change very quickly. The capabilities of an acute care facility can have a major impact on the destination decision of the transporting EMS crew. The outcome of a patient can be dramatically altered if pertinent facility information is not relayed to crews in a timely manner.

Procedure

All hospitals on the approved out of county transport list and within Contra Costa County with a change in capability will follow the procedure as outlined:

In the event that any acute facility has an outage in treatment capability:

- 1) Affected facility will update Reddinet with outage.
 - a) Reddinet is the only means of facility update recognized by local EMS authority.
 - i) Example; Kaiser Vallejo will phone ConEMS at CCRFCC directly to make verbal notification about STEMI capability impact. This notification would immediately halt current and preclude further STEMI transports to this facility. This notification will ring to all EMS positions on the (925) 942-9160 line.
- 2) Once Notification from afflicted facility is received:
 - a) ConEMS dispatcher is to enter the divert status into the Facility Warning Status Tool in CAD which will record date and time the event is received.
 - i) Dispatchers may still show units transporting to affected destination, however CAD will populate a dialogue box with the divert status the dispatcher must acknowledge to proceed updating transport.
 - b) An announcement of outage at affected facility will be made on the all EMS division channels.
 - i) Alert 1, to clear the air
 - ii) "Attention all Contra Costa Fire-EMS units [announce facility, and type of diversion]"
 - iii) "ConEMS clear, [verbal time stamp]"
 - c) EMSA (All page) will be sent to all on duty crews with updated facility status.
 - d) Any unit currently transporting to affected facility will be contacted directly for confirmation of acknowledgement.
 - e) Units logging on will be given hospital status as per normal log on procedure.



- f) Updates will be distributed to crews and overhead staff as received.
- 3) Facility follows same process for restoration of capability.
 - a) Dispatcher will enter the update into the Facility Warning Status Tool which will record notes as received, and date and time the event is cleared.
 - b) [Affected facility] now OPEN TO ALL TRAFFIC will be announced on all ConEMS division channels following the same procedure 2.b.i-iii.
 - c) EMSA (All page) will be sent to all on duty crews with updated facility status.