

MEDICAL TRANSPORTATION SERVICES

A. DEFINITION:

Medical Transportation Services include conveyance services provided, directly or through voucher, to a client so that he or she may access health care services.

B. GOAL(S):

1. Clients demonstrate retention in care.

C. SERVICES:

Medical Transportation Services enable an eligible individual to access HIV- related health and support services, including services needed to maintain the client in HIV medical care, through either direct transportation services or vouchers or tokens

May be provided through:

- Contracts with providers of transportation services
- Voucher or token systems

D. QUALITY MANAGEMENT:

Program Outcome:

- 90% of eligible clients demonstrate retention in care

Indicators:

- The number of clients who arrived at core/support service appointments as a result of Medical Transportation Services.

Service Unit(s):

- Successfully completed transport to Core/Support Services via Medical Transportation Services.

Standard of Care	Outcome Measure	Numerator	Denominator	Data Source	Goal/Benchmark
Client eligibility for taxi utilization will be for those whom public transportation imposes an unreasonable barrier to care.	Unreasonable barriers to care will be determined by chart documentation of the barrier to care, which may include one of the following: - Lack of availability of personal or public transport - Traveling with children - Safety reasons - Extreme weather - Documented health issues - Services are in excess of 30miles from client’s residence	Number of clients with appropriate documentation accessing taxi services.	Number of Clients accessing taxi services.	Client Charts and CAREWare	90% of the reviewed files have documentation of the selected, allowable taxi utilization criteria in the client’s file.
Taxi requests are authorized by Case Management and coordinated by the Transportation Coordinator.	Response to a request for taxis will be documented and completed within 3 business days of client’s request.	Number of authorized taxi referrals completed in 3 business days.	Number of taxi referrals.	Client Charts and CAREWare	90% of client files have documentation of taxi referral being completed in 3 business days.
Clients receiving taxi services are transported from pick-up to designated destination as ordered.	Taxi services are provided as scheduled. Follow-up is documented by the service provider and the vendor.	Number of clients with a completed taxi ride.	Number of Clients accessing taxi services.	Taxi Order Log CAREWare	90% of the files have documentation that the <i>ordered</i> taxi ride was completed.
Clients receiving bus passes have documentation of attendance at or future appointment for HIV services in client file.	Documentation of appointment or attendance at HIV services.	Number of clients with appropriate documentation receiving bus passes.	Number of clients utilizing bus passes.	Client Chart	90% of the reviewed files have appropriate documentation for clients utilizing bus passes.