



TITLE:	Care-A-Van Transportation Program				
DEPARTMENT:	Facility-Wide	DOCUMENT CATEGORY:	Policy		
OWNER:	Shane Bussell, HC EMS Director	PAGE: OF	1 2	REVIEW FREQ:	3 year(s)
ORIGINATION DATE:	12/2024	LAST REVISION DATE:			

POLICY:

Harrison Memorial Hospital (HMH) Transportation Services Care-A-Van Transport Program Procedures.

PURPOSE:

To provide an effective means of “non-emergency” transportation to the residents of Harrison County to increase accessibility of medical services provided by HMH.

PROCEDURES:

1. Transportation services will operate under the following criteria:
 - a. Transportation request and eligibility information must be completed by the patient or representative.
 - b. Patients must reside in Harrison County.
 - c. Patients are fully ambulatory and able to enter and exit van without assistance from driver.
 - d. Patients and riders under the age of eighteen must be accompanied by an adult and not require a child safety restraint.
 - e. Patients may be accompanied by one companion if space permits.
 - f. Patients will only be transported to and from HMH facilities for physician offices, primary care offices, specialty clinics, rehab, and outpatient services.
 - g. Care-A-Van will only transport for scheduled appointments not for acute injury or illnesses. Drivers will not provide emergency medical transportation and may utilize their own judgement to determine eligibility.
 - h. Transportation will be limited to individuals who are not free from communicable diseases or have infestation issues.
 - i. Transportation may be scheduled by the patient or by the referring office/department by calling the designated number.
 - j. Appointments for transportation must be scheduled by calling the designated number and speaking with the scheduler during the hours of Monday-Friday 8:00am-4:30pm.
 - k. All transportation requests should be scheduled 72 hours in advance when possible and will be scheduled on a first come, first served basis.
 - l. Care-A-Van should be notified of cancellations as soon as possible by calling the designated number.
 - m. Transportation services must be within Care-A-Van operational hours Monday-Friday 7:00 a.m.-3:30 p.m.
 - n. The driver will wait a maximum of five minutes for the patient after their scheduled pickup time before departure.



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- o. The driver will utilize the three designated pickup/drop off locations at HMH. Main Entrance, Emergency/Specialty Entrance, and Rehab Entrance.
- p. Mobility devices and other patient items cannot exceed 20 lbs. If item is not able to be held in patient's lap, the item must be secured in rear compartment of van by driver.
- q. During inclement weather, transportation services may be delayed or cancelled.
- r. The driver reserves the right to deny transportation services to any patient or rider based on behavior, safety, or other concerns.
- s. HMH is not responsible for lost or stolen property.