



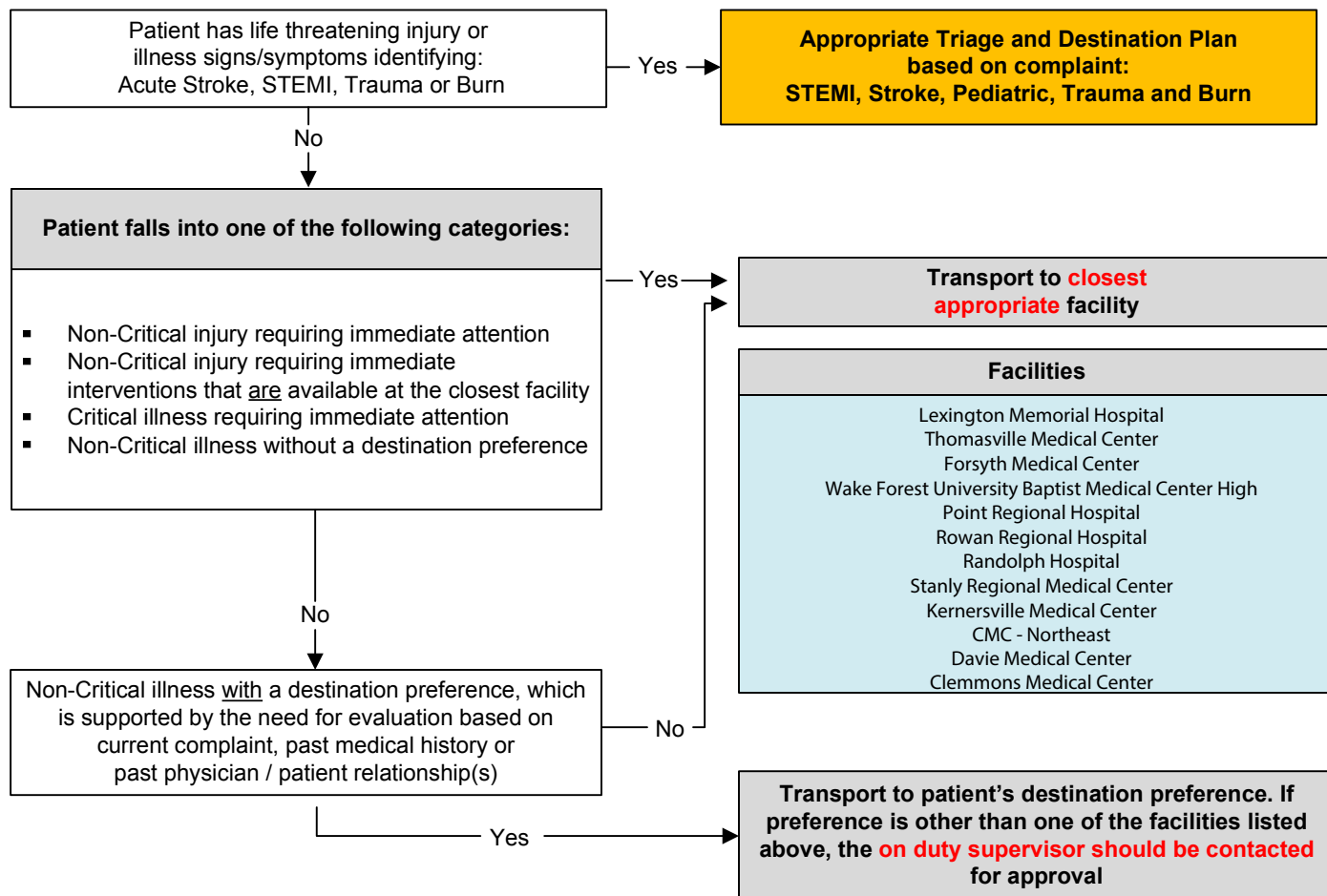
# General Medical EMS Triage and Destination Plan

## General Medical Patient

- ❖ A patient with signs and/or symptoms that cannot be categorized into STEMI, Stroke, Pediatric or Trauma and Burn Triage Destination Plans.

### The purpose of this plan is to:

- ❖ Identify general medical patients who call 911 or present to EMS
- ❖ Minimize field decision making on transport destinations
- ❖ Identify those patients that should be transported to the closest facility based on complaint and facility capabilities
- ❖ Identify those patients that may be transported to a geographically distant facility based on complaint and facility capabilities
- ❖ Maximize EMS system resource utilization
- ❖ Provide quality EMS service and patient care to the EMS System's citizens
- ❖ Continuously evaluate the EMS System based on North Carolina's EMS performance measures.



General Medical EMS Triage and Destination Plan

### Pearls and Definitions

- ❖ **All General Medical patients should be triaged and transported using this plan. This plan is in effect 24/7/365**
- ❖ **Appropriate Facility** = a hospital which provides emergency care 24/7/365 that is determined, based on complaint, to be capable of addressing the primary patient condition.
- ❖ **Non-Critical Injury** = Injuries that may be considered time sensitive but not life threatening, i.e. fracture with loss of PMS
- ❖ **Critical Illness** = Any potentially life-threatening complaint that does not meet the criteria for STEMI, Stroke, Pediatric or Trauma and Burn Triage and Destination Protocols.
- ❖ **Non-Critical Illness** = Any non life-threatening complaint (illness) that meets the guidelines for medical necessity of ambulance transport.
- ❖ Individual insurance plan requirements should not be a factor in determining the appropriate facility. Consideration of insurance plan requirements may be construed as treatment based on the ability to pay and such practices are prohibited.
- ❖ The closest appropriate facility may be determined by mileage distance, travel time, weather conditions or other mitigating circumstances. This determination is at the discretion of the attending crew who may obtain further guidance from the on-duty supervisor as needed.