

Temporary Medical Transportation Changes in Response to COVID-19

Medical Transportation for Routine Appointments

All medical transportation for routine appointments is currently unavailable. Routine appointments include, but are not limited to, regular dentist appointments, eye exams, non-urgent specialist appointments, or diagnostic tests.

Medical Transportation for Urgent Appointments

Medical transportation is only available for urgent appointments that cannot be postponed. Urgent appointments include, but are not limited to, prenatal confinement, dialysis, or cancer treatment.

- All medical transportation for urgent appointments must be submitted as a Benefit Exception request to Health Benefits.
- Clients should submit their Benefit Exception requests to their local patient travel clerk or to Health Benefits by calling **1-855-550-5454**.

If the Benefit Exception request is approved, medical transportation will be arranged.

- If clients **have not** been told to self-isolate, their medical transportation will be arranged by their local patient travel clerk.
- If clients **have** been told to self-isolate, their medical transportation will be arranged by Health Benefits. Special travel arrangements will make sure the client stays isolated.

Clients Who Have Been Told to Self-Isolate

Health Benefits is following the provincial criteria for self-isolation set by the [BC Centre for Disease Control](#). Clients should follow self-isolation directions given to them by:

- a government official;
- 8-1-1;
- their local public health office; or
- their primary care provider.

Clients can complete a self-assessment set by the BC CDC at <https://covid19.thrive.health/>.

If a client has severe symptoms such as difficulty breathing, chest pain, or losing consciousness they should call 9-1-1.

Clients Who Have Been Told They Need to Be Tested for COVID-19

If clients have been told by 8-1-1 that they need to be tested for COVID-19, and they need help traveling to the testing location, they should call the BC ambulance non-emergency line at **604-872-5151**.

Clients with At-Risk Household Members

Clients who have been told to self-isolate should follow the BC CDC recommendations for how to self-isolate when living with other people:

- Stay and sleep in a room with good airflow that is away from others.
- Use a separate bathroom, if possible.
- Wear a face mask (surgical/procedure mask) if you are in the same room as anyone.
- Avoid face to face contact.
- Friends or family can drop off food outside your room or home.

If self-isolating clients have household members who have weak immune systems, chronic medical conditions, or are especially vulnerable seniors, the at-risk household member can request MT benefits to stay elsewhere.

- All medical transportation for at-risk household member(s) must be submitted as a Benefit Exception request to Health Benefits.
- Clients should submit their Benefit Exception requests to their local patient travel clerk or to Health Benefits by calling **1-855-550-5454**.

Clients with a Positive COVID-19 Diagnosis

If a client has been diagnosed with COVID-19 and been told to recover at home, their household members can request MT benefits to stay elsewhere.

- All medical transportation for the client's household member(s) must be submitted as a Benefit Exception request to Health Benefits.
- Clients should submit their Benefit Exception requests to their local patient travel clerk or to Health Benefits by calling **1-855-550-5454**.