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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 |