

## Title: Community Health Transportation Policy

### PURPOSE

In order to provide continuity of care, Nimiipuu Health (NMPH) will assist patients in accessing transportation to medical and other health related appointments through coordination of services with other programs and resources. NMPH will provide transportation services when ***no other services are available.***

### BACKGROUND

To improve access to health care, transportation services should be available to those patients designated to be eligible for services. It should be emphasized, however that it is the patient's and/or family's responsibility to manage their health care and request assistance as necessary.

### POLICY

Any patient who is eligible for health care at NMPH may request transportation services, providing the following criteria are met:

1. There are absolutely NO alternative resources available: own personal vehicle, family, friends, Tribal programs, public transportation, or other community resources.
2. To avoid scheduling conflicts, we require 24-hour advance notices for local appointments. Spokane, Coeur d'Alene, Moscow and Pullman require one week notice. We cannot transport to same day appointments.
3. Appointments should be scheduled between the hours of 9:00 am and 3:00 pm Monday through Friday for local appointments. Spokane, Coeur d'Alene, Moscow and Pullman appointments should be scheduled between the hours of 10:00 am and 2:00 pm. The Community Health Supervisor or designee must approve early or late transports.
4. The patient must have a referral from a NMPH provider in order to be transported to outside appointments. Individual cases will be considered pending staff availability as well as other factors.
5. Transportation services are for medical appointments only. Patients cannot request transportation for other purposes nor can they request stops during transports.
6. The patient can request a restroom stop for out of area travel, i.e. to Spokane/Coeur d'Alene, Kamiah to Lewiston.
7. Minors (under 18 yrs of age) must be accompanied by a parent/guardian.

8. One (1) escort will be allowed only if needed to assist the patient.
9. Seat belts must be worn and small children must use a car seat at all times during transport.
10. If available family should assist patients with disabilities during transfers to and from the vehicle.
11. Patients need to be ready for their appointments. The Transportation Aide will not be allowed to wait for patients to get ready. Please remember that we are transporting according to a schedule.
12. Patients will be transported to and from place of appointment only. If patients leave place of appointment they will be responsible for their own transport home. The Transportation Aide will not “look for” patients elsewhere.
13. Patients who miss two (2) transports, fail to cancel within four (4) hours, or are not ready may be denied transportation services for six (6) months. This will be considered on an individual basis.
14. We will transport to the hospital emergency department only at the request of a NMPH provider and approval from the Community Health Supervisor. The patient will be responsible for transport home if they are not admitted.
15. We reserve the right to refuse service to patients who do not comply with these guidelines. Verbal, mental or physical harassment will not be tolerated.
16. Patients under the influence of alcohol or drugs will NOT be transported.