

Emergency Room Busy Status (ERBS)

CHAPTER 21.1

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Submitted by: Operations

Approved by: Chief of Fire Rescue

Emergency Room Busy Status (ERBS) is a recognized event that occurs from time to time when the Emergency Room (ER) is experiencing patient overload. The ERBS guideline has developed, as an immediate yet temporary mechanism to help with the overload.

The ERBS guideline applies to all hospital emergency rooms within Alachua County. When the appropriate hospital designee authorizes ERBS, the hospital official will contact the Combined Communication Center (CCC) Dispatch Center via (352) 955-1819 and request to speak with District 5 (Five) or District 6 (Six) respectively. CCC will contact the appropriate on duty District Chief (DC). The on-duty District Chief shall immediately return the hospitals call and verify the request for ERBS with the hospital official. Once ERBS has been verified, the District Chief shall make notification to the on-duty units of the ERBS.

Emergency Room Busy Status will not exceed a two (2) hour time limit; only one (1) ERBS will be established and granted at a time between the three (3)-area hospitals.

Per this revised policy, all non-designated nurses or attending physicians who request busy status will be “denied ERBS” via Alachua County Fire Rescue (ACFR) District Chiefs.

The following designees are authorized to request Emergency Room Busy Status (ERBS):

Shands @ University of Florida (UF)

Hospital Administrator on-call

Adrian Tyndall, MD Chairman

Joel Moll, MD Medical Director

Craig Davies, RN Nurse Manager

North Florida Regional Medical Center (NFRMC)

Hospital Administrator on-call

Malcom Randall Veterans Administration Medical Center (MRVAMC)

Hospital Administrator on-call

When notified of ERBS, field personnel shall inform the patient of the ERBS and suggest an alternate Emergency Room (ER).

If the patient refuses transport to an alternate ER, the patient will be informed of possible delays due to the ERBS.

If the patient still insists on being transported to the originally requested emergency room, the patient will be transported to that ER as demanded.

The Rescue Lieutenant will inform the ER staff of the patient's demand to be seen at their facility despite knowledge of ERBS.

Documentation of the ERBS rerouting or patient's choice will be noted in the comment section of the Emergency Medical Service (EMS) report.