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| **Alternate Destination** | EMS providers direct low acuity and / or behavioral health patient to healthcare locations that are not emergency departments |

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| **Benefits:** Decrease ED crowding, provide more appropriate care to patients, cost savings to patient and system, potential for more timely care. |

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| **Enabling Factors*** EMS can do this now
* EMS is available
* EMS is responding to all requests now
 | **Prohibitive Factors*** “Behavioral health” not well quantified currently
* No mechanism for reimbursement currently in place
* Requires specialized education for providers
* Resource availability varies from area to area.
* Uncertain which facilities could (legally and logistically) accept these patients.
 | **Enabling change Required*** Identify patient inclusion criteria
* Identify methods for reimbursement
* Provide education to providers
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