





SAN MATEO COUNTY HEALTH
EMERGENCY
MEDICAL SERVICES

EMS POLICY	602
Effective:	April 2024
Approval: EMS Director Travis Kusman, MPH	Signed: 
Approval: EMS Medical Director Greg Gilbert, MD	Signed: 

AMBULANCE DIVERSION

I. PURPOSE

This policy establishes standards and requirements for hospital ambulance diversion.

II. AUTHORITY

California Code of Regulations, Title 22, Division 9, §100128 and §100170

III. DEFINITIONS

EMS Duty Officer: The authorized on-call representative of the LEMSA charged with emergency medical services system level oversight and direction.

IV. POLICY

- A. San Mateo County is a no diversion emergency medical services system. The County does not recognize emergency department diversion of out-of-county hospitals except for internal disaster.
- B. Diversion of 9-1-1 ambulance patients by San Mateo County hospitals is only permitted for the following reasons:
 - 1. An internal event or condition has occurred at the receiving facility (e.g., fire, flood, hazmat, etc.) rendering it unsafe for occupancy;
 - 2. Stroke patients may be diverted to the most appropriate primary or interventional stroke center if there is no CT capability at the intended receiving facility;
 - 3. STEMI patients may be diverted to the most appropriate STEMI Receiving Center if there is no ability to provide primary percutaneous coronary intervention; and
 - 4. Trauma patients may be diverted to the most appropriate trauma center if there are no trauma operating rooms available at the intended receiving facility.
- C. Requests for internal disaster or ambulance diversion shall be made via the on-call EMS Duty Officer.