

To: All Staff, Professional Staff, Learners and Volunteers

From: Jennifer Wintermans, EVP, Communications and Corporate Relations, COVID-19 Lead

Date: January 11, 2022

RE: **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 our Hospital, a process has been in place in coordination with Diamond Taxi services. Diamond Taxi has a dedicated vehicle that is available Monday to Friday, from 0900h-1700h. This vehicle is to be booked with 24-hour notice whenever possible.

In exceptional circumstances, Diamond Taxi will consider a transport request with a minimum one-hour notice and/or will pre-book a weekend transport.

Cost:

- The cost of transportation is \$100 per hour plus HST, plus the fare, as determined by the taximeter. These costs begin at the time of dispatch and end when the fleet vehicle returns to base;
- The process and travel distance must be approved by the Patient Flow Manager or the Administrative Coordinator to ensure cost containment;
- Diamond Taxi will NOT take cash as payment for this service;
- The sending department is responsible for the transportation cost.
 - The sending department should document the cost as a potential recoverable COVID-19 expense.

Safety:

- Diamond Taxi 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 to board the fleet vehicle;
- Diamond Taxi will provide its' drivers with appropriate PPE.

If required, transportation for COVID-19 positive patients can be arranged by calling the Admitting Department at (807) 627-9052.