

The National Isolation Unit: Guide for Patients Using the EpiShuttle

Frequently Asked Questions (FAQs)

Q: Is the EpiShuttle comfortable? Yes. The EpiShuttle is designed with patient comfort in mind, featuring a cushioned, adjustable bed and excellent ventilation.

Q: Can I bring personal items? Only essential items are allowed – for example your mobile phone and charger.

Q: How do I communicate with nursing and medical staff during transport? You can speak normally with the staff while inside the EpiShuttle. The plastic walls of the device will dull sound to a degree, possibly making it a little more difficult to hear and to be heard, but this should not prevent you from being able to communicate.

Q: What if I feel unwell during transport? Let the nursing and medical staff know immediately. They can assess you and if urgently required, can provide certain medical interventions through the EpiShuttle's access ports. This will only be needed in extreme circumstances.

Q: Who can my family contact for updates during transport? You can take your mobile phone with you if you would like to communicate with your family during transport. The healthcare team transporting you will also take the contact details of your next-of-kin, to whom urgent updates can be provided during transport, if needed.

Q: Are there any alternative ways to be transported? No. In order to keep yourself and your healthcare team safe, the EpiShuttle is the only way of being transported.

Q: How long will I be at the National Isolation Unit/abroad for? Can anyone visit me there? The length of time you spend at the National Isolation Unit or potentially a different centre abroad will depend on the infection you have, and how sick you are. You will not be allowed to have any visitors in person although virtual calls can be arranged.

Conclusion

The **EpiShuttle** is a vital tool in safely transporting patients with certain infectious diseases to the health care centres which allow them to receive the very best of care. By following this guide, you can ensure a smooth and safe experience during your transport. Remember, your healthcare team is there to support you every step of the way.

Additional Patient Questions

Q: How long will I be inside the EpiShuttle? The duration inside the EpiShuttle depends on the distance to your destination. Your nursing and medical team will provide an estimated travel time before the transport begins.

Q: Will I be alone during transport? You will be physically isolated inside the EpiShuttle, but nursing and medical staff will be present to monitor you continuously. You can communicate with them at any time.

Q: What if I need to use the bathroom during transport? The nursing and medical team will discuss arrangements for bodily functions prior to transport. Disposable urinals and/or a bed pan may be placed in the EpiShuttle prior to departure if absolutely needed during transport.

Q: Can my family contact me while I'm in the EpiShuttle? You can bring your mobile phone with you during transport and use it as needed. The nursing and medical team can also facilitate communication with your family before and after transport.

Q: How will I be fed and hydrated during transport? For shorter transports, you may not need food or drink. For longer transports, the nursing and medical team can provide nutrition and hydration within the EpiShuttle prior to transport, which you can consume during the journey.

Q: What happens if there is an emergency during transport? The EpiShuttle is equipped with medical equipment and access ports that allow healthcare providers to administer emergency care without compromising isolation.

The EpiShuttle **cannot** be opened during transport. You will not be removed from the EpiShuttle for care to be provided however, regardless of your condition.

Q: Will I be able to sleep or rest during transport? Yes. The EpiShuttle is designed to be as comfortable as possible, allowing you to rest. Staff will monitor your condition to ensure your safety while you sleep.

Q: How is the EpiShuttle cleaned after use? After each use, the EpiShuttle undergoes a rigorous decontamination process to ensure it is safe for the next patient.

Q: Will I feel claustrophobic inside the EpiShuttle? The EpiShuttle is designed to minimize feelings of claustrophobia with its transparent walls and spacious interior. If you do feel uncomfortable, inform the nursing and medical team.

Q: Can I bring any form of entertainment (like a book or music player) inside the EpiShuttle? You may be allowed to bring certain personal entertainment devices. Discuss this with your healthcare provider before transport.

Q: What kind of protective gear will the medical staff wear? Medical staff will wear full Personal Protective Equipment (PPE) when transporting you into and out of the EpiShuttle. Once you are inside it, they will wear regular work clothing.

Q: Is the EpiShuttle noisy? The EpiShuttle is designed to minimize noise, but some noise from the ventilation system and medical equipment is normal. If the noise level is bothersome, let the staff know.

Q: What happens after I arrive at my destination? After arriving, you will be carefully transferred from the EpiShuttle to a designated isolation area for further treatment. Staff will provide you with detailed instructions for the next steps in your care.

Q: How will my privacy be maintained during transport? Your privacy is a top priority. The EpiShuttle is a self-contained unit, and only essential nursing and medical staff will have access to you during transport.

Q: What should I do if I start to feel anxious or scared? Let your nursing and medical team know if you are feeling afraid or anxious. They are trained to help manage anxiety and can provide reassurance and support throughout your journey.

Q: Are there any side effects of being in the EpiShuttle? Most patients do not experience side effects from being in the EpiShuttle. However, if you feel any discomfort or unusual symptoms, notify the nursing and medical team immediately.

Q: Can I adjust my position on the stretcher? Yes, you can adjust your position for comfort, but inform the staff if you need assistance or if you are feeling uncomfortable.