

THESSALON FIRST NATION

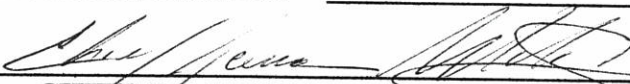
MEDICAL VAN TRANSPORTATION POLICY

EFFECTIVE DATE:

February 25th 2003

BAND COUNCIL RESOLUTION NUMBER:

AUTHORIZED BY:



CHIEF JAMES WABIGWAN

THESSALON FIRST NATION PATIENT TRANSPORTATION POLICY

Goal:

To provide non-insured medical transportation to all status First Nation citizens residing on the Thessalon First Nation.

Objective:

1. To continue to develop and implement a medical transportation service system responsive to the community needs.
2. To generate safe and timely services to Thessalon First Nation citizens.
3. To operate this transportation system under policies developed by Chief and Council of Thessalon First Nation.
4. To generate part-time employment opportunities for the Thessalon First Nation.

Transportation Services:

Transportation to and from Thessalon, Blind River, and Sault Ste. Marie medical appointments during the following hours:

Monday – Friday 8:30 a.m. – 4:00 p.m.

Eligibility Requirements:

1. All **status** First Nation citizens residing on Thessalon First Nation are eligible for Patient Transportation services.
2. All **status** First Nation citizens visiting Thessalon First Nation are eligible providing space is available.
3. All **non-status** citizens residing on Thessalon First Nation are eligible providing space is available.

4. You must receive pre-authorization from the Patient Transportation Clerk or the Community Health Representative before using Patient Transportation services.
 - a) Return trip for First Nation citizen to his/her home; or
 - b) Make subsequent trips to complete the treatment course or diagnostics tests.
5. A signed waiver form shall be signed by the patient that states, "Thessalon First Nation will not be responsible for any damages or loss." This waiver will be signed and reviewed each year in March.

Services:

1. Transportation to and from Thessalon, Blind River, and Sault Ste. Marie medical appointment including:
 - General practitioners
 - Specialists
 - Therapy (as referred by a general practitioner or specialist)
 - Dental surgery
 - Optometrists
 - Dentist
 - Prescription drugs will be picked up after all appointments are completed, if time permits so.
 - Note: drug and alcohol treatment centers transportation is covered under non-insured health benefits.
2. Transportation is limited to the following:
 - a) Transportation to and from the nearest appropriate hospital or health services program located in Thessalon, Blind River, and Sault Ste. Marie.
 - b) Health appointments such as attendance at clinics for investigation or treatment of pulmonary tuberculosis including chest x-rays, and at mental health clinics.
 - c) Diagnostic x-ray laboratory investigations where appropriate services can be obtained.
 - d) Attendance at recognized centers or specialist clinics when referred by a physician.
 - e) For emergency visits to a dentist at the nearest treatment center.
 - f) For expectant mothers to doctor or clinic off reserve for pre-natal and post-natal examination/classes, provided if falls on regularly scheduled hours.
 - g) Ambulance services are to be used for emergency medical evacuations and where possible, should be utilized when accessing destinations that have the support of Provincial and Regional Ambulance services and the Provincial Air Ambulance services. These services are sustained as an Insured service by the Ontario Health Insurance Plan in the Province of Ontario. Medical Services, Ontario Region will reimburse the portion not covered by the Ontario Health Insurance Plan (OHIP).

3. Where practical, a full carload should be carried (maximum 7) per trip. Provisions of a private taxi service to individuals is **NOT** the intent of this service. Families owning their own vehicle are expected to provide their own transportation, unless they have a medical condition where they cannot drive and have no family member able to drive them.
4. True emergency situations – **AN AMBULANCE SHOULD BE CALLED (705) 842-2211.**
 - a) Emergency trips are defined as: Those requiring ambulance service and would be classified as life threatening situations. It is considered an emergency when a person is symptomatic: i.e. exhibiting signs of distress, dizziness, chest pains, shortness of breath, uncontrollable bleeding or when a person is physically unable to move (ambulate or transfer) without the assistance of another person.

Operating Polices and Procedures – Non Emergency

1. Patients requesting services must arrange their own appointments according to the following restrictions: **Monday – Friday 8:30 a.m. – 4:00 p.m.** If the patient has difficulty arranging his/her appointment during these hours, they should request the assistance of the Patient Transportation Clerk.
2. Non-scheduled emergency weekend/night trips are defined as: Illness or injuries that require medical attention that occur during the late hours of the day and/or early morning, weekends, etc... may be approved by the Patient Transportation Clerk, through a telephone call, or by the Health & Social Services Director in her absence in the same manner as regular scheduled trips.
 - Evening/late hours are classified as after 4:00 p.m. weekdays and on Saturday and Sunday.
 - Weekend Specialist treatment is also considered as a non-scheduled emergency trip.
3. Patients shall inform the Patient Transportation Clerk of their appointment date, time, doctor, and destination **at least 24 hours in advance** preceding the appointment date.
4. Patients shall provide the driver with a Verification of Service slip. Medical transportation privileges shall be suspended until previous appointment slips are provided to the driver and/or Patient Transportation Clerk.
5. Any appointment that must be cancelled, the patient must inform the Patient Transportation Clerk **at least 24 hours in advance.**
6. Personal use of the medical van is strictly prohibited.

7. Patients shall be picked up at a mutually agreed time (driver & patient). The driver shall wait no more than 15 minutes. If the patient has not come out or called the Health Centre to request additional time (i.e. appointment is running late) then the driver will continue on their run. The patient shall be responsible for his/her own transportation.
8. Patients shall be picked up at their doctor's office or pharmacy.
9. At no time shall any alcohol, intoxicants, and/or illicit drugs be transported in the van.
10. The medical van driver maintains the right to refuse service to any person found to be in possession of or under the influence of alcohol, intoxicants, and/or illicit drugs.
11. The medical van driver is not responsible for looking after children while parents/guardians are seeing the doctor. Patients are responsible for making their own child care arrangements.
12. Adult patients must receive prior approval from the Patient Transportation Clerk if he/she wishes to bring an escort along. Escorts shall be prior-approved by the Patient Transportation when:
 - The patients health condition warrants assistance; or
 - The patient is elderly; or
 - The patient requires translation; or
 - Where there is seen to be a legal requirement for signing of consent forms for treatment procedures due to mental incompetence of the patient.
13. Patients under the age of sixteen (16) must be accompanied by and adult (18 years of age or older).
14. Patients sixteen (16) to eighteen (18) years of age, an escort will be approved where there is seen to be a requirement for signing of consent forms for treatment procedures.
15. Baby/child safety seats shall be made available. All passengers must wear seat belts at all times while the van is in operation.
16. Smoking is **strictly** prohibited in the medical van.
17. Under no circumstances will patients be required to pay the driver for services rendered.
18. There shall be no unscheduled stops.

19. There shall be no making two (2) trips to the same destination on the same day (i.e. 2 separate appointments in Sault Ste. Marie, one at 9:00 a.m. and one at 2:00 p.m.) unless prior approved by the Patient Transportation Clerk.
20. All information pertaining to patients shall be held in the **STRICTEST CONFIDENCE**.
21. Any form of intimidation, verbal, or physical abuse will not be tolerated.
22. Violation of this policy may result in suspension of privileges (refer to the section on Suspension and Appeals).
23. Complaints shall be made in writing and signed by the patient. Complaints shall be submitted to the Patient Transportation Clerk.
24. Thessalon First Nation is not responsible for any lost or stolen articles.
25. The Patient Transportation Clerk and/or any member of the Health Team reserve the right to verify any patient discharges from the hospitals or health services program.
26. This transportation policy shall be posted in the Health Clinic, Band Office, and in the medical van.

Patient Transportation Clerk Responsibilities:

1. The Patient Transportation Clerk has the right to verify any appointment with the provider of service prior to providing medical transportation.
2. The Patient Transportation Clerk shall maintain a desk calendar for the purpose of scheduling appointments. Patient's name, appointment time, doctor, and destination shall be recorded. Any approved escorts name shall also be recorded.
3. The Patient Transportation Clerk and the Medical Van Driver shall maintain a log of all patients in suspension and shall remove their name from the log when the verification of service slip has been provided.
4. The Patient Transportation Clerk shall receive complaints and ensure that appropriate measures are taken in a timely manner.
5. The Patient Transportation Clerk shall be responsible for implementing and enforcing the Patient Transportation Policy.

Medical Van Driver Responsibilities:

1. The driver shall call the Medical Transportation Clerk every day between 4:00 and 4:30 p.m. to get the next day's schedule of appointments. If the Medical Transportation Clerk is not available, then the driver shall consult with the Community Health Nurse, or the Community Health Representative, or the Health Director.
2. The driver is not to provide medical transportation to clients who have not booked their appointments in advance. Appointments must be booked with the Patient Transportation Clerk.
3. The driver is responsible for the following:
 - Ensuring that equipment is maintained in accordance with the manufacture's guidelines and safety regulations.
 - Ensuring that all permits, license and insurance is kept up to date and valid.
 - Requesting purchase orders for gas, oil, maintenance, and other expenditures.
4. The driver shall conduct himself/herself in a courteous and professional manner at all times. Any problems encountered should be referred to the Patient Transportation Clerk.
5. The driver shall possess a valid drivers license. It is the driver's responsibility to ensure that all certification and licensing be renewed and enforced at all times.
6. The driver shall obey all rules of the road, speed limits and safety regulations. All fines, parking tickets, vehicle infractions shall be the sole responsibility of the driver. Excessive charges and/or tickets may warrant termination of employment.
7. The driver is responsible for ensuring that the van's exterior and interior are clean.
8. The driver is responsible for ensuring that the Daily Log sheet is filled out. Information that is to be recorded on this sheet: Date & Time of appointment, driver initial, odometer reading (start and end), patient's name and band number, destination, location, and doctor's name (see attached).
9. The driver is responsible for ensuring that the patient provides a verification of service slip. Furthermore, the driver is to ensure that the appropriate information is filled out (i.e. patient's name, date of appointment, name of physician, location, time in, time out, and physician's signature/stamp.) The driver is responsible to review the slip and sign/approve it.

10. The driver is responsible for ensuring that the Accident Report form is filled out when necessary. Information that is to be recorded on this form: date of accident, time of accident, where accident occurred, description of accident, persons in vehicle at time of accident, witness phone number and address, estimate of repairs, quotes for repairs, name of repair shop, signature of driver and supervisor (see attached).
11. The driver shall leave his/her cell phone on at all times in the event that the Medical Transportation Clerk has to contact him/her for non-scheduled emergency trips or cancellations.
12. The driver shall check his/her voice mail periodically throughout the day in the event the Medical Transportation Clerk had to leave a message regarding non-scheduled emergency trips or cancellations.
13. The driver must have his/her First Aid and CPR certificate and ensure that it remains up to date.
14. The driver shall be responsible for implementing and enforcing the Patient Transportation Policy.
15. The driver's immediate supervisor shall be the Medical Transportation Clerk. The driver shall report to his/her immediate supervisor on the day to day operations of the medical van.

Suspension of Privileges:

1. The first violation of this policy shall result in a verbal warning from the Patient Transportation Clerk or Medical Van Driver. A record of this warning will be noted in the logbook for a twelve (12) month period.
2. A second violation of this policy shall result in a written warning from the Health & Social Services Director to the patient and a 30-day suspension of services.
3. A third violation of this policy shall result in a review by the Health & Social Services Director for further suspension.

Appeals or Grievances (procedure):

1. A written appeal or grievance shall be presented to the Patient Transportation Clerk within one (1) week of the event. The Patient Transportation Clerk shall ensure appropriate measures be taken in a timely manner.

2. If the patient is not satisfied that appropriate measures were taken, a further written grievance can be made to the Health & Social Services Director within two (2) weeks of the event or discussion that prompted the grievance.
3. If again, the patient feels appropriate measures were not taken as identified in Steps 1 and 2 above, the patient can further make an appeal to the Chief and Council.