

Community Health Representative (CHR)/Emergency Medical Services (EMS)

TRANSPORTATION POLICIES AND PROCEDURES

The Community Health Representative/Emergency Medical Services Program is NOT a transportation program. Transportation is only a facet of what the CHR/EMS Program does. The CHR/EMS Program is NOT a Taxi Service. Transportation is a benefit, not an entitlement. The CHR/EMS Program provides transportation to individuals that have no other means of transport. The CHR/EMS Program does not provide ambulance service and is not equipped as an ambulance. The CHR/EMS Program does not provide long term transportation for clients with chronic (long term) health needs. There are problems and needs that may arise which will be dealt with on an individual basis at the discretion of the CHR Coordinator.

It has become necessary to establish and follow formal policies and procedures on transportation due to the wide geographic area to be covered, the number of people served and the limited number of CHRs. The recent increase of fuel prices also have been factored into the necessity of stricter policies and guidelines.

The service area of the Kiowa CHR/EMS Program basically reaches from Ft. Cobb to Hobart, East to West. It then extends from the Comanche County line North to Highway 9. The target populations for this contract are the eligible Indian residents (nationally recognized tribes) living within the Kiowa CHR/EMS service area.

POLICY:

1. The Community Health Representative Program (CHR) has policies and guidelines in the Indian Health Service Contract and an adopted transportation policy with the Kiowa Tribe that the CHR Program shall be the transporter of last resort and CHR transports are NOT on-demand.
2. It is the policy of the Kiowa Community Health Representative Program to provide transportation to and from Indian Health Service Facilities and Non-Indian Health Facilities that have been REFERRED to by Indian Health Service Contract Health Services.
3. It is the policy of the Kiowa Community Health Representative Program that transportation assistance will be given to the elderly and physically handicapped who are NOT under any state/tribal/court supervision.
4. The CHR Coordinator has the authority to determine that transportation will not be provided if the client has adequate transportation available. This authority may be delegated to other staff members.
5. The Kiowa Tribal Community Health Representative Transportation Services is NOT contracted as an ambulance service.
6. It is policy that the CHRs:
 - a. MAY NOT transport clients who are or appear to be under the influence of alcohol or illegal drugs or delirium tremens.
 - b. MAY NOT transport clients who are incarcerated/in custody of state, county, or city law enforcement.
 - c. MAY NOT transport clients who misinterpret and deviate from patient protocols.

- d. MAY NOT transport controlled drugs unless the drugs are in the possession of the client. The CHRs may transport other prescription medications.
- e. MAY NOT transport clients when roads are hazardous and during inclement weather.
- f. MAY NOT transport clients who are under supervision of a state agency/nursing home without proper supervision.
- g. MAY NOT transport seriously ill, particularly kidney dialysis, heart condition, critical life threatening conditions and fractures is prohibited. Insurance coverage for the GSA vehicles does not cover this category of service. The GSA vehicles are not equipped with emergency equipment.
- h. MAY NOT transport clients on shopping trips or errands, brief stops may be made (not more than 10 minutes) if the location of the stop is on the regular route to/or from a medical facility at the discretion of the CHR and if time permits.
- i. MAY NOT transport members of the client's family, unless the members also have medical appointments or the client requires their assistance.
- j. MAY NOT transport clients home from health facilities, which have been transported to health facilities by family and left without transportation, unless prior arrangements have been made with the CHR Coordinator.
- k. MAY NOT transport minors under the age of 18 unless a parent or guardian accompanies them.
- l. MAY NOT transport minors or adult students to and from school. The pick-up point will be the client's residence.
- m. MAY NOT transport prenatal clients in advance stage of labor for long distances or transport clients with excessive heavy bleeding.

PROCEDURES:

- A. Request for transportation must be made in the CHR office at least three days prior to the appointment. Due to multiple riders requesting transport to the same health facilities and management of pick up and drop off times is necessary. This will also give the CHRs time to make arrangements for alternate transportation if needed.
- B. Request for long distance trips (OKC) will be by referral from the Indian Health Contract Services and made at least five (5) days prior to the clients appointment with the CHR Coordinators approval.
- C. The CHRs will inform their clients of the following policies regarding transportation services:
 1. If any person is in an acute trauma situation (true emergency), the family members or agencies should call an ambulance first and not wait for a CHR.
 2. Failure to notify the CHR office of cancelled appointments may jeopardize future CHR transportation.
 3. The CHRs are allowed breaks for meals while en route with clients. The clients are expected to furnish their own meals, either with a sack lunch or money.
 4. Individuals that collect mileage from the VA Hospital, workers compensation, disability etc., or any other resource that pays mileage, will be counseled to provide their own transportation.
 5. When transportation is or becomes unavailable, the CHRs will assist in rescheduling appointments to a time when transportation is available or the client may transport self through other means.
 6. Hospitals, clinics, nursing home facilities or other agencies are urged to seek family support first before calling the CHR program.

7. When the CHR Coordinator deems it necessary to request family support on transports, the client will provide such a person for the benefit of the client. This includes mental health patients.
8. When a client is transported to a scheduled appointment or admitted to a hospital/clinic, that particular agency will be responsible for that client. CHRs will continue with their duties.
9. The request for On-Call emergency transportation will be made to the Kiowa Tribal Complex Security. The Kiowa Security will contact the CHR scheduled to provide On Call transportation. Any 'emergency' transportation will be made to the Lawton Service Unit. Requests to other hospitals will be the family's responsibility. For a true emergency, the patient will report to the nearest emergency room.