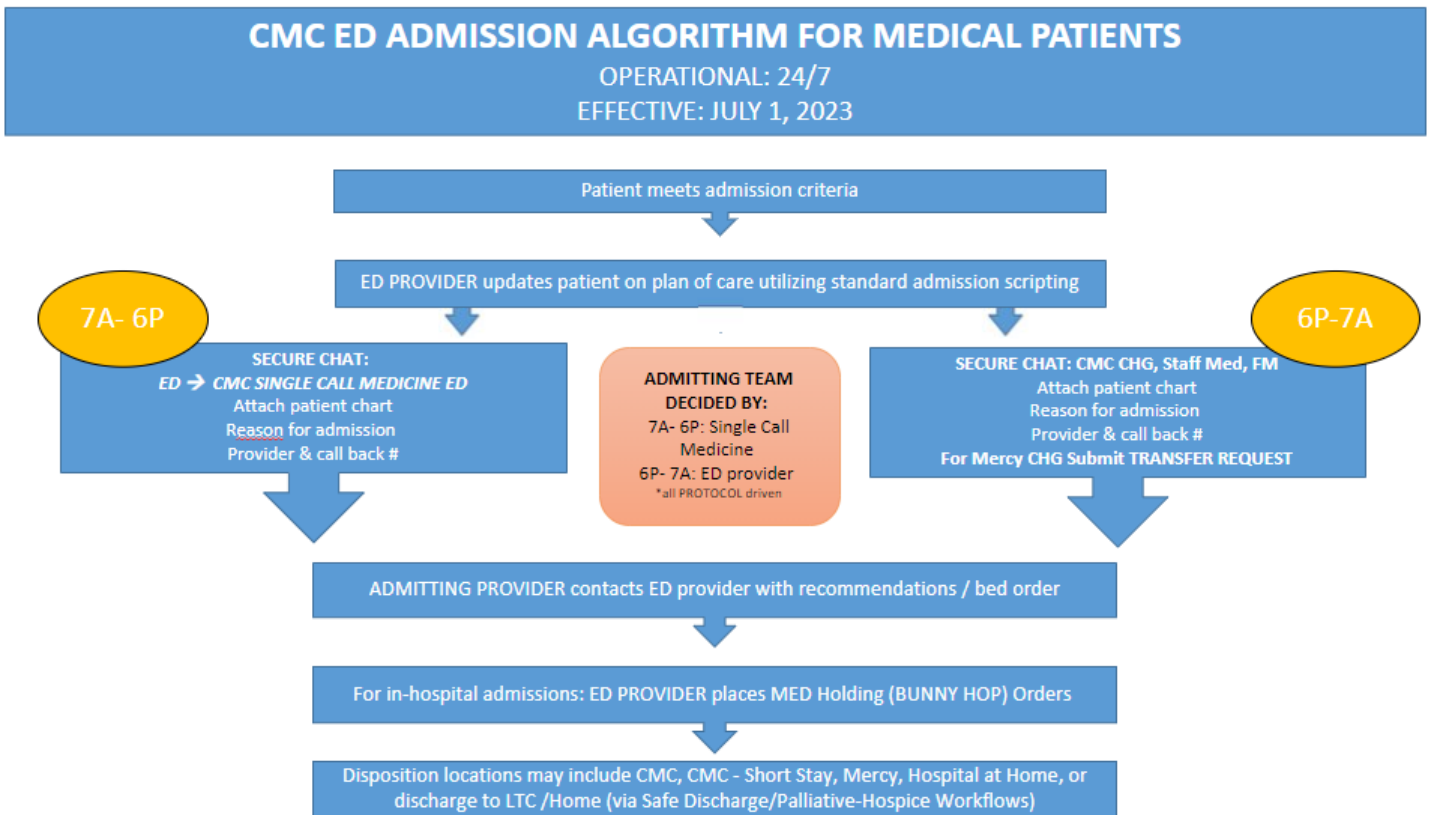


**Carolinas Medical Center Emergency Department**
**Single Call Medicine Admission Pathway**

**Purpose:** To streamline medical admission processes to a single point of contact and admission assignment to appropriate teams and to appropriate locations considering overall facility status in consideration for resources needed and with awareness of capacity-balancing.

**Date Effective:** Mar 1, 2020; July 1, 2023 (UPDATE)

**Situation:** As a growing healthcare organization with complex patient diagnoses, identification, and hierarchy for notification of medical admissions has been disruptive, lacked clarity, and often created additional back-end work. Utilizing a single point of contact to determine admitting service/team and coordinating place/type of admission will reduce unnecessary work by the emergency department provider.

**Process:**

**Additional Information:**

Questions can be directed to Sara Kopf, RN or Christian Schulz, PA-C.

Key words: redeployment, redistribution, boarding, capacity

Developed by: S. Kopf, RN, C. Schulz, PA-C  
 Approved by: CHG/ED Medical Directors  
 Date: 1 Mar 2020; 1 July 2023 (UPDATE)