

EHPC Diversion and Facility Alert Process

Over the last couple of months, our region has begun experiencing increasing call volumes of 911 activations and alarming numbers of patients presenting to our Emergency Departments. Additionally, several hospitals have experienced mounting instances of infrastructure issues. These events have led to some hospitals going on Diversion. While some of the occurrences cannot be prevented, it is essential that EMS agencies, surrounding hospitals, and the healthcare coalition are informed. EHPC, along with NC Office of EMS has created a simple and semi-automated process to share information quickly using the ReadyOp platform and the EHPC App. Hospital Emergency Managers (HEMs), Emergency Department (ED) charge nurses, EMS Directors, and others can open our app, click the appropriate link from the home screen and be taken to the ReadyOp form. With minimal input and submission of the form, the coalition members will be informed of the situation. Once the situation is cleared, an update can easily be entered by the user from a link that is sent to them on completing the first form and then a second notification will be sent once the form is updated.

Below are the links for your use. It is recommended that you use the app for reporting as that link will be updated. The forms could be updated and then the link will change.

EHPC app

<https://subsplash.com/easternhealthcareprepare/app>

EHPC Diversion Form

<https://nc.readyop.com/fs/4eao/b899ebae>

EHPC Facility Disruption Form

<https://nc.readyop.com/fs/4eap/afe6f2c4>

EHPC Resource Request Form

<https://nc.readyop.com/fs/4eaq/2bd365ab>

We understand there will be some learning curves and changes. Please reach out with questions or issues.