



# ***Regional Diversion Policy for Emergency Patients***

Lord Fairfax EMS Council, Inc.  
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**LORD FAIRFAX EMERGENCY MEDICAL SERVICES COUNCIL, INC.  
REGIONAL DIVERSION POLICY FOR EMERGENCY PATIENTS**

## Revision History

| Description of Change                            | Change Effective Date |
|--|-----------------------|
| Original Document                                | 3/2004                |
| Revised  | 4/2007                |
| Revised  | 5/2010                |
| Approved by Board of Directors w/revisions       | 8/2010                |
| Approved by Board of Directors w/no revisions    | 6/2011                |
| Approved by Board of Directors w/no revisions    | 6/2012                |
| Approval by Executive Board w/ revisions         | 3/2013                |
| Approved by Board of Directors w/minor revisions | 4/2014                |
| Approved by Board of Directors w/no revisions    | 2/2015                |
| Approved by Board of Directors w/minor revisions | 4/2016                |
| Approved by Board of Directors w/no revisions    | 4/2017                |
| Approved by Board of Directors w/no revisions    | 4/2018                |
| Approved by Board of Directors w/no revisions    | 4/2019                |
| Approved by Executive committee w/no revisions   | 6/2020                |
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## *Purpose*

To maintain an orderly, systematic, and medically effective distribution of emergency patients transported by ambulances during a single or multiple hospital diversion situation within the Lord Fairfax EMS Council Region.

## *Scope*

This policy pertains to all acute care hospitals (here-in-after “Acute Care Facilities”, “facilities”, or “facility”) and all licensed EMS agencies providing ground ambulance transportation as defined in Virginia Department of Health regulations within Planning District 7.

The acute care facilities include: Winchester Medical Center, Winchester, VA; Shenandoah Memorial Hospital, Woodstock, VA; Warren Memorial Hospital, Front Royal, VA; Page Memorial Hospital, Luray, VA.

## *Transport Policy in Lord Fairfax EMS Council Region*

The Lord Fairfax EMS Council region is unique in that hospital facilities may be located 20-30 miles from the next closest facility. Because of the distances involved, acute care facilities within the Region will not go on diversion except in extreme circumstances or as otherwise indicated by the Regional Trauma Triage Plan. EMS Agencies will transport their patients to the closest appropriate facility. The receiving acute care facility, will decide whether more appropriate care should be continued elsewhere.

## *Policy Elements*

### **Reasons for diversion:**

- Overwhelmed Resources: in unique circumstances, an acute care facility and their emergency department may become overwhelmed with patients, exceeding the capacity for staff to adequately treat and monitor their patients. To relieve this temporary situation, a facility may declare diversion of acute patients, whereby ambulances are diverted to other area facilities. These other receiving facilities should be the next closest appropriate facility.
- Structural instability or physical plant failure: this could potentially make a destination facility hazardous for the treatment of patients. **This is not ambulance diversion** but the inability of a facility to treat any patients appropriately. Ambulances should take patients to the next closest appropriate facility in this circumstance.

## **Decisions Which Are Not Diversions**

The following are not considered a diversion status:

1. Winchester Medical Center on Trauma Diversion – this means that Winchester Medical Center is not accepting inter-facility trauma transfers. EMS Agencies should continue to transport patients to the Emergency Department (ED) as normal. Where trauma patients are entrapped with serious signs and symptoms, EMS Agencies should consider air transport, whereby transport decisions will be deferred to the flight crew.
2. Medical control refers the incoming ambulance to another facility providing more appropriate care. This may occur when medical control judges their facility cannot appropriately care for the patient as in a facility does not contain labor and delivery facilities, or, the patient is a severe multi-trauma patient and no operating room (OR) facilities are available, or, a kidney transplant patient is in distress and the receiving facility has no expertise in transplants or dialysis.

## **Procedures for Diversion**

Acute Care Facilities will:

- Have the appropriate Emergency Communications Center (ECC) make a general announcement for all agencies to this effect.
- Notify the Lord Fairfax EMS Council office by phone at (540) 665-0014 or after hours directly to the Executive Director at (540) 336-3893.

Pre-hospital Care Providers will:

- When possible and without detriment to patient care, abide by diversion status of a receiving facility and plan accordingly for care and transport of a patient to the next closest appropriate facility.
- When in doubt on what action to take in diversion situations, pre-hospital providers should always consult with on-line Medical Control about appropriate patient destinations and make the decision that is in the best interest of the patient.

**\*On the following page you will find a list of hospitals within approximately 90 minutes of Winchester. These are the hospitals to which patients will most likely be diverted to.**

| Hospital                                | Address  | Phone #  | Fax #         |
|---|--|--|---------------|
| <b>West Virginia Hospitals</b>          |  |  |               |
| Berkeley Medical Center                 | 2500 Hospital Drive<br>Martinsburg, WV 25401   | (304)264-1357  | (304)264-3742 |
| Hampshire                               | 363 Sunrise Blvd.<br>Romney, WV 26757  | (304)822-4927  | (304)822-4951 |
| Jefferson                               | 300 S. Preston St. Ranson,<br>WV 25438   | (304)728-1642  | (304)728-1644 |
| War                                     | 1 Healthy Way Berkeley<br>Springs, WV 25411  | (304)258-6536  | (304)258-7422 |
| <b>Maryland Hospitals</b>               |  |  |               |
| Greater Baltimore<br>Medical Center     | 6701 N. Charles Street<br>Towson, MD. 21204  | (443)849-2000  |               |
| Meritus Medical Center                  | 11116 Medical Campus<br>Rd. Hagerstown, MD<br>21742  | (301)790-8000  |               |
| Western Maryland<br>Hospital Center     | 1500 Pennsylvania Ave.<br>Hagerstown, MD 21742   | (301)745-4200  |               |
| <b>Virginia Hospitals</b>               |  |  |               |
| Augusta Medical Center                  | 78 Medical Center Drive,<br>Fishersville, VA 22939   | (540)332-4000  |               |
| Culpeper Regional<br>Hospital           | 501 Sunset Ln. Culpeper,<br>VA 22701   | (540)829-4100  |               |
| Dominion Hospital                       | 2960 Sleepy Hollow Rd.<br>Falls Church, VA 22044   | (703)536-2000  |               |
| Fauquier Hospital                       | 500 Hospital Drive<br>Warrenton, VA20186   | (540)316-5000  |               |
| Inova Alexandria Hospital               | 4320 Seminary Rd.<br>Alexandria, VA 22304  | (703)504-3000  |               |
| Inova- FairOaks and<br>Fairfax          | (FairOaks) 3600 Joesph<br>Siewick Dr. Fairfax, VA<br>22033<br>(Fairfax) 3300 Gallows Rd.<br>Falls Church, VA 22042 | (703)391-3600 (FairOaks)<br>(703)776-4001<br>(Fairfax) |               |
| Loudoun Hospital Center                 | 44045 Riverside Pkwy.<br>Leesburg, VA 20176  | (703)858-6000  |               |
| Mary Washington<br>Hospital             | 1001 Sam Perry Blvd.<br>Fredericksburg, VA   | (540)741-1100  |               |
| MedStar Washington                      | 110 Irving St., NW,<br>Washington, D.C. 20010  | (202)877-8800  | (202)877-7516 |
| Prince William Health<br>System         | 8700 Sudley Rd.<br>Manassas, VA 20110  | (703)369-8000  |               |
| Sentara Rockingham<br>Memorial Hospital | 2010 Health Campus Dr.<br>Harrisonburg, VA 22801   | (540)689-1000  |               |

| <b>Emergency Communications Center</b> | <b>Address</b>  | <b>Phone #</b> | <b>Fax #</b>  |
|--|---|----------------|---------------|
| Clarke County                          | 101 Chalmers Court,<br>Suite B<br>Berryville, VA 22611    | (540)955-1234  | (540)955-4111 |
| Frederick County                       | 1080 Coverstone Drive<br>Winchester, VA 22602             | (540)665-6356  | (540)504-6402 |
| Page County                            | 110 South Court Street<br>Luray, VA 22835                 | (540)743-6571  | (540)743-1252 |
| Shenandoah County                      | 600 North Main Street<br>Suite 102<br>Woodstock, VA 22664 | (540)459-6323  | (540)459-6168 |
| Warren County                          | 200 Skyline Vista Drive<br>Front Royal, VA 22630          | (540)635-4128  | (540)636-4950 |
| City of Winchester                     | 231 East Piccadilly Street<br>Winchester, VA 22601        | (540)662-4131  | (540)542-1312 |