

Transportation Contingency for COVID-19 Discharged Patients

Hours of Operation: 1000 - 2200 hours, 7 days/week

Trial December 9, 2020 – June 30, 2021

BACKGROUND: to facilitate safe and timely transport of discharged suspected or confirmed COVID-19 patients in order to mitigate reliance on BC Ambulance Service (BCAS)

NH has partnered with Diversified to provide UHNBC with transportation of discharged patients both in community and to some of our rural partners

DIVERSIFIED DISCHARGE TRANSPORT SERVICE

- On-call service with driver on stand-by
- 26 passenger bus with wheelchair accessibility and ramp; washroom available
- Diversified Mini-Bus located where NH Connections Bus picks up and drops off (SSMU)
- Once first call made, it takes 45 minutes for driver and bus to arrive at UHNBC

In-Community (Prince George)

Run will vary depending on distance and number of patients

Last run will be at 2100

Out-Of-Community

Minimum amount of time required for out-of-community runs are as follows:

- Vanderhoof: 3.5 hours
- Quesnel: 4 hours
- Mackenzie: 6 hours
- Fort St. James: 6 hours

SCREENING TRANSPORT CRITERIA

- Suspected/confirmed COVID positive
- No other means of transportation home (i.e. private vehicle, BC Transit, or taxi)
- No requirement for supplemental oxygen
- Able to self-direct care and does not require hands-on assistance for mobility
 - Driver **not** able to assist patients into their home

BOOKING MINI-BUS

1. Ensure patients meet above Screening Transport Criteria
2. Call **778-349-0883**
3. Provide driver with the following patient information:
 - **Patient name**
 - **Drop off location**
 - **COVID-19 status (suspected or confirmed)**
4. Confirm UHNBC pick up time with driver

PREPARE PATIENT FOR TRANSPORT

- Ensure patient has all belongings and mobility aids (walker, wheelchair, etc.)
- Care provider accompany patient(s) to pick-up location: **Entrance by SSMU**

Key Considerations:

- Ensure proactive discharge planning
- Must facilitate out-of-town discharges early in the day
- Arrange multiple patients per transport run to optimize service as much as possible
- No mixing of COVID positive and non-COVID patients

Patient's must wear mask during transport & sanitize hands when entering bus



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