



# General Order

## Department of Fire & EMS

G.O. #: 01-3-2022

**Subject:** Initiation of “reroute” procedure

**Date:** January 11, 2022

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Despite our ongoing collaborative efforts with the Carroll Hospital Center (CHC/ED) we continue to be challenged with the disposition and timely “off-loading/transfer” of our EMS patients. As a result, we frequently find the receiving facility overwhelmed and in a static situation due to inability for patient movement caused by several dynamics.

As a result, there will be situations in which the hospital ED will be placed in a “reroute status.” The initiation of “reroute” will first be assessed and will be a joint effort between the ED charge or senior level staff in concert with designated EMS personnel who are authorized to enact the “reroute status.” As a result, the following guidelines will be initiated to manage this status:

**Criteria:**

1. The hospital is on both a red and yellow alert status
2. There is no jurisdictional blue alert (major weather event or other)
3. There are no physical places to transition patients: (stretchers, waiting room, wheelchairs)
4. Greater than four (4) EMS units have been waiting or have a potential offload time of > 1 hour as verified by the triage or charge nurse.
5. The ED has no remaining options for patient transition

**Procedure:**

1. The above criteria have been met
2. Contact a Carroll County Fire & EMS official:
  - A. EMSOPS officer-David Coe (EMS-10) 443-375-0642
  - B. Director-Michael Robinson (FD-1) 667-272-9844
3. The official will place Carroll ED on “reroute” through the ECC or decide to the contrary.
4. The “reroute” status will be confirmed via the ECC (Carroll)
5. The ECC will make an announcement typically on Talkgroup-A3 as to the status and a CAD message will be sent to all printers.
6. After a period of three (3) hours the “reroute” status will expire unless renewed by #2 above.

**Your patience and cooperation relative to the above is appreciated as are your continued efforts in the provision of quality EMS care.**

