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MASSACHUSETTS
GENERAL HOSPITAL

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Transportation Guidelines for COVID-19 Positive Patients AND Patients Under Investigation (PUIs) for COVID-19 (updated 4/1/20)

Decision to discharge patient	Destination and Transportation Type	Discharge Process and Education
<p>Attending MD in collaboration with Infection Control, following CDC and Mass Department of Public Health (DPH) guidelines (Note DPH guidelines only applicable to MA hospitals)</p>	<p><u>PRIVATE VEHICLE TRANSPORTATION</u> Patients being discharged via private vehicle home – cleared by team.</p> <p><u>Until further notice, COVID-positive patients will not be allowed to take a cab, car services (e.g. Uber, Lyft), or public transportation.</u></p>	<ul style="list-style-type: none"> • Case Management informs Infection Control of planned discharge. • Patient’s caregiver is notified of need to pick up patient at the hospital and given isolation/quarantine instructions prior to patient discharge. Inform caregiver that emergency transportation (ambulance) will only be provided if patient is medically unsafe or unable to be transported home via private transportation. <i>If caregiver is unable to or refuses to pick up the patient, please contact Case Management supervisor.</i> As part of the conversation the following items should be discussed: <ul style="list-style-type: none"> ○ Only one caregiver should be designated for patient pickup to minimize exposure. ○ Home isolation / quarantine instructions must be reviewed with patient (in person) and caregiver (via phone) prior to discharge (per CDC guidelines). ○ Caregiver will wear a surgical or procedural mask when interacting with patient (one surgical or procedural mask will be provided for the caregiver by the hospital) and will be provided with instructions on how to wear. <p>https://apollo.massgeneral.org/coronavirus/wp-content/uploads/sites/78/2020/03/How-to-Put-on-a-Mask-Flyer-FINAL-2020-03-22.pdf</p>

This policy or guidance document was developed based on currently available published guidance, in the setting of available supplies and clinical situations at our institutions. Decisions are made collaboratively and are based on ongoing risk-assessments of the evolving COVID-19 pandemic. This policy or guidance document represents the best recommendations as April 1, 2020, will be reviewed regularly, and is subject to change as the situation evolves.

		<ul style="list-style-type: none"> ○ Patient or caregiver instructed to call the patient’s PCP or regular doctor or Partners COVID-19 hotline if the patient’s symptoms worsen after discharge. ○ Caregiver or other family members / roommates should limit exposure and follow home isolation / quarantine guidelines as instructed and monitor / report to their PCP or regular doctor any symptoms per CDC COVID-19 guidelines and part of your discharge instructions. ● Patient’s caregiver is educated on PPE use during transportation: <ul style="list-style-type: none"> ○ Patient will wear a surgical or procedural mask (provided by hospital) and will be provided with instructions on how to wear. ○ If possible, patient should sit in the backseat of the vehicle. ○ Caregiver will wear a surgical or procedural mask (one will be provided by hospital if caregiver does NOT have a mask). ○ Following return home, patient needs to self-isolate / quarantine per CDC COVID – 19 guidelines. ○ Patient’s caregiver disinfects the vehicle after transporting patient. ● Caregiver will park the car at designated hospital exit at the scheduled discharge time, notify Police/Security per facility protocol, and stay in the vehicle. <u>Car will NOT be allowed to Valet.</u> ● Police/Security will notify the unit that patient’s caregiver is waiting for patient.
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		<ul style="list-style-type: none"> • Transport/nursing personnel (as designated by hospital) will escort patient with the patient wearing a mask per facility protocol. • Patient will leave the hospital and follow CDC COVID-19 guidelines and discharge instructions for home isolation/quarantine.
<p>Attending MD in collaboration with Infection Control, following CDC and DPH guidelines</p>	<p><u>AMBULANCE OR CHAIR CAR TRANSPORTATION</u> Patients being discharged via ambulance or chair car – based on meeting transportation medical necessity criteria.</p>	<ul style="list-style-type: none"> • Case Management informs Infection Control of planned discharge. • Patient will be notified of transfer home or facility via ambulance or chair car – pending medical necessity for transportation. • Ambulance will be booked and notified of patient COVID-19 status. • Hospital Care Coordination (or Case Management) team will notify the receiving healthcare facility that the patient has an exposure history and/or signs and symptoms suggestive of COVID-19 or if patient is confirmed COVID-19 so that appropriate infection control precautions may be taken prior to patient arrival. • Caregiver – if applicable, would have been notified about patient’s COVID status and educated on care need before discharge, including visitor restrictions in a SNF. For patients being transported home via ambulance and chair care, caregiver would be expected to: <ul style="list-style-type: none"> ○ Home isolation or quarantine instructions must be reviewed with patient (in person) and caregiver (via phone) prior to discharge (per CDC guidelines). ○ Caregiver will wear a surgical or procedural mask when interacting with patient (one surgical or procedural mask will be provided for the caregiver by the hospital) and will

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		<p>be provided with instructions on how to wear.</p> <p>https://apollo.massgeneral.org/coronavirus/wp-content/uploads/sites/78/2020/03/How-to-Put-on-a-Mask-Flyer-FINAL-2020-03-22.pdf</p> <ul style="list-style-type: none">○ Patient or caregiver instructed to call the patient’s PCP or regular doctor or Partners hotline if the patient’s symptoms worsen.○ Caregiver or other family members / roommates should limit exposure and follow home isolation/quarantine guidelines as instructed and monitor / report to their PCP or regular doctor any symptoms per CDC COVID-19 guidelines and part of your discharge instructions.● Patient will be educated about expectations during transportation – wear a mask, medical staff wearing PPE, isolation room at the facility or home isolation / quarantine at home.● EMS clinicians will follow ambulance company guidelines.● Receiving facility will follow CDC and Massachusetts DPH COVID 19 guidelines for isolation and care delivery.
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<p>Attending MD in collaboration with Infection Control, following CDC and DPH guidelines</p>	<p><u>TRANSPORTATION GUIDELINES FOR SPECIAL PATIENT POPULATIONS</u> (e.g. chemotherapy, hemodialysis patients)</p>	<ul style="list-style-type: none">• Patient receiving chemotherapy or hemodialysis will use the same transportation guidelines.• For additional information patient needs to check with the Oncologist or Nephrologist.
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