

ARIZONA COVID-19 RESPONSE

Guidance for COVID-19 Non-Emergency Transportation Services

WHAT CAN YOU DO?

Arizona will experience a surge of COVID-19 patients requiring emergency and non-emergency transportation needs over the next 90 days. To assist the non-emergency medical transportation industry, we have prepared the following guidance to help maintain a healthy workforce, use appropriate personal protective equipment (PPE), and decontaminate vehicles and equipment.

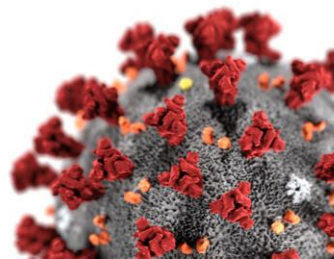
For a healthy workforce?

- Encourage employees to:
 - Stay home when sick.
 - Cover coughs and sneezes with a tissues or elbow.
 - Wash their hands often with soap and water for at least 20 seconds. If soap and water are unavailable, sanitizer with at least 60% alcohol should be used.
 - Encourage staff to get the seasonal influenza vaccine.
- Evaluate each employee at the beginning of their shift for fever, cough, or shortness of breath.
 - If an employee develops symptoms during their shift, they should immediately don a facemask, notify dispatch to send an alternative vehicle to continue passenger transportation, and leave work immediately.
- Each organization should maintain a duty roster and transport log in the event that a staff member contracts COVID-19 so that the local or county public health department can trace exposed contacts.

For personal protective equipment (PPE)?

Arizona is experiencing widespread transmission of COVID-19. All healthcare workers are susceptible to exposure events due to the nature of the work. **Encounter ≠ Exposure**. Proper use of PPE and vehicle decontamination of your vehicle and equipment is the key to reducing the likelihood of COVID-19 infection.

Non-Emergency Transportation Services



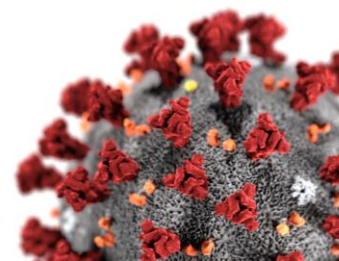
PPE continued...

- **Facemasks:** The driver should wear a facemask for the duration of transport. PPE is in limited supply, a mask may be used for the entire shift unless it is damaged or becomes contaminated. Every passenger must wear a facemask before entering vehicle and must keep the facemask on for the duration of the transport, when PPE is available.
- **Gloves:** The driver should don a pair of gloves before assisting the patient into the vehicle and securing the individual and equipment. Gloves should be changed if they become torn or heavily contaminated. Before re-entering the driver's compartment, the driver should remove the gloves and use hand sanitizer. If no hand sanitizer is available, the driver should re-glove with a new pair of gloves and wear them through the next load/unload of a customer.
- **Eye Protection:** The driver should wear eye protection (i.e. goggles or disposable face shield that fully covers the front and sides of the face). Personal eyeglasses and contact lenses are NOT considered adequate eye protection. Due to a shortage of PPE, goggles may be all that is available and are adequate if appropriately cleaned between shifts.
- **Isolation Gown:** When available, an isolation gown may be worn. Due to limitations in the availability of PPE, alternative solutions may be available including cloth gowns, scrub-tops or other easily laundered alternatives. These may be worn for an entire shift unless they become soiled or torn, in which case they should be replaced.

For vehicle & equipment decontamination?

- After transporting a passenger, leave the rear doors of the transport vehicle open to allow for sufficient air changes to remove potentially infectious particles.
 - The time to complete transfer of the passenger to the receiving facility and complete all documentation should provide sufficient air changes.
- When cleaning the vehicle, wear a disposable gown and gloves. A face shield or facemask and goggles should also be worn if splashes or sprays during cleaning are anticipated.
- Ensure that environmental cleaning and disinfection procedures are followed consistently and correctly to include the provision of adequate ventilation when chemicals are in use. Doors should remain open when cleaning the vehicle.
- Products with EPA-approved emerging viral pathogens claims are recommended for use against SARS-CoV-2. Refer to [List N](#) for EPA-registered disinfectants that have qualified under EPA's emerging viral pathogens program for use against SARS-CoV-2.
- Clean and disinfect the vehicle in accordance with standard operating procedures. All surfaces that may have come in contact with the passenger or materials contaminated during passenger care (e.g., stretcher, rails, control panels, floors, walls, work surfaces) should be thoroughly cleaned and disinfected using an EPA-registered hospital grade disinfectant in accordance with the product label.

Non-Emergency Transportation Services



Vehicle & equipment decontamination continued...

- Clean and disinfect reusable patient-care equipment before use on another patient, according to manufacturer's instructions.
- Follow standard operating procedures for the containment and disposal of used PPE and regulated medical waste.
- Follow standard operating procedures for containing and laundering used linen. Avoid shaking the linen.

Who to contact if you have questions?

Please contact your local health department for more guidance and information.

azhealth.gov/localhealth

Additional Resources

- azhealth.gov/coronavirus
- cdc.gov/coronavirus/2019-ncov

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Transportation Services**



ARIZONA DEPARTMENT
OF HEALTH SERVICES