

## **Delaware Nation Transportation Policy**

Due to the number of people to be served, who reside within the program “service area” (see attachment), funding, mileage and vehicles: CHR transportation is limited. The need is to economize on fuel expense and man power: therefore, it has become necessary to establish the following formal Policies and Procedures regarding the need for transportation from the Delaware Nation Community Health Representative Program.

THE CHR COORDINATOR HAS THE AUTHORITY TO DETERMINE IF TRANSPORTATION SHOULD OR SHOULD NOT BE PROVIDED. Priority is given to clients who have neither transportation nor access to transportation by family members or close friends. The CHR transportation should be your last resort. 1<sup>st</sup> family or friends, 2<sup>nd</sup> public transit or Sooner ride, 3<sup>rd</sup> CHR. Also the CHR program has the right to refuse service to anyone.

### **Policy**

#### **The CHR PROGRAM WILL NOT:**

- Transport minors and/or person(s) that have been assigned a legal guardian without the accompaniment of the parent(s) and/or said legal guardian. PROOF OF LEGAL GAURDIANSHIP MAY BE REQUIRED.
- Transport any child that is not able to properly wear the seat belt without the aid of a Child Restraint System (car seat) according to Child Passenger Safety recommendations and/or any child weighing 100 lbs. or less without a PROPERLY installed Child Restraint System (car seat) in accordance with the state law. THE CHR PROGRAM DOES NOT PROVED CAR SEATS.
- Transport any person(s) who appear to be under the influence of alcohol and/or drugs. If the client seems to be under the influence of alcohol/drugs during a transport, the CHR will notify the client that they will be suspended from the program for 30 days. In the event the client becomes hostile and/or abusive due to their altered state of mind, the client will then be required to find transportation home.
- Transport any client who is thought to have a contagious condition that would put the CHR at risk. Clients who we classify as “High Risk” include but limit to
  - A. Seriously ill with respiratory problems
  - B. Known to have seizures
  - C. Staph Infection
- Transport a client that has the flu who refuses to wear a protective mask over the mouth and nose area, or who has excessive vomiting and/or diarrhea.
- Transport clients on shopping trips or errands that exceed more than 15 minutes. Reminder the CHR transportation is not a taxi service.
- Transport members of the client’s family without the approval from the CHR Coordinator.
- Transport members of their own family without the approval from the CHR Coordinator.

- Transport nursing home clients; as nursing homes are responsible for the health and welfare of their residents.
- Transport clients who receive services from the VA, Social Services, or other mileage programs without the approval from the CHR Coordinator.
- Transport prenatal clients who are 8+months pregnant or who think they may be in labor.
- Transport clients that have conditions that are life threatening or may require treatment. In this case an ambulance must be utilized at the discretion and expense of the client. The CHR program is not an emergency form of medial transportation (including but not limited to)
  - A. Heart attack
  - B. Gunshot wound
  - C. Insulin or Diabetic shock
  - D. Auto accidents
  - E. Severe head injuries.
- Transport clients who are undergoing kidney dialysis and/or cancer treatments that last longer than two (2) hours.
- Transport a client that undergoing physical therapy and/or counseling.
- Transport any clients that have an open wound that seems to be uncared for and/or leaking bodily fluids.
- Transport clients from any medical facility unless the Delaware Nation CHR program transported them there to begin with. If a client was transported to a medical facility by ambulance, family member, or other form of transportation, we will not be responsible for that clients return.
- Transport a non-Delaware Nation tribal member from another “service area”, unless it has been approved from that clients CHR “service area” Coordinator (Wichita, Apache, Caddo etc.) Only then depending on availability.
- Transport when road conditions are hazardous or predicted to be hazardous, especially during inclement weather.
- Transport on surgery day. If Anesthetic is being used during the surgery then the CHR program will not be transporting. The CHR will transport on all appointments leading up the surgery (if available) but not on surgery day.

**Procedures, CHR and Clients Responsibilities.**

The CHR program has some responsibilities to help you in any way that they can and make the services as easy, understandable and comforting as possible.

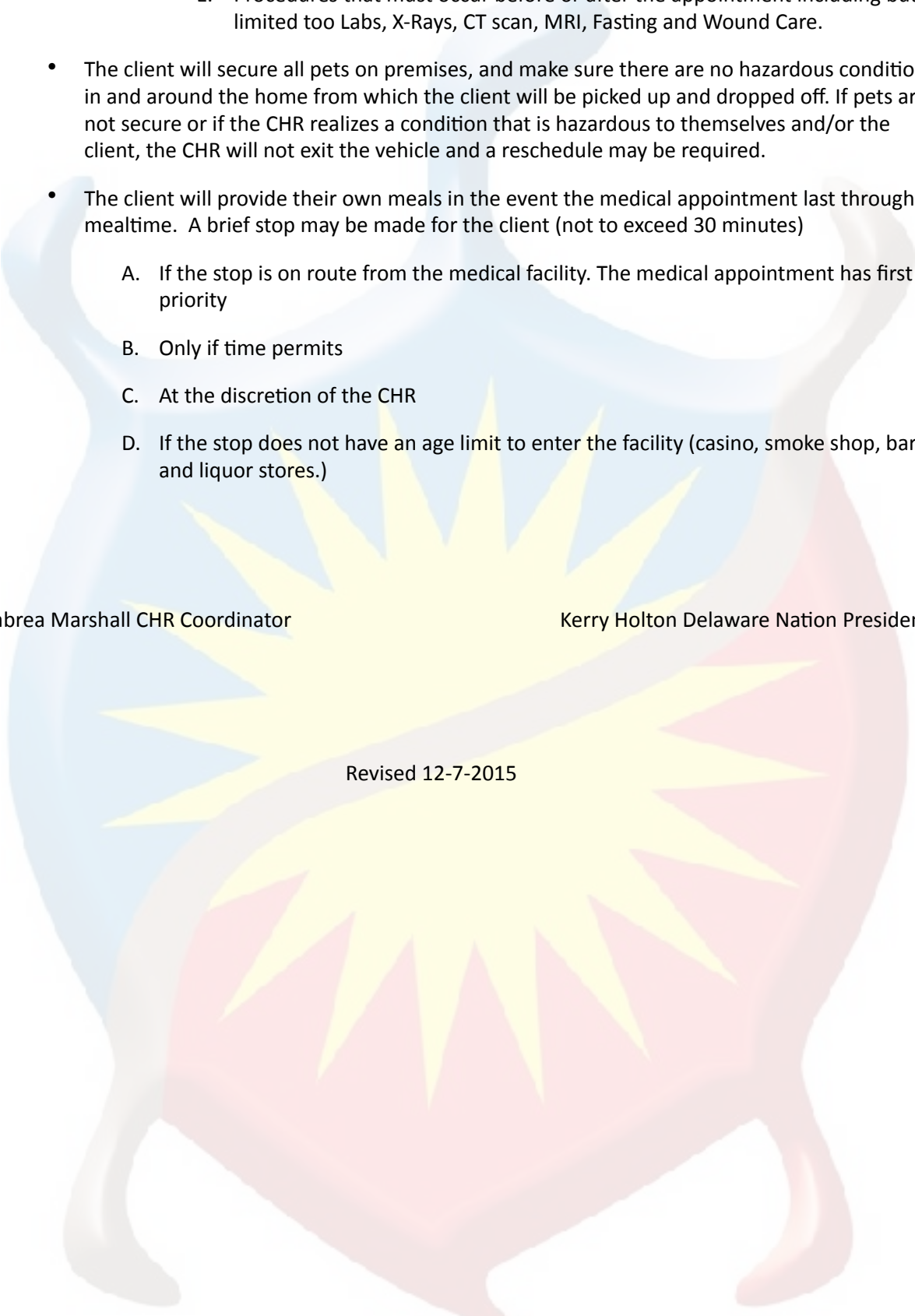
- The CHR will transport, pick up and/or drop off RX and/or small errands.
- The CHR will set up Home/Health checks with you and will send out a notice in the mail with the date and time of the check.

- The CHR can transport another Delaware Nation employee when approved by the Coordinator and Administration.
- The CHR will assist on scheduling Dr Appointments if the client is having a hard time doing so.
- The CHR will be with the client the whole time during the transport if need be for support and communication/understanding needs.
- If the client gets admitted in the hospital the CHR will be with the client until the admission has been approved. With that being said the CHR will then contact the client's family to inform them of the situation.

The CHR program will be notified of the needs for transportation at least four (4) days prior to appointment date. If transportation is unavailable, the CHR program will refer the client to other CHR programs in the area and/or assist the client with arranging another form of transportation as needed.

**The Delaware Nation CHR program does implement the PROBATIONARY/SUSPENSION STATUS for the "NO CALL, NO SHOW" probation. Clients who miss a scheduled transport without notification.**

- 1<sup>st</sup> "no call no show" = SUSPENSION FOR 30 DAYS ( client will not be eligible for transport for the next 30 days)
- 2<sup>nd</sup> "no call no show" = SUSPENSION FOR 60 DAYS (client will not be eligible for transport for the next 60 days)
- 3<sup>rd</sup> "no call no show" = PERMANENT SUSPENSION FROM CHR PROGRAM.
  - The client must give over the phone and/or in application form (including but not limited to) full name, DOB, address (directions to home if needed) phone number, CDIB, IHS chart numbers, proof of residence, list of current RX being taken and emergency contact information. All clients are required to fill out the CHR transportation application before services are provided.
  - The client will only utilize one CHR program. In the event it is discovered that the client is scheduling a transport with more than one CHR program for unnecessary reasons, that client will be terminated from the program for abuse of the CHR programs.
  - It is the client's responsibilities to reschedule any missed appointments, with the medical facility and with the CHR program if transportation is needed.
  - The client must give information pertaining to the need for transport in order for a decision to be reached as to whether or not the client will be transported (including but not limited to):
    - Accurate date and time of appointment.
    - Place of appointment including correct physical address of facility
    - Name of DR to be seen & phone number to medical facility
    - Reason of appointment and the estimated length of time for scheduled appointment.

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- E. Procedures that must occur before or after the appointment including but limited too Labs, X-Rays, CT scan, MRI, Fasting and Wound Care.
- The client will secure all pets on premises, and make sure there are no hazardous conditions in and around the home from which the client will be picked up and dropped off. If pets are not secure or if the CHR realizes a condition that is hazardous to themselves and/or the client, the CHR will not exit the vehicle and a reschedule may be required.
  - The client will provide their own meals in the event the medical appointment last through a mealtime. A brief stop may be made for the client (not to exceed 30 minutes)
    - A. If the stop is on route from the medical facility. The medical appointment has first priority
    - B. Only if time permits
    - C. At the discretion of the CHR
    - D. If the stop does not have an age limit to enter the facility (casino, smoke shop, bars and liquor stores.)

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