



TO: All Agencies
All Facilities

FROM: Carl L. Moen, Executive Director
R. Scott Magley, Regional Medical Director

DATE: September 20, 2021

SUBJECT: Diversion

Due to facilities declaring emergency department diversion, alternate facilities are experiencing significant volume and are becoming overloaded and having to implement alternative options for treating patients such as tents outside their emergency departments.

All EMS agencies are reminded that a request for EMS diversion is a **REQUEST** and EMS agencies, and providers must use their expertise, assessment of the clinical situation and knowledge to determine whether it is appropriate to agree to that request. There is no obligation on the part of the EMS agency to agree to that request, and EMS agencies should do what they feel to be appropriate for the patient and for the EMS system. Additionally, if a patient requests transport to a specific facility, the patient's wishes should be followed unless the facility is closed or unavailable due to a situation which renders the facility unsafe.

Once an ambulance arrives on the grounds of a facility, that facility is obligated to provide an appropriate screening exam to that patient, as well as other requirements under the Emergency Medical Treatment and Labor Act (EMTALA).

Any agency that has issues or concerns regarding medical command facilities or emergency departments response to transporting a patient to a facility that has requested EMS diversion should email information on the incident to cmoen@saems.com, including the facility, the medical command physician (if appropriate), the date, time and circumstances for review.

If you should have any questions, please contact our office.