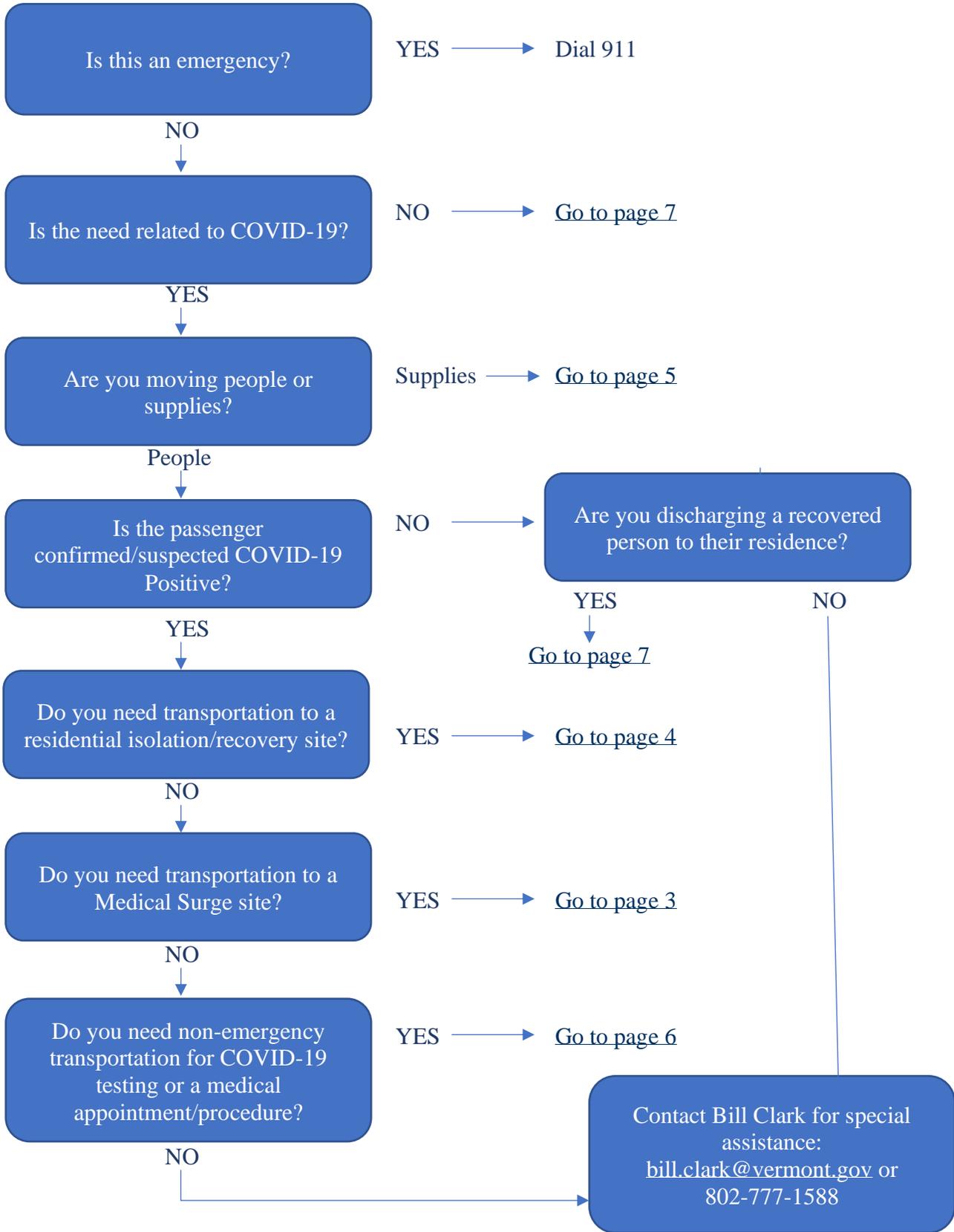


Vermont COVID-19 Transportation Resources
Quick Reference Guide (revision date 4/8/20)



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Introduction

This reference document is designed to provide quick access to critical transportation resources during the COVID-19 pandemic. The guide is written for response staff and organizations and is not intended for use by the general public. This guidebook will be updated as resources and needs change. To suggest an edit/addition or to get the most recent version of this guide, please contact Bill Clark (bill.clark@vermont.gov).

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Definitions

Emergency: An emergency is a sudden and unexpected illness, medical condition, or mental health condition, with symptoms that you believe could be a serious threat to your health or life if you don't get medical attention right away. These are some examples, but emergencies are not limited to this list:

- Chest pain
- Broken bones
- Convulsions or seizures
- Severe bleeding
- Severe burns
- Severe pain
- Mental health crisis

Isolation or Recovery Site: A temporary residential location, set up by COVID-19 response staff, designed to give COVID-19 positive (or suspected positive) individuals a safe location to isolate/recover if they are unable to do so at their own residence.

Medical Surge Site: A temporary medical facility, set up by COVID-19 response staff, designed to accept and treat patients in the event that local hospitals become overwhelmed during the COVID-19 outbreak.

Recovered: An individual who has recovered from COVID-19 and is no longer contagious. A healthcare provider must make this determination.

Suspected COVID-19 positive: Individuals who are suspected by a healthcare provider to be positive for COVID-19. A person may be suspected positive if they have been tested and are awaiting results, if they have symptoms and diagnostic signs consistent with COVID-19 and/or if a healthcare provider or public health official has reason to determine that a person is suspected to be positive for COVID-19.

Medical Surge Transportation:

Description of resources:

Currently, we only have ambulance resources for Chittenden County. Additional counties will be added if additional surge facilities are added.

We have access to five ambulances during weekdays and two ambulances on nights/weekends. With 24-hours notice, these resources expand to approximately 10 ambulances at any time of the day/week.

We are developing non-ambulance resources to move large volumes of people if necessary.

When to use these resources:

Hospital or surge facility staff should access these resources whenever hospital resources can no longer handle patient volume and there is a need to move patients to a surge site.

How are these resources funded?:

Ambulance services will be directed to bill health insurance whenever possible. A state contract is in place to cover costs that are not reimbursed by insurance.

During the COVID-19 pandemic, all cost sharing is waived for most insurers in Vermont.

How to request these resources:

Call either Lamiolle Ambulance (802-730-5013) or Garnet Ambulance (802-876-2323).

For special assistance, contact Bill Clark (bill.clark@vermont.gov or 802-777-1588)

Transportation to an Isolation or Recovery Facility:

Description of resources:

These trips involve COVID-19-contagious individuals, so the trips will be handled by ambulance personnel who are experienced with the personal protective equipment and disinfection processes required to handle these trips safely.

When to use these resources:

These resources can only be ordered after the receiving isolation/recovery facility has approved the transfer.

How are these resources funded?:

Ambulance services will be directed to bill health insurance whenever possible. A state contract is in place to cover costs that are not reimbursed by insurance.

During the COVID-19 pandemic, all cost sharing is waived for most insurers in Vermont.

How to request these resources:

Contact the ambulance service on this list that is nearest the pickup location:

Agency Name	Town	Phone
AmCare Ambulance Service	St. Albans	(802) 527-1244
Bennington (Town of) Rescue Squad	Bennington	(802) 442-5817
Caledonia Essex Area Ambulance Service, Inc.	St. Johnsbury	(802) 748-7542
City of Barre	Barre	(802) 476-0255
Community Ambulance Service d/b/a Ludlow Ambulance Service	Ludlow	(802) 228-2880
Garnet Transport Medicine, LLC	Burlington	(802) 876-2300
Glover Ambulance Squad, Inc.	West Glover	(802) 525-3560
Lamoille Ambulance Service	Chittenden, Franklin and Grand Isle Counties	(802) 730-5013
Middlebury Regional Emergency & Medical Services	Addison County	(802) 388-3286
Newport Ambulance Service, Inc.	Newport	(802) 334-6733
Newport Ambulance Svc. - Northern EMS Div.	Johnson	(802) 334-2023
Regional Ambulance Service	Rutland County	(802) 773-1746
Rescue, Inc.	Brattleboro	(802) 257-7679
Town of Barre Dept. of EMS	Websterville	(802) 476-3147
Upper Valley Ambulance, Inc.	Fairlee	(802) 333-4043
UVM Health Network Critical Care Transport Team (D3)	Burlington	(802) 847-4469
White River Valley Ambulance	Bethel	(802) 234-6800

For special assistance, contact Bill Clark (bill.clark@vermont.gov or 802-777-1588)

Transportation of Supplies (Medicine, Food, etc.):

Description of resources:

Public transit resources are available through a special contract to move food, medicine and other supplies around the state. These trips will be handled by transit vehicles and volunteer drivers depending on the need and resource availability.

When to use these resources:

These resources are available to move any non-hazardous items throughout the state as long as the need is related to our COVID-19 response.

How are these resources funded?:

These trips are funded through a special contract with the Vermont Public Transportation Agency (VPTA).

How to request these resources:

Contact VPTA at 802-442-0629 and state that you are asking for assistance through the COVID-19 supply delivery contract. Elaine Haytko is the VPTA contact person for this contract.

For special assistance, contact Bill Clark (bill.clark@vermont.gov or 802-777-1588)

Transportation for COVID-19 Testing or an Appointment/Procedure

Description of resources:

Prior to the COVID-19 pandemic, Vermont already had an extensive network of medical transportation providers. These resources are still available and should be used whenever an individual needs transportation to a medical appointment or procedure (including COVID-19 testing).

When to use these resources:

For people who are COVID-19 positive (or suspected positive) or people who require a stretcher and/or medical care in transit, contact a non-emergency ambulance transport company from the list below.

For Medicaid members who **ARE NOT COVID-19 POSITIVE** (and are not suspected of being COVID-19 positive), please use the normal Medicaid medical transportation benefit through our public transportation providers.

How are these resources funded?:

Ambulance transportation is covered by the individual's health insurance. During the COVID-19 pandemic, all cost sharing is waived for most insurers in Vermont. If you need COVID-19-related ambulance transportation for someone without insurance, please contact Bill Clark for special assistance (bill.clark@vermont.gov or 802-777-1588).

How to request these resources:

For ambulance transportation, contact a company from the list below.

For Medicaid transportation that doesn't require an ambulance (no COVID-19 infection risks), call: 800-250-8427.

Agency Name	Town	Phone
AmCare Ambulance Service	St. Albans	(802) 527-1244
Bennington (Town of) Rescue Squad	Bennington	(802) 442-5817
Caledonia Essex Area Ambulance Service, Inc.	St. Johnsbury	(802) 748-7542
City of Barre	Barre	(802) 476-0255
Community Ambulance Service d/b/a Ludlow Ambulance Service	Ludlow	(802) 228-2880
Garnet Transport Medicine, LLC	Burlington	(802) 876-2300
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Lamoille Ambulance Service	Chittenden, Franklin and Grand Isle Counties	(802) 730-5013
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Newport Ambulance Service, Inc.	Newport	(802) 334-6733
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White River Valley Ambulance	Bethel	(802) 234-6800

For special assistance, contact Bill Clark (bill.clark@vermont.gov or 802-777-1588)

Discharge of a Non-Contagious individual to Home:

Description of resources:

Public transportation resources can be used if an individual is cleared by their healthcare providers as fully recovered from COVID-19 and no longer contagious.

Vermont has a network of public transportation providers with fixed-route and on-demand transportation options.

When to use these resources:

These resources may be used by the staff at an isolation or recovery site when a person is cleared to return to home.

How are these resources funded?

Medicaid-enrolled individuals are covered through their Medicaid transportation benefit.

A special contract is in place with the Vermont Public Transportation Association (VPTA) for all non-Medicaid individuals.

How to request these resources:

Medicaid-covered individuals can access this transportation benefit by calling 800-250-8427.

Non-Medicaid individuals who do not have access to other transportation can use the special contract by calling: 802-442-0629. Please state that you are asking for assistance through the COVID-19 contract. Elaine Haytko is the VPTA contact person for this contract.

Transportation Resources Unrelated to COVID-19:

Description of resources:

These resources are not part of our COVID-19 transportation plan but are offered here for easy reference.

Vermont has a network of public transportation providers with fixed-route and on-demand transportation options. Many individuals can take advantage of special transportation services for people who are senior citizens, disabled individuals and people who are Medicaid members.

When to use these resources:

Any member of the public who does not have access to their own transportation or would prefer to use public transportation may use these resources.

How to request these resources:

The Vermont Public Transportation Agency is the best source for information about public transportation resources statewide. They can be reached at: <https://vpta.net> or (833) 387-7200.