



MEMORANDUM

TO: All Medi-Van Staff

DATE: December 21st, 2015

RE: Ticket Information

From time to time we are given information from the front line care givers that varies from information on the dispatch ticket. For example; “the ticket indicates the patient is not on isolation precautions, but the pt or front line staff indicate the person is MRSA+” or “the ticket indicates the client is on oxygen at 4 liters NP but the front line indicates they are now on 10 liters NRB. There may be other scenarios but these two have surfaced in recent months.

For constancy in our approach the directive is as follows:

If there is a change of care to the information that is on the dispatch ticket all staff are to report this change to the dispatcher, who in turn will report to the PTO. In the event that the transport request is on a night shift the responding staff will confirm the change request with the Nurse in charge for that department.

Purpose for this directive:

To ensure optimum care and comfort to all our clients as their needs can, and do change from when the original call is placed for transport.

Thank You,



Stefan Legal
Operations Manager
Medi-Van Canada Inc.