




Advisory 25-05 Transports from Healthcare Facilities

To: All EMS Agencies

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Regional Medical Director

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EMT's and Paramedics are routinely requested to respond to healthcare facilities (Urgent Care, Doctors Office, or Clinic) when a patient's medical condition, in the opinion of the MD, PA or NP provider, requires further diagnostic evaluation or care in an Emergency Department. It is the responsibility of the MD/PA/NP to determine the appropriate destination facility and means of transport based on the patients' clinical condition and/or care needs – often resulting in activation of the 911 system.

Changes in the patient's destination should be made in conjunction with the MD/PA/NP if EMS identifies a discordance with the patient's wishes for transport. In the event a patient does not understand why EMS has been requested or why they must go to the hospital, EMS should identify the patient's MD/PA/NP and ideally discuss the situation and options in the presence of the patient so they may make an informed decision regarding transport by ambulance to an area Emergency Department.

If EMS has questions regarding the need for ambulance transport or the patient's destination, EMS should identify the patient's MD/PA/NP and have a discussion outside the patient's room to facilitate a professional encounter while understanding the patient's needs and MD/PA/NP's concern. It is not appropriate for EMS to inform the patient that they do not need an ambulance nor need evaluation in an Emergency Department after having been evaluated and transport requested by the patient's MD/PA/NP.

EMS should be providing transportation and care of these patients to the facility requested by the MD/PA/NP unless the patient's condition alters the appropriateness of the receiving hospital. For example, a patient with chest pain without EKG changes is being transported and subsequent EMS 12-Lead reveals STEMI, it is expected that the EMS clinician alter the destination to a PCI capable facility.

In any encounter at a healthcare facility, the default expectation is for EMS to transport the patient to the facility requested by patient's MD/PA/NP. Any concerns surrounding the request or use of ambulance for transport can be addressed by EMS agency leadership and the healthcare facility AFTER the call of concern.

With any questions, please do not hesitate to contact this office.

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