

COVID-19 UPDATE

Keeping You Safe



Thunder Bay Regional
Health Sciences
Centre

To: All Staff, Professional Staff, Learners and Volunteers

From: Jennifer Wintermans, EVP, Communications and Corporate Relations, COVID-19 Lead and Adam Vinet, EVP, Patient Experience & Chief Nursing Executive, Planning and Operations Section Head

Date: January 20, 2022

RE: **After-hours Transportation for COVID-19 Positive Patients Post-discharge**

In the event of COVID-19 positive patients not being able to secure their own means of transportation home following discharge from Thunder Bay Regional Health Sciences Centre (TBRHSC), a process has been in place in coordination with **Diamond Taxi** services between 9:00 am to 5:00 pm, Monday to Friday.

An additional mode of transportation has now been arranged for after-hours transfers of COVID-19 positive patients who fall outside the above weekday timeline.

Granite Town Cars will provide transportation to discharged patients who are COVID-19 positive and are medically discharged from TBRHSC to home addresses within the City of Thunder Bay on an on-call / as needed basis.

Description of Service:

- Available **Monday to Friday from 5:00 pm to 9:00 am.**
- 1-hour minimum notice of transfer is required.
- 1 patient per trip.
- Weekend transportation is available from both Diamond Taxi and Granite Town Cars with advanced notice but both are limited (based on other bookings and driver availability).
- Patients must be ambulatory (no wheelchairs).
- The patient will be required to print and sign a form from the driver which will only be used for invoicing purposes.

Cost:

- (\$60) plus HST for each transfer to be billed to TBRHSC.
- The process and travel distance must be approved by the Patient Flow Manager or the Administrative Coordinator at TBRHSC to ensure cost containment.
- Granite Town Cars will NOT take cash as payment for this service
- Sending department must fill out Taxi slip inscribing 'COVID -Granite Town Cars'.

Thunder Bay Regional Health Sciences Centre is a leader in Patient and Family Centred Care and a research and teaching hospital proudly affiliated with **Lakehead University, the Northern Ontario School of Medicine and Confederation College.**

Le Centre régional des sciences de la santé de Thunder Bay, un hôpital d'enseignement et de recherche, est reconnu comme un leader dans la prestation de soins et de services aux patients et aux familles et est fier de son affiliation à l'université Lakehead, à l'École de médecine du Nord de l'Ontario et au collège Confédération.

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Safety:

- Granite Town Cars must be informed that the patient has or is suspected to have COVID-19. As such, a *CS-348 Consent Form* (patient agreement to disclose health information) must be signed by the patient prior to the transport request being made;
- The patient must wear a Level 2 procedural mask and gloves (supplied by self or hospital) to board the vehicle
- The patient must remain masked and practice self-distancing where possible (not sitting in the front seat with driver).
- Vehicles are equipped with hand sanitizer
- Granite Town Cars will provide its' drivers with appropriate PPE and adhere to COVID-19 protocols

If required, transportation for COVID-19 positive patients can be arranged by calling the Office of Patient Flow at (807) 627-9052.

All Hospital COVID-19 updates and resources are available on the iNtranet at <https://comms.tbrhsc.net/covid-19-information/>.