

## Appendix 1: Patient Eligibility & Exclusion Criteria for Taxi Usage

The following list has been approved by Niagara EMS Medical Directors. Niagara EMS staff may only use the taxi service for their patient if ALL of the following eligibility and exclusion criteria are met:

- Destination is not an ED, unless offered by an ECN following completion of their secondary triage
- Stable vital signs, or unremarkable ABC check for ECN use
- GCS score of 15
- Able to sit and self-extricate from taxi without assistance of taxi driver (NOTE – if assistance is required to extricate from taxi, 1 support person may accompany patient/caller for the taxi ride)
- Does not have a clinical condition requiring a stretcher
- Does not have symptoms requiring active management (pain, vomiting, bleeding, overdose, etc.)
- Is not a risk for active self-harm
- Is not a risk for elopement
- Give special consideration to those that have used any substance that would elicit a decrease in level of consciousness (LOC)
- Is not soiled or a high potential for soiling
- Has not screened positive for an infectious disease (NOTE – screening positive for Covid-19 has been agreed to as an exception by both parties)

### Patient Exclusion Criteria:

- New onset of severe shortness of breath excluding palliative dyspnea
- Overdose after poison control consult
- Suicidal thoughts with a plan, access to a plan, and no protective factors - consider previous attempts
- Uncontrollable acute mental health crisis
- Signs and symptoms of shock
- Uncontrollable bleeding
- New unknown/irreversible altered level of consciousness
- New severe pain core pain  $\geq 7$
- Syncope  $>65$  Years old
- Significant mechanism of injury
- C-Spine immobilization
- Head injury – takes Anticoagulants
- Sudden onset of neurological deficit(s)
- Vomiting blood/rectal bleed
- Signs/symptoms of Sepsis
- Vascular compromise

- Possible DKA (1.6 mmols ketones with blood glucose >11mmols)
- Abnormal pulse (different than normal)
- Signs of severe allergic reaction
- Ischemic chest pain or equivalent
- Medical apparatus failures – example: G Tube displacement
- Abdominal pain in women of child bearing age
- Actively undergoing chemo therapy with a fever

**Potential Abuse:**

- Niagara EMS staff should also be cognizant of potential abuse of the taxi service by patients. A potential red flag might be if the patient has used the service more than four times in the last four week period. Circumstances may vary from patient to patient. However, the resource allocation of ambulance transport for low-acuity calls substantially outweighs the financial costs associated with the taxi service for frequent users. Monitoring will be required during the pilot implementation phase of this project to identify any adverse trends.