

Jackson County Medical Control Authority
System Protocols
AMBULANCE TRANSPORT TO ALTERNATIVE DESTINATIONS

Date: November 2020

Section 8-47

Ambulance Transport to Alternative Destinations

Purpose: To assess and identify the patient who might be appropriate for ambulance transportation to an alternative non-emergency facility.

Indications: This protocol provides general guidance for the patient who may be transported to a destination other than a hospital emergency department when appropriate.

1. This protocol applies only to 911 requests.
2. This protocol may be utilized when a patient could be safely and effectively treated or monitored at an alternative non-emergency facility.
3. Alternative non-emergency facilities (alternate destination) must be agency-defined, MCA-approved destinations. See the **Transport Protocol**.

Eligible Patients: Patients may be eligible for ambulance transport to an alternative destination under the following circumstances.

1. The patient must be alert, not under the influence of alcohol or other intoxicants, have no acute neurologic deficits and have no evidence of life threatening or debilitating illness or injuries.
2. Eligible patients will have low acuity complaints that are appropriate for evaluation and treatment at an alternate destination.
3. The patient has a complaint that does not qualify for treatment in place.
4. The patient has a complaint that is eligible for treatment in place but requests an alternative destination instead of treatment in place.

Protocol:

1. Follow **General Pre-Hospital Care** protocol.
2. Obtain and review patient health history and primary care provider's orders prior to evaluation when available.
3. Follow appropriate protocols for the patient's complaint.
4. Consider contacting medical control to discuss appropriateness of transportation to an alternative destination.
5. Continue treatment per protocol until an appropriate destination is determined.
6. Inform patient or patient's medical decision maker that transport to an alternative destination is an option and inform them which facilities would be appropriate alternative destinations.
7. Patient or patient's advocate can decline transport to an alternative destination or decline a particular alternative destination.
8. Prior to departing scene, contact the alternative destination with a brief report and verify that the alternative destination can accept the patient.

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9. For the purposes of this protocol, direction from the clinician at the alternative destination shall be considered to be medical control.
10. A patient may be transported to an agency-defined and MCA-approved alternative non-emergency facility (alternative destination) if all the indications are met and it is safe to do so.
11. **All** alternative destinations must be pre-defined by the EMS agency and approved by the MCA.
12. Each EMS agency shall be responsible for maintaining and communicating a list of approved alternative destinations to their EMS personnel.
13. If a patient deteriorates during transport, patient shall be rerouted to the appropriate emergency department. See **Transport Protocol**