

# EMSystem Guidelines - Rural

## General Guidelines

1. **Purpose of the System:** The EMSystem is designed to provide all hospital Emergency Departments and EMS Services (through their Communications Center) with real-time information regarding the status of area facilities. Accurate, timely information will facilitate transport units in getting patients to the correct facility in a timely. In addition, the system allows real-time information exchange between EMS units and area facilities regarding MCI's and provides a means for distributing information to all facilities simultaneously through the System Alert mode.
2. **Split Screen Status:** In all areas other than Bernalillo County, each facility has two status lines.
  - a. The first line represents the "ED status." In the rural environments it is expected that the ED is always open.
  - b. The second line represents the "inpatient status" and is the area where cautions for ICU/CCU, inpatient beds, etc. are placed.
3. **Status Choices:** There are four possible status choices to be displayed for each facility.
  - a. **Open:** ED or Inpatient areas are accepting patients normally
  - b. **Caution for inpatient areas:** ED is open - however, there are alerts for other areas of the hospital effecting admission (Caution for ICU/CCU).
  - c. **Closed:** ED is full - cannot accept patients as normal. This category can only be used in areas where there is more than one ED. This status should not be used in rural environments where a patient would have to be redirected to another county, etc.
  - d. **Totally Closed:** ED cannot accept patients under any circumstances. Examples: ED is without power or the building is under a bomb threat.
4. **General Information:**
  - a. In the rural environment, it is assumed that the ED will never close its doors to ambulances. The goal of EMSystem is to redirect ambulances that are geographically between two facilities and one facility has limited resources and the other does not. An example would be when a patient is critically ill and between two hospitals and one facility is on caution for ICU/CCU beds.
  - b. EMS services should monitor current hospital statuses and direct units to the facility with capacity and capability. EMS units should never compromise patient care by bypassing facilities or significantly increasing transport time. EMS services should never route patients based on ability to pay or for other political reasons.
  - c. Hospitals should monitor the EMSystem 24x7 for information on MCI's, System Alerts, Public Health Alerts, or for Disaster information from NDMS.
  - d. Hospitals have the ability to monitor tertiary receiving facilities for more expeditious transfers by knowing which facilities can and cannot accept patients.
  - e. Forcing the System Open: At this time there is no role to force hospitals open in a rural environment.

## Hospital Responsibilities

1. **Access:** Each facility is required to provide the necessary hardware (computer and internet access) for their ED personnel. Each ED needs to have easy access to this hardware for the purpose of adequately monitoring the system twenty-four hours a day, seven days a week. The maintenance and support of this equipment is the individual facility's responsibility.
2. **Status Updates:** Each facility will update their status on the EMSystem every eight hours.
3. **Training:** Each facility is responsible for assuring that all personnel authorized to use the EMSystem are adequately trained in using the software.

4. **MCI Alerts:** Each ED needs to fill in their capacity numbers within five minutes from the time the MCI alert is sent out.

### **Santa Fe Control Responsibilities**

1. **System Monitoring:** Santa Fe Control will monitor the system twenty-four hours a day, seven days a week. In case of a system failure (loss of access to the EMSsystem website) AAS Communications Center will assume Statewide oversight. Once the system is reestablished, Santa Fe Control will notify AASCom that they have reestablished there link.
2. **Status Changes:** Santa Fe Control will change status for a facility as outlined under Hospital Responsibilities. .
3. **MCI Alerts:** Any time an MCI is declared outside of Bernalillo County, Santa Fe Control will issue an MCI alert via the EMSsystem. Santa Fe Control will relay the information entered by the facilities regarding the number of patients they can accept to the Transport Officer at the MCI.
4. **System Alerts:** Santa Fe Control will issue a System Alert anytime there is pertinent information to be distributed to all facilities.
5. **Additional Information:** Dr. Philip Froman is the State Medical Director for EMSsystem and is the resource person for any facilities or service that requires specific information regarding the EMSsystem.