

DATE: January 10, 2014

TO: Arlene Wilgosh, CEO, WRHA
Penny Gilson, CEO, Prairie Mountain Health
Kathy McPhail, CEO, Southern Health/SanteSud
John Stinson, CEO, Interlake Eastern RHA
Helga Bryant, CEO, Northern RHA

FROM: Karen Herd
Deputy Minister
Health

**SUBJECT: Use of taxicabs for patient transportation post
Emergency Department Visit and / or Hospital Discharge**

Regional Health Authorities are directed to undertake activities which ensure the safe transportation of patients via taxicab to home following an emergency department visit and/or hospital discharge. Activities may include, but are not limited to:

1. Ensuring that contracts with taxicab service providers explicitly include a requirement for taxicab drivers providing transportation services for patients discharged by the emergency department and/or hospital to home to ensure the patient enters the door of his or her home, and, when necessary, support the patient to the door of their abode.
2. Ensuring that RHA staff facilitating patient taxicab transportation post emergency department visit and/or hospital discharge verbally request to the dispatcher **and** the driver that the driver ensure the patient enters the door of his or her home, and, when necessary, support the patient to the door of their abode.



Karen Herd