

Apache Tribe of Oklahoma

Community Health Representative/Emergency Medical Services Program

Transportation Policy

PURPOSE:

The purpose of the Community Health Representative (CHR) is to be an advocate and facilitator for individuals and families to gain access to comprehensive health care services. The goal is to provide for general services, to all Indians residing within the geographic service area, through health education, case findings, follow-ups, home visits, and resources for support services.

Due to the wide geographic area to be covered, limited staff, the rising cost of fuel, increased vehicle leasing rates, it has become necessary to establish and follow priority guidelines for the Apache Tribe CHR/EMS Program Transportation Policies and Procedures. The following Policies have been adopted by the Apache CHR/EMS Program.

POLICY:

- 1.) It is the policy of the Apache CHR/EMS Program to provide transportation to and from health care facilities to members of Indians tribes who reside within the Apache CHR/EMS Program service area. Individual clients requesting CHR transportation services are questioned if they own and operate a vehicle and/or if they have access to a vehicle for their use to and from medical facilities. The clients requesting transportation are encouraged to seek family support first before calling the CHR Program. If, in the opinion of the Apache CHR/EMS director such individuals may have access to their own way for transportation, then requests for Apache CHR/EMS transportation services can be denied on that basis.
- 2.) Individual clients requesting CHR/EMS transportation services from the Apache Tribe can be referred to other area tribal CHR/EMS Programs for such transportation services and/or to other means of transportation services of the Apache Tribe or other area tribal transportation programs, such as, Kiowa Tribe “FASTrans”, or the Delaware Nation “Shuttle Van”.
- 3.) Individuals requesting transportation services will be required to give three days notice of their routine appointments to the Apache CHR Program. Clients who break their appointments or fail to notify the CHR Office of a cancelled or rescheduled appointment can be given lower priority than a client who follows proper procedure for transportation requests. In the event an appointment is rescheduled by medical personnel, the client must notify the CHR Program, as soon as possible, of their next appointment.
- 4.) Individual clients will be required to ride with other clients resulting in either going early or staying late for all clients to complete their physician’s appointment. When utilizing

transportation services the client, especially children, will be required to wear their seatbelt(s) and have their child in a child safety seat appropriate for their size, height & weight.

- 5.) The CHR Program is restricted on transporting these type(s) of clients. Seriously ill, particularly Renal Dialysis, congestive heart failure where oxygen is required, critically ill life threatening condition(s), chemotherapy, compound fractures, brain or spine injuries. Also, any individuals who are residents in a retirement facility, under hospice care or state funded agencies. Exclusion of this type of transporting of clients in these health categories, is according to the insurance coverage on our GSA leased automobiles. We are not insured to transport clients that are under a physician's care for any of the health conditions listed. Also, the GSA vehicle is not an emergency vehicle, since it is not equipped to handle any such emergencies that may arise, for example complications from dialysis or chemotherapy.
- 6.) The CHR Program will accept refill requests by phone or office visit, if there is an existing medication refill(s) written in the clients chart. Allow 1 or 2 days for the refill request, if the physician has to write a new prescription/order in the clients chart. However, it is recommended that the client call in his/her refill request to the pharmacy before they are out of their medication(s). If a medication refill, the client has requested, is a physician ordered controlled drug, the client is required to have a current picture identification on file with the Apache CHR Program.
- 7.) The CHR Program prohibits transportation of clients who are or appear to be under the influence of alcohol or prescription/illegal drugs. If, a client does appear to meet these conditions, this individual will be denied transportation services. If another incident happens where transportation has been denied due to this type of behavior from the client, future transportation and health services will be referred to Consortium against Substance Abuse for rehabilitation services.
- 8.) The Apache CHR Program is committed to our clients overall health and safety when transportation services are provided to the client. For clients who are wheel chair bound we encourage a family member to accompany them to their physician's appointment. The reason for this is for the physician's reference to the client's health and family history, medications, home environment, and overall patient care. It will also assist the CHR, due to at times the CHR transports more than one client to various medical facilities. The CHR Program will always try to accommodate the client, in the event that they don't have a family member to accompany them to their physician's appointment.
- 9.) Unless prior transportation arrangements are made, an individual requesting transportation from a medical facility, the CHR is not allowed to transport this individual back to their destination. This is due to all clients who are required to be on the Daily CHR Schedule. If in the event an injury occurs while transporting this individual, the CHR Program would be liable for this individual, due to not being an approved scheduled transport.

- 10.)Transportation of a client who is in the advances stages of labor is not allowable, this is due to the GSA vehicle is not equipped to handle an emergency such as childbirth. The GSA vehicle is not an emergency vehicle equipped to handle this type of transport.
- 11.)The CHR Program is not allowed to transport any client(s) under the age of 18, unless accompanied by a parent or legal guardian.
- 12.)The CHR Program recommends that in an acute trauma situation, the family member or agency should call an ambulance rather than the CHRs, the Apache CHRs are only allowed to render First Aid/CPR, First Responder, and clinical skills certified to perform.
- 13.)Individuals who are collecting mileage from the VA Hospital or any other agency/resource that pays mileage to the client will be counseled to provide their own transportation.

The Apache Tribe CHR/EMS Program will comply with the purpose, work statement, and scope of work to provide general health services to all Indians who reside in the geographic service area of the Apache Tribe CHR/EMS Program.