

**General:**

It is the belief of the Services that individual patients and their families have the right to request the hospital destination of their choice when being transported by ambulance during an emergency.

**Policy:**

- I. All patients will be asked their preference of hospital destination.
  - A. If protocol specifies that the patient should be transported to a different facility, the EMT will:
    1. Explain to the patient that service protocol indicates that a particular hospital is designated to receive them. Obtain informed refusal from the patient. This informed refusal should be the result of a professional attempt to educate the patient and not coerce their decision. It should include the potential adverse outcomes from not going to the designated facility.
    2. Transport the patient to the hospital of their choice.
    3. Document any disagreement in writing using the AMA form and have it signed by the patient or their representative.
  - B. If the patient has no choice, the EMT will:
    1. Transport to the nearest appropriate facility.
- II. The only exception to the above is the following:
  - A. The requested hospital is on by-pass for the patient's condition. In this instance the patient will be transported to the next nearest available hospital.
- III. No attempt shall be made to unduly influence patient choice of hospitals except where that influence is objectively in the best interest of the patient.
- IV. The service has no responsibility to transport a patient to a hospital not included in its operational plan as a primary receiving hospital unless so approved by the service director.