

County of San Diego Public Health Services
COVID-19 Update for HHSAs Contractors Providing Transportation to Clients
Monday, March 23, 2020

Recognizing that some Health and Human Services Agency (HHSAs) contractors provide transportation to clients in the course of their service delivery, HHSAs, Public Health Services recommends following the guidelines below to protect staff and clients.

<p align="center">Determining Whether to Transport Client</p>	<ul style="list-style-type: none"> • Self/family/friends should bring the client wherever possible. Ask how patient got to appointments in the past? Review infection control recommendations (below) with patient/family/friends. If client has Medi-Cal, they are likely eligible for transport via their plan. • Call client to ask if have fever, cough, shortness of breath? • If not considered infectious, can the patient take public transit? (remind client to follow social distancing guidelines) • If not considered infectious, can the patient use transport resources for specific groups such as the elderly, physically disabled or /other medical services? • If not urgent, don't transport.
<p align="center">When Transporting Clients</p>	<ul style="list-style-type: none"> • Have Hand sanitizer, Lysol spray, and Clorox wipes on hand. Request client to wash hands before being picked up and then have the client or the driver wipe handles when they get in the van; have driver use again after client transport. <ul style="list-style-type: none"> ○ Follow the contact time for surfaces listed on the wipes before using the vehicle again. • Alternate vehicles for transport, if possible. • Limit how many clients are being transported at the same time – recommend only 1 client can be transported at a time and no other persons allowed (note that household contacts with same exposures are okay to ride with client). • Purchase and utilize plastic disposable seat covers that can be discarded after each transport and follow Center for Disease Control (CDC) guidance on COVID-19 Fighting Products for appropriate surface • Driver wears gloves, surgical mask, and eye protection when transporting clients. • Have the patient wear a mask • Roll down windows • Do not use vehicle's air conditioner • Keep trip as short as possible, preferably under 30 minutes