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Government of India  
Ministry of Health & Family Welfare  
Nirman Bhavan, New Delhi - 110011

D.O.No. Z-18015/1/2020-NHM-II

26<sup>th</sup> March 2020

**Subject:** Guidelines for transporting a suspect/confirmed case of COVID-19

Dear AU,

At the outset, I once again congratulate you and all your health teams including those who are in the field managing and treating the COVID-19 affected population day in and day out, with utmost zeal. I also wish to thank you for sharing with us the district-wise data on availability of ambulances at such a short notice.

As you are aware, Emergency Referral Transport System (ERTS) plays a vital role in ensuring referral linkages for providing a continuum of care. In these challenging times, it is not only important to ensure preparedness of ambulances but it is also important to build capacities of all the staff engaged in the ERTS, such as managers, call agents in call centers and control rooms, drivers, EMTs and supervisors etc.

Please find attached a guidance note on the Standard Operating Procedures (SOPs) for transporting a suspect/confirmed case of COVID-19. These SOPs are applicable to current phase of COVID-19 pandemic in India (local transmission and limited community transmission), wherein as per plan of action, all suspect cases are admitted to isolation facilities. These procedures are meant to guide ambulance drivers and technicians in transporting suspected/confirmed COVID-19 patients.

I request you ensure that all the staff of the ERTS ambulances are briefed about these SOPs. All the staff of ambulances which are not connected to the centralized control room but are working independently with hospitals, Municipalities, other local bodies, NGOs, etc., may also be sensitized about the SOPs. I also urge you all to provide sufficient support for PPEs and N-95 masks and materials such as hand sanitizers, to ERTS staff. It is also suggested that the ERTS operators and hospitals in-charges may also be brief about sanitization and disinfection of ERTS ambulances including the equipment therein, following full precautions as per the attached guidelines.

Encl: As above

*with warm regards*

Yours sincerely,

  
(Vandana Gurnani)

To,

1. Additional Chief Secretary/Principal Secretary/Secretary - Health – All states/UTs
2. Mission Directors, National Health Mission – All states/UTs

**Cc:-**

1. PPS to Secretary, MOHFW, Government of India
2. PPS to DGHS
3. PPS to JS (Policy)
4. PPS to JS (IDSP)
4. ED, NHSRC