

**STRONG FAMILY HEALTH CENTER
CLIENT TRANSPORTATION POLICY**

DRAFTED DATE October 29, 2014
LAST REVIEWED December 18, 2014, January 28, 2015
REVISED & APPROVED October 6, 2016

SUBJECT: **Client Transportation**

1.0 Client Transport

Indian Health Services (IHS) limits the use of client transport funds to clients without adequate travel capability. Clients eligible for free transportation may be individuals or families who meet one of the following criteria areas:

- A. Do not have vehicles.
- B. Have undependable vehicles.
- C. Are unable to drive (elderly, handicapped, or without a valid driver’s license)
- D. Are economically unable to transport themselves.
- E. The client will be having a procedure that they are unable to transport themselves and have no other available transportation.

Medical, vision, dental or mental health related transportation requests will be honored, provided that clients meet the above eligibility and there is staff available. Requests must be made at least 24 hours in advance of the appointment. Same day acute emergency appointments will be done only if staff and a vehicle are available.

IHS funds for medical and dental transport cannot be used for the following purposes:

- F. Court appearance/ Probation
- G. School or job related activities
- H. Taxi service

2.0 Social Service Transport

Funding for social service transport is limited and therefore, restricted to the following:

- A. Social Service case management
- B. Substance Abuse case management
- C. Substance Abuse prevention activities

In general, only Strong Family Health Center (SFHC) program related activities qualify for client transport.

All requests for transportation must be made at least 24 hours in advance of the requested transport. Requests for transport must be made through the Purchased and Referred Care (PRC) department.

3.0 **Seat Belts/Child Safety Seats**

It is the policy of SFHC that employees and clients will be transported by SFHC only when a reasonable degree of protection is assured. To this end, every child transported will be secured in an age/weight/size appropriate child safety seat or child booster seat. All adults will use a seat belt for the duration of the trip. Every employee will be secured with a safety belt. Under no circumstances will any person be allowed to drive, ride, or otherwise be transported without such devices in use.

Every vehicle used to conduct SFHC business shall have a safety belt installed for each seating position. No vehicle shall be operated while carrying more passengers than safety belts.

Each motor vehicle operator and all occupants shall be secured with the safety belt or child safety seat whenever the motor vehicle is under power or in motion.

The driver of the vehicle shall ensure that each occupant is properly restrained before beginning any trip, regardless of the length or duration, until the motor is shut off. Every motor vehicle which transports children under eight years of age or under eighty pounds, shall be equipped with a child safety seat. Children under 4'9" in height will be required to use a child booster seat.

4.0 **Smoking**

- A. Drivers and clients in transport are prohibited from smoking/chewing tobacco or use of electronic cigarettes while being transported. Reasonable rest stops will be provide.

5.0 **General**

- A. Anyone being transported will be required to wear a seat belt, or in the case of infants/children, will be restrained in a child safety seat/booster seat. Transportation will be refused if the patient will not use the seat belt/child safety/booster seat.
- B. Anyone transporting on behalf of SFHC has the right to refuse to transport anyone who is intoxicated or under the influence of alcohol or drugs.
- C. Any child must be accompanied by a parent or guardian when being transported. The only exception to this rule is for Youth Group Activities. Exceptions may be made at the discretion of the Director, when the parent/guardian is unable to accompany the child, but it is generally requested that a parent/guardian attend appointments with their children.

- D.** All children being transported are expected to behave and follow the guidelines given them by the transporter. If the children do not behave and do not obey the transporter, the parents will be contacted and advised. If the children repeatedly misbehave, parents will be advised that either (1) the parents must accompany the child during transport or (2) the children will no longer be transported.
- E.** Transportation is provided only for appointments at the nearest local facility. Out of the area transportation is only provided in cases where a referral has been made by a local provider. Elective use of facilities and providers outside of the local area in these instances, the client will provide their own transportation and be responsible for all associated costs.
- F.** Clients are expected to be ready at the appointed time for transportation. In cases where a client is repeatedly late for transportation appointments, the client will be reminded of the need for punctuality. If the behavior continues, the Executive Director may advise the client that they are no longer eligible for transportation services.
- G.** When transportation is being provided to a client for an appointment and another individual requests incidental transportation at the same time, transportation may be provided on a space available basis under the following circumstances:

 - a.** The individual is a SFHC client.
 - b.** No additional mileage or out of the way excursions, i.e., transport will be provided to and from the points, the primary client is being transported and nowhere else.
 - c.** The individual is otherwise complying with all policies, i.e., seatbelt, sobriety, etc. Without prior authorization, transportation will not be provided to an individual who is not a SFHC client. Incidental transport is at the discretion of the transporter and the transporter may refuse to provide such services.
- H.** Clients are responsible for all other costs involved in a trip, i.e., meals, lodging, incidental expenses, etc. Transporters do not have funds to pay for these costs. Individual clients under specific, pre-authorized circumstances may be eligible to receive funds for these types of costs. Prior approval must be obtained from the Executive Director.
- I.** Transportation is a service provided on an “as needed”, transporter available basis and is not necessarily an entitlement, it is a privilege. Any client refusing transportation by a specific transporter or vehicle or refusing to share transportation with another client may be refused transportation. SFHC cannot afford to unnecessarily duplicate transportation services due to individual preferences.
- J.** A 15- minute shopping limitation is imposed on all client transport assignments. Violations may result in the loss of transportation privileges.
- K.** Transportation requests specific to liquor and tobacco outlets are prohibited. No liquor will be transported in SFHC vehicles.
- L.** Food and beverages are allowed in the vehicles per the driver’s discretion. If allowed SFHC has a closed lid container policy.

M. No transport of intoxicated or under the influence of any substance is allowed.

THIS IS TO ACKNOWLEDGE THAT I HAVE READ AND RECEIVED A COPY OF THE SFHC “CLIENT TRANSPORTATION POLICY” REVIEWED AND REVISED AT THE 10/6/2016 SFHC BOARD OF DIRECTORS MEETING.

Client Signature: _____ Date: _____

Witness: _____ Date: _____