



NATIVE COMMUNITY HEALTH REPRESENTATIVES

Spirit Lake Tribe
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- Proudly Serving Native People -

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CHR Transportation Guidelines

POLICY: Transportation is a courtesy, not a right, and will be provided to eligible patients. The use of all vehicles will be properly authorized, dispatched, and coordinated to assure availability for CHR priority use.

PURPOSE: To ensure our patients receive continuity of care, the CHR program will provide limited local transportation for patients who have no other means of transportation: such as with family members or state and tribal programs. Local transportation is defined as within the Spirit Lake Reservation, and clinics in Devils Lake (eye, dental, physical therapy).

RESPONSIBILITIES

Patient:

- To call into the CHR office at least 24 hours before the date of the appointment.
- To be present at defined pick-up location at appointed time. Failure to be prepared for transportation will negate future transportation requests.
- To call the CHR program if the appointment is cancelled thus not needing transportation.

CHR:

- To provide safe and efficient transport to approved patient appointments.
- Transportation schedule will be at the convenience of the CHR program.

PROCEDURES:

1. Requests for transportation must be at least 24 hours prior to the medical appointment.
2. If a patient is a no-show for a scheduled ride 1x, they will not be eligible to use CHR transportation for 6 months.
3. CHR transportation priority is for local transportation of dialysis patients. All other requests for transportation will be evaluated and determined by the CHR office according to availability of vehicles and approved drivers of Tribal Health program.
4. Transportation requests are directed to (701) 766-4238.

5. CHR cannot travel out of the local area or out of state, such as Minnesota, due to limited funding and staff.
6. Appointment shall be scheduled between 9:00 am and 1:30 pm to keep travel time within the driver's scheduled workday when feasible.
7. The dialysis, cancer patients, pregnant women and children who have had 960's placed on the parents for medical services have priority. Only **medically necessary escorts are allowed** to accompany a patient to their appointment. In the case of children, a parent or guardian will be required to accompany the child.
8. Disabled patients shall be responsible for coordinating their own assistance getting in and out of GSA vehicles. The driver for the vehicle is not responsible for being a caregiver during the transport of patients to appointments.
9. Patients will be informed and agree to an extended waiting period at the appointment site before being transported.
10. Government guidelines do not allow smoking in GSA vehicles and all passengers must wear a seatbelt. A child safety seat will be provided by the CHR Program. It is the parent/guardian's responsibility to inform CHR that they will need a car seat.
11. Patients cannot request a certain driver to transport them.
12. CHR drivers are not allowed to take your follow up appointment cards or schedule your ride. It is the patient's responsibility to bring their follow up appointment cards to the CHR office or call the office.
13. Intoxicated or under the influence persons will not be allowed to ride in GSA vehicles. Individuals who are abusive or initiate threats to the CHR drivers or staff will not be provided transportation.
14. When transporting patients in inclement weather (i.e.: snow, blowing snow, icy roads) CHR drivers are to check with the State Highway Patrol on road conditions.
15. If a patient has a concern about a driver's conduct or driving skills, please submit your concerns in writing to the CHR Director or Tribal Health Director/Planner, PO Box 480, Fort Totten, ND 58335.
16. The program manager has the authority to restrict CHR transportation if it doesn't fall within the policy guidelines or due to budget constraints.