

## YELLOWHAWK TRIBAL HEALTH CENTER TRANSPORTATION POLICY

### **PURPOSE:**

Yellowhawk Tribal Health Center (YTHC) Community Health department will provide services to those that need transportation assistance. It is necessary to establish and follow a standardized transportation policy.

### **POLICY STATEMENT:**

This policy will provide transportation or resources to individuals who meet Yellowhawk Tribal Health Center eligibility requirements. It will ensure transportation to and from appointments that are specifically related to health care and/or behavioral health.

#### Requirements

- Are you eligible for Yellowhawk services?
- Is this appointment a referral through Yellowhawk Tribal Health Center?
- Have all resources for transportation been sought prior to request?
- If Oregon Health Plan eligible have you contacted Brokerage Services?
- Is this for surgical/procedure? Per policy you must be accompanied by caregiver.

*Caregiver's name and phone number:* \_\_\_\_\_

- If patient is expected to be hospitalized will transportation be needed home?
- Does the patient require wheelchair services?
- Can the patient transfer or ambulate into a car without assistance?
- If possible, please request transportation 48 hours prior to appointment.

#### Other transportation services available:

These resources are made available in our area for you.

- *CTUIR Public Transit* \_\_\_\_\_ 541.276.3099
- *Brokerage Medical Transportation* \_\_\_\_\_ 541.304.3208
- *Clearview Mediation and Disability Resource Center* \_\_\_\_\_ 541.276.1130
- *Taxi Tickets* \_\_\_\_\_ 541.429.7519
- *Kayak Public Transit* \_\_\_\_\_ 541.966.9970
- *RSVP Transport Services* \_\_\_\_\_ 541.278.5669

### **How to Access Medical Transportation Service:**

An individual with no other means of transportation or is unable to drive may contact or submit an application to the community Health Department Secretary during regular office hours (7:30AM to 4:00PM Monday through Friday) to request assistance for transportation needs. Only individuals who are eligible for Yellowhawk services, and who have a referral from Yellowhawk will be considered for transportation services. Yellowhawk transportation services must be used only as a last resort due to the large demand for these services.

### **How to access Behavioral Health Transportation Service:**

An individual that is an active client or is seeking Behavioral Health Services may contact or submit an application to the Behavioral Health Department secretary during the office hours (7:30AM to 4:00PM Monday through Friday) to request assistance for transportation needs. Only individuals that are eligible for Yellowhawk services are eligible for transportation services. Please remember we try to meet the demands of all individuals needing transportation but are not responsible.

### **Priority guideline:**

- **First priority:** Clients with an urgent need that requires immediate attention. Such as in-patient treatment service and medical surgery.
- **Second priority:** Minor acute care, and follow-up appointments. These are prioritized on a case by case basis depending on client needs.
- **Third priority:** "Walk-in" and/or last minute appointments that stand as not emergent or acute.

### **Restrictions to Transportation Services:**

- Conditions that place the safety of the patient and/or staff at a high risk will not be allowed.
- Emergent Services that require attention of an EMT or paramedic will not be allowed.
- Person(s) intoxicated or appearing to be under the influence of intoxicants, including alcohol and/or illegal drugs.
- Person(s) being held in an adult or juvenile detention facility.
- Minors 17 years of age and younger.
- Emotionally and/or mentally disturbed person(s) who are behaviorally unstable and dangerous to themselves and/or others.
- Falsified request for transportation services.

In addition, YTHC's Community Health Department reserves the right to restrict and/or deny transportation services to any person for three (3) months under the following circumstances:

- Person intoxicated or appearing to be under the influence of intoxicants, including alcohol and/or illegal drugs.
- Person(s) use of offensive and/or threatening language and behavior.
- Person fails to give 24 hour cancellation notice to the Community Health Secretary.
- Falsified request for transportation services.
- Three (3) no-shows in six months.

### **Local Travel Requests:**

- Request for local transportation (within the reservation boundary or the greater Pendleton area) should be made 48 hours in advance.
- All clients must fill out a new Transportation Request form with Community Health or Behavioral Health Department Secretaries when seeking services.
- All approvals are dependent upon available staffing and resources of YTHC's Community Health Department.

- The individual being transported will be advised of the pickup time for the appointment. YTHC's driver will wait no longer than 10 minutes past the appointment pickup time. After 10 minutes the driver will return to YTHC. It will be the responsibility of the client to reschedule the appointment.

#### **Long distance Travel Requests:**

- Requests for long distance (destinations outside the reservation boundary or the greater Pendleton area) should be submitted at least one week in advance.
- All clients must fill out a new Transportation Request form with Community Health or Behavioral Health Department Secretaries when seeking services.
- All approvals are dependent upon available staffing and resources.
- Long distance transportation request must be approved by leading supervisor and the travel scheduler.
- The individual being transported will be advised of the pickup time for the appointment. YTHC's driver will wait no longer than 10 minutes past the appointment pickup time. After 10 minutes the driver will return to YTHC. It will be the responsibility of the client to reschedule the appointment.

#### **Special Requirements:**

- Clients confined to a wheelchair or use of a walker must be able to transfer in and out of the vehicle with minimal support from staff. (If unable to transfer, other resources must be used due to safety for client and staff.)
- Clients under the age of 18 years old **must have a parent or guardian accompany them.**
- Clients with children must make child care arrangements in advance. Only the eligible client will be transported unless assistance for the client is needed. Under no circumstances will the transporter provide childcare services.
- Clients are expected to assume responsibility for their own meals, lodging and personal needs while receiving transportation services.

#### **Restriction to Transportation Services:**

- Side trips or stops for non-health related reasons are not allowed.
- Pre-arranged escorts for clients that require assistance will be required.
- All General Services Administration (GSA) regulations and rules apply to transportation services.

#### **Vehicle Regulations:**

The transporter and all occupants of GSA vehicles are expected to obey all traffic, GSA, State and tribal laws and regulations including the following:

- Seat belts must be fastened prior to the vehicle being driven and remained fastened until arrival to designated location.
- Children weighing 60 lbs. or more must wear a seat belt.
- Children less than 60 lbs. must ride in an approved car safety seat provided by the parent and/or legal guardian.

- Children 12 years old and younger must sit in the back seat.
- Smoking is prohibited in all YTHC vehicles.
- Absolutely no food or drinks will be allowed in all YTHC vehicles unless medically necessary or approved prior to transport.
- Oregon prohibits texting and use of handheld cell phones for all drivers with the exception of police, emergency responders and drivers in emergency situations. Novice drivers are prohibited from all cell phone use.

**Transportation Cancellation:**

It is the responsibility of the patient to notify the department secretary of a cancellation of a transportation request so that other clients can be transported for that time period.

**Weather Closure:**

Transportation services may be cancelled or rescheduled due to inclement weather conditions.

**CLIENT RIGHTS:**

Our pledge to you is that we will provide professional, respectful and compassionate care while working diligently to assure protection of your dignity and privacy.

- Competent and considerate care
- Right to privacy
- Confidentiality
- Effective Communication
- Staff members clearly identified

Patients have the right to have their health status, medical problems, diagnosis, treatment and medical records kept confidential as required by applicable law and policy, including the Health Insurance Portability and Accountability Act (HIPAA) and the Federal Privacy Act.

**Client Satisfaction**

A client may contact YTHC's Community Wellness Director in person, by phone or in writing to report any claim or illegal or unsafe vehicle operation, unprofessional conduct of staff, or misuse of Yellowhawk time or resources occurring during a transport.

Formal complaints may be submitted in writing. The response to a formal complaint will follow the line of authority recognized by Yellowhawk Tribal Health Center.

Approved this \_\_\_\_ day of \_\_\_\_\_  
Month year

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Timothy J. Gilbert, Chief Executive Officer