



CENTRAL DUPAGE HOSPITAL  
EMERGENCY MEDICAL SERVICES SYSTEM  
POLICY & PROCEDURES

TITLE: SYSTEM WIDE CRISIS

SECTION: CRISIS

POLICY NUMBER: L-2

APPROVED BY: DR. STEVE GRAHAM EMS MEDICAL DIRECTOR

EFFECTIVE DATE: 01 JULY 2018

NUMBER OF PAGES: 2

**PURPOSE:**

Notification of the Illinois Department of Public Health (IDPH) is mandated for situations causing hospitals to go on bypass, or potential outbreaks of epidemic conditions. This policy serves as a guideline for the Central DuPage Hospital Emergency Medical Services System (CDHEMSS) to recognize an impending or active system-wide crisis, and to assist providers in handling the situation and to comply with state regulations.

**POLICY:**

**1. Recognition**

Ambulance providers or their personnel should notify the Central DuPage Emergency Department when they notice an increase in calls with similar patient complaints.

**2. Notification of Personnel**

**a. The Emergency Department shall document any calls they receive from any area hospitals or ambulance providers on the System-Wide Crisis worksheet. Information to document includes:**

- Name of provider/hospital
- Time call received
- Name and title of person calling
- Type and number of patients with similar complaints
- Other pertinent information

b. If the Central DuPage Emergency Department receives calls from two or more area hospitals or has reason to suspect a potential for a system-wide crisis exists, the EMS System Coordinator/Medical Director/Designee will contact local and system ambulance services to check if they are seeing an increase of patients with similar types of symptoms.

c. The EMS System Coordinator/EMS Medical Director/Designee may contact the Illinois Poison Control Center to see if they are receiving calls for similar type symptoms.

d. If there appears to be a trend of increased frequency of similar symptoms, the EMS System Coordinator/Medical Director/Designee shall page:

- The Emergency Officer for the Illinois Department of Public Health at 1-800-782-7860
- DuPage County Health Department at 630-682-7400

**3. Activation of Plan**

- a. The Emergency Officer for the Illinois Department of Public Health will contact the Director of Public Health/Designee and the Duty Officer with the Illinois Emergency Management Agency.
- b. Based on the type and magnitude of the crisis, the Director of Public Health/Designee may activate the Disaster POD, according to the State of Illinois Emergency Disaster Plan.
- c. Ambulance providers should initiate their internal disaster plans and mutual aid agreements to manage the crisis.

**4. Plan of Action**

- a. The EMS Coordinator/Medical Director/Designee will contact area hospitals and ambulance providers to inform them of the potential crisis and anticipated plan of action by the Illinois Department of Public Health or Illinois Emergency Management Agency.
- b. The Central DuPage Emergency Department should avoid ambulance diversion and follow their Pre-Hospital Bypass Policy. If diversion occurs, IDPH must be notified according to hospital policy.
- c. Patient request for BLS bypass/diversion transport to a hospital or ambulance provider during the crisis will not be honored. Providers must inform the patient of the reasons and situation.
- d. The EMS Coordinator/Medical Director/Designee may request assistance from the Chief of Emergency Medical Services as needed.
- e. All information shall be recorded on the IDPH "System-Wide Crisis Form" which is available upon request.

**5. All Clear**

- a. The Director of Public Health and the Central DuPage Emergency Medical Services System Medical Director or designee will communicate and determine when the response to the crisis appears to be over.
- b. The Central DuPage Emergency Department will contact system providers and area hospitals.

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