

**Virginia Department of Health
 Division of Disease Prevention
 HIV Care Services
 Service: Standards**

**Medical Transportation
 2009-2010**

Definition of Service: Medical transportation services include conveyance services provided, directly or through voucher, to a client so that he or she may access health care services.

Objectives for Service:

- To ensure access to medical care for Ryan White Part B clients.
- To ensure that clients have access to safe transportation services. .

STANDARD	MEASURE
Service Standards:	
The client’s eligibility for Ryan White Part B services is determined before services are initiated.	Documentation of eligibility is present in the client’s record.
A Ryan White Part B provider must refer client for transportation services.	Documentation of the referral or form is present in the client’s record.
Bus Tickets and/or bus passes will be issued as needed by the Ryan White Part B case manager or by designated staff.	Documentation of transportation need is present in the client’s record. Date and mode of each transportation transaction present in the client’s record.
Gas Vouchers will be issued for eligible clients in rural areas as needed by their Ryan White Part B Provider.	Documentation of transportation need is present in the client’s record. Date and mode of each transportation transaction present in the client’s record.
Cab or van transportation is provided for those with the most acute medical needs and is arranged by their Ryan White Part B case manager or designated staff.	Documentation of transportation need documented in client’s record. Date and mode of each transportation transaction present in the client’s record.
Cab or van transportation services are handicap accessible.	Documentation that the cab agency is compliant with the American with Disabilities Act (ADA).

Transportation is provided in a timely manner with waiting times less than 2 hours.	Documentation of extended waiting periods for transportation (longer than 2 hours) will be documented in a Delay /Incident log kept by the agency.
Clients will be made aware of cancellations of service (vehicle breakdown, inclement weather) in a timely manner and notification is documented.	Documentation of cancellations by service agency and notification is documented in Delay/Incident log.
The clients will be referred to alternative transportation sources (if available) if the agency is unable to provide transportation.	Documentation of the referral to another transportation source is present in the client's record.
Clients and Ryan White Part B providers notify agency of need for cancellation and/or changes in scheduling as they occur.	Documentation of changes/cancellations is present in the client's record.
"No Shows" are documented in the Delay/Incident log at the agency and in the client's record. Clients who do not cancel scheduled appointments and "no shows" three times in a three-month period may be suspended from transportation services for 30 days. One more repeated "no show" can result in suspension of transportation services for one year.	Documentation of "no shows" (including date and time of "no show") are present in the client's record. Written notification of suspension will be sent to client and a copy will be present in the client's record.
If a Ryan White Part B case manager or agency has verified that a client has falsified the existence of a medical appointment in order to access transportation, the client can be removed from transportation services after written notification.	Documentation and proof of the client's falsification of a medical appointment must be present in the client record. Written notification of the action taken is present in client's record.
Safety/Vehicle Maintenance:	.
Cab/van agencies will be licensed by the Commonwealth of Virginia.	Documentation of current Commonwealth of Virginia licensure will be available for review.
A vehicle log will be maintained on each service vehicle and will include at minimum the following: A. description of vehicle: year,make,model B. mileage C. service records D. maintenance records.	Vehicle log will be available for review.
Cab/van vehicles are in good repair and equipped for adverse weather conditions.	Vehicle maintenance record must be kept by agency and available for review.
All vehicles must be equipped with fire extinguishers, first aid kits and CPR kits.	Vehicle log will contain dates of service for first aid and CPR kits and fire extinguishers inspection dates.

Vehicle inspections by a qualified mechanic should be done at a minimum of every three months and inspection is documented in vehicle log. Seat belts and child restraints must be operational.	Vehicle log documenting inspections every three months will be available for review.
All vehicles will have current state inspection stickers and current Virginia licenses plates.	Vehicle log documenting dates of annual inspection sticker and the current licenses plate number for each vehicle will be available for review.
Cab/van agency will have current automobile insurance with both liability and personal injury coverage.	Proof of current insurance with liability and personal injury coverage will be available for review.
Children will be transported safely with the age appropriate car seat available. Necessity of a car seat should be documented in the agency log when appointment is scheduled.	Agency log documenting child car seats in use will be available for review.
Children under the age of 15 must be accompanied by an adult.	Agency log reflecting children being transported with an adult will be available for review.
Qualifications:	
All drivers will have a current Virginia Commercial Driver's License (CDL) and will be insured.	Copies of current CDL licenses and proof of insurance for each driver are present in the driver's personnel file and available for review.
All drivers shall have a safe driving record which is assessed annually.	Proof of each driver's Virginia DMV driving record must be present in the driver's personnel file and available for review. Record must reflect annual updates.
Agency will provide orientation to drivers on their policies and procedures within 30 days of hire.	A copy of the agency policies and procedures will be available for review. Documentation of agency orientation training and annual review is present in each driver's personnel file and available for review.
Agency must provide all drivers with training including confidentiality, client's rights, client's grievance procedures and sensitivity training within 30 days of hire.	Documentation of training on client's rights and sensitivity training is present in each driver's personnel file and available for review.
All drivers are required to successfully completed CPR and First Aid training within 30 days of hire and are required to maintain current certification.	Documentation of CPR and First Aid training is present in each driver's personnel file and available for review.
All cab/van drivers must complete 2 hours of annual OSHA training on seatbelt/restraint/wheelchair safety.	Documentation that each driver has completed the annual OSHA training is present in the driver's personnel file and available for review.
Exceptions:	
Transportation companies with two or less employees or individuals will meet the following minimum requirements:	

All vehicles will have current state inspection stickers and current Virginia licenses plates.	Vehicle log documenting dates of annual inspection sticker and the current licenses plate number for each vehicle will be available for review.
Cab/van vehicles are in good repair and equipped for adverse weather conditions.	Vehicle maintenance record must be kept and available for review.
All seat belts must be operational. Child restraints must be age appropriate and operational.	Vehicle maintenance record with monthly seatbelt inspection noted is available for review.
Cab/van agency will have current automobile insurance with both liability and personal injury coverage.	Proof of current insurance with liability and personal injury coverage will be available for review.
Exception Qualifications:	
All drivers are licensed and insured.	Copies of current driver's license and proof of insurance for each driver are present in the driver's personnel file and available for review.
All drivers shall have a safe driving record which is assessed annually.	Proof of each driver's Virginia DMV driving record must be present in the driver's personnel file and updates available for review. Record must reflect annual updates.