

Whatcom County Emergency Medical Services

COVID Transportation **CALL 360-296-6987**



Whatcom County is providing limited transportation services for those who are COVID19 positive or have been exposed to COVID19 and must quarantine. This service is meant to support the Community Paramedic's, GRACE, Hospital, Isolation & Quarantine Facility (IQF) Base Camp, Supportive Housing and other vulnerable communities that require transportation between facilities.

Hours of Operation: The transportation van will be available from **Noon to 6:00 PM-Seven Days a Week**. Please schedule transportation during these hours. If an organization anticipates a transport outside those hours we will need advance notice however this is dependent on driver availability and time of day.

Contact Information: The on-duty driver cell phone number is: **360-296-6987**. You can text the driver as well. Please remember the drivers cannot answer the phone while driving but will get back as soon as possible. Leave a detailed message and direct contact number. When not transporting, the drivers will be positioned at Base Camp on Cornwall Ave.

Authorized Use Policy

Includes:

- Transport between Base Camp, the hospital Emergency Department and Isolation Quarantine Facility (IQF).
- Transport to or from Crisis Stabilization Center (ED and Return)
- Community Paramedic/GRACE case management transportation.
- Transport from the Hospital Emergency Department/COVID Unit to IQF or other isolation facility. (Skilled Nursing Facilities)
- Transport from supportive housing (case managed) to ED or IQF. (COVID Pos/Suspected)
- Transport from congregate housing to ED or IQF. (COVID Pos/Suspected)
- Whatcom County Health Department Contact Tracing/Field Testing Program to ED or IQF.

This is not an ambulance service. Clients/patients must be able to ambulate and enter/exit the van with limited assistance. The van cannot transport wheelchair bound patients and the driver cannot lift patients into the van. There is room for personal belongings such as walkers and small bags.



After Hours Contact:

Rosalee Cowan
EMS Manager Mike Hilley

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360-296-6987
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