

EMERGENCY DEPARTMENT (ED) BOARDING



ED Boarding and diversion are ways that hospitals manage their flow of patients

WHAT IS ED BOARDING?

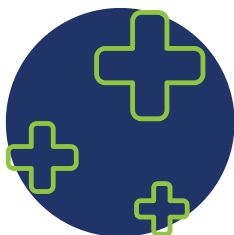
- ED boarding happens when a hospital reaches full capacity, leaving no available beds for new patients
- Patients who require further treatment may be forced to wait in the ED for a bed, despite already being seen by a doctor
- This waiting period, known as ED boarding, can extend for hours or even days, delaying necessary care

WHAT IS DIVERSION?

- Diversion happens when a hospital is so busy that they ask ambulances to stop bringing patients
- This is a way for hospitals to manage the flow of patients
- Patients will be re-routed to another hospital that has space

WHAT CAN PATIENTS DO?

- **Be Patient:** Sometimes hospitals are overwhelmed and the staff is doing everything they can to help patients
- **Call Ahead:** If time allows, and you are not in critical condition, call the ED to determine if they have space before you go
- **Ask Questions:** If you are waiting a long time, ask a nurse or doctor about your status
- **Understand Your Rights:** Even if ED boarding is occurring, you still have the right to receive care and be informed about your treatment
- **Be Ready for Alternatives:** In some cases, the hospital may recommend transferring you to another facility



DETERMINE YOUR TOP THREE FACILITIES SO YOU HAVE CARE OPTIONS.

TOP THREE LOCAL FACILITIES

Facility Name	Address	ED Phone Number	Hospital Safety Grade
Facility 1:			
Facility 2:			
Facility 3:			

Please visit www.hospitalsafetygrade.org to check your local hospital safety scores.