

## **Transportation Plan for People Who Need to Access to Testing and COVID-19 Assessment Clinics but Unable to Access Transportation**

If it has been determined that a client needs to get tested or go to COVID-19 Centralized Assessment Clinic but has transportation issues, Healthlinks Info Santé / Primary Health Provider / Public Health Nurse/Crisis Response Services (Crisis Response Centre and Crisis Stabilization Unit) and COVID Respond Unit have the option to request Mobile COVID testing or facilitate transportation to the appropriate sites.

### **Process for Booking Mobile COVID testing**

Healthlinks Info Santé / Primary Care Provider / Public Health Nurse/Crisis Response Services will determine eligibility as per the SOP for Mobile Testing Sites.

To request Mobile COVID Testing: call COVID Response Unit (phone:204-926-7071) followed by a fax, with supplementary referral information (i.e. EMR chart note), sent through ACCURO or faxed to 204-940-1978.

### **Process for Booking Blueline Taxi for COVID-19 Calls**

#### **For COVID-19 Testing Sites**

The provider/Crisis Response Services/Healthlinks calls IFT at (204) 986-8410 and identifies that this is a Blueline transport and references charge account # 1800+.

Blueline will pick up the client and take them through the drive-through testing site and return them either home or to an isolation site. Winnipeg Fire Paramedic Service/Inter-Facility Transport (WFPS/IFT) will provide the caller and Blueline with a reference or booking number for the trip.

#### **For COVID-19 Assessment Clinics**

COVID Response Unit (CRU) Primary care Assistant (PCA) will determine at the time of booking the client's appointment if transportation is needed. CRU calls IFT at (204) 986-8410 and identifies that this is for a Blueline transport and reference charge account # 1800+.

A two-way trip will be booked with IFT (a pick up and return).

IFT will give the caller two reference or booking numbers: one for each leg of the trip and these will also be provided to Blueline.

Blueline will pick the client up at the pre-determined site, take them to the COVID Assessment clinic and drop the client off. Once the client is finished their appointment, the staff at the COVID Assessment clinic will call IFT to engage the return leg of the trip.

### **Steps for Booking Transportation**

Healthlinks will connect with IFT through a 3-way call and the client will speak directly to IFT who will make the arrangements. Healthlinks does not book the transportation.

Primary Care Sites/Public Health/Crisis Response Services (CRS) or COVID Response Unit will identify the time the client needs to be picked up and contact IFT to arrange for transportation;

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sites/provider confirms arrangements with Client.

***The provider/CRS/Healthlinks/CRU calls IFT at (204) 986-8410 and identifies that this is for a Blueline transport and reference charge account # 1800+.***

***NOTE: THE IFT PHONE NUMBER IS NOT TO BE SHARED WITH THE CLIENTS OR GENERAL PUBLIC***

The information that IFT would need to process the call is:

1. Name of the client
2. Client's phone number for follow-up
3. Address of pickup
4. Appointment time
5. Note any special considerations i.e. client in a wheelchair; doesn't have a phone etc.
6. Assessment sites to provide contact name and number in the event Blueline needs to follow up e.g. Blueline unable to find client.

***NOTE: all clients will be considered as COVID-suspect and appropriate PPE and safe work practices will be used for all trips***

### **BLUELINE**

IFT processes the call through Computer Aided Dispatch system (CAD) which pushes out a notification email to Blueline dispatch\*.

Upon receipt of the email, Blueline would call IFT back at the above number to confirm receipt of the transportation request.

Blueline would also call the client within 1 hour of the pickup time to confirm that the call is proceeding.

In the case of a pickup at the Assessment site for a return as indicated earlier, staff at the Assessment site calls IFT to dispatch Blueline for return pick up.

Blueline would then process the call(s) and dispatch their units accordingly.

### **Process for Transport to Diagnostics from Assessment Clinics.**

COVID Assessment Clinic will determine the need for Client to attend to a Diagnostic area such as X-Ray or EKG. The provider will make the arrangements for the Diagnostics appointment.

Once an appointment is set then the Provider/PCA will call the IFT line to book a pickup, indicate that the client needs to stop at the Diagnostic site on the way home and Blueline is to wait for them. Provider/PCA will identify which Diagnostic site is expecting the client. (i.e. Grace Hospital or Health Science Centre)

IFT will process the call and send it to Blueline for dispatch.

Blueline will proceed with the call as per the IFT information.

***\*Note: there is the ability to batch the calls so if multiple calls came in for the next day the IFT through the CAD would be able to do an email at a preset time with all the calls for the next day to Blueline***

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### **INFECTION PREVENTION AND CONTROL STEPS FOR BLUELINE**

1. No one in the front seat
2. Plastic drop sheet for the back seat; e.g. inexpensive plastic painting drop cloth from Home Depot)
3. Passenger is asked to clean their hands
4. Passenger is provided with a mask (this could be a cloth mask) if they don't already one
5. Enters car
6. Once the ride is over and passenger has left - driver cleans hands with ABHR
7. Puts on gloves
8. Removes drop cloth
9. Wipes down seat with disinfectant cloth if seat is not fabric
10. Wipes down door handle and any other touch points
11. Removes gloves
12. Does hand hygiene