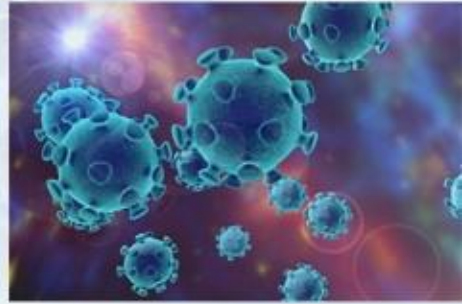


COVID-19 Update

Employee and Physician Information



Memo from the Business Relationship Manager

February 18, 2021

RE: Added Transportation Option

Update:

- Please see the added transportation option below offered by **Corporate Concierge Services** for **COVID Positive Transports** only.
- This service is available effective immediately and is specifically for COVID positive patients.
- The Bussing Service should still be utilized for the programs/scenarios outlined below.

If you have any questions, please reach out to me directly. Updates for the Corporate Concierge Services are outlined below in **blue**.

Transportation remains an essential service for Healthcare during COVID19, much of which is performed by Taxi's. This service, however, limits the ability to maintain recommended physical distancing from passengers.

As a result, there are **two** additional transportation options that will be available for **appointment-based** booking for when taxi services are not deemed appropriate.

1. **BUSSING SERVICE:**

On Monday, February 15, **City Wide Taxi** (our current taxi services provider) will be taking appointments for safe and secure transportation using **busses** to offset and support transportation related needs when taxi services are not deemed appropriate. This service is intended to provide access to secure & sanitized vehicles & cleanings in between transports.

The intended use of these busses is:

- Patients that are being discharged home that do not have a mode of transportation
- Dialysis appointments for patients who previously used Taxi's
- Long Term Care Program resident appointments
- Eastern Health Extended Stay clients

Booking Procedure:

Requests for this service must be made using the following procedure:

- ✓ Contact City Wide Taxi at (709) 766-5555 or email info@citywidetaxi.ca
- ✓ You will need the following information ready to give to dispatch when you call.
 1. Person arranging transport - name, position & phone number
 2. Passenger name and contact phone number
 4. Requested pick up time
 5. Pick up address and location
 6. Drop off address and location
 7. Condition of passenger: ambulatory or wheelchair

After giving City Wide the information, City Wide will arrange the transport and confirm with caller the transport details for the passengers.

2. Corporate Concierge Services:

Effective immediately, Eastern Health has re-engaged with **Corporate Concierge Services** to provide transportation services for COVID positive patients who are discharged to go home.

This service is intended to provide access to secure & sanitized vehicles with barricade between driver and passengers which will give a sealed barrier for safety. A directive will be given to the passenger prior to approaching the vehicle.

After each transport, BELFOR Canada or equivalent, will sanitize the vehicle before the next transfer.

The intended use of these vehicles is:

- COVID positive transport needs only

Booking Procedure & Protocol

Booking Procedure:

- ✓ Contact Corporate Concierge Services Inc. 24-hour Dispatch at (709) 631-8249
- ✓ You will need the following information ready to give to dispatch when you call.
 1. Person arranging transport - name, position & phone number
 2. Passenger name and contact phone number
 3. Number of passengers

4. Requested pick up time. Is this a priority transfer?
5. Pick up address and location
6. Drop off address and location
7. Condition of passenger

After giving dispatch the information, dispatch will arrange the transport and confirm with caller the transport details for the passengers.

Other Protocol:

- ✓ Staff to alert Paladin Security that CCS will be outside awaiting patient and security will be there to assist with any pedestrian traffic entering the property so as to control the area safely.
- ✓ Hospital Staff will hold patient curbside until CCS Transport Specialist has time to give patient safety directives before they approach the vehicle.
- ✓ All belongings are with patient in a bag.

If you have any questions, please contact a member of the Eastern Health COVID19 logistics team or gary.stone@easternhealth.ca

Thank-you,

Gary C. Stone | Business Relationship Manager | Eastern Health
Mobile/Text: 709.725.5289

Report all potential communicable diseases to Occupational Health: 709-777-7777, line 3, line 2, seven days a week from 8:00 a.m. to 8:00 p.m. or email occhealth@easternhealth.ca.

Navigator Line: 709-752-3663 (M-S 8:00 a.m. to 10:00 p.m.) | www.easternhealth.ca/covid19 | [COVID-19 Intranet page](#) | [Facebook](#) | [Twitter](#)