

Sunsites-Pearce Fire District Policy, Procedures and Guidelines	Section #: 320.1 Section Title: Non-Emergency Transportation Program		
Chapter : 320 Non-Emergency Transport	Effective Date:	Scheduled Review Date:	Revised Date:

- I. **Purpose:** The primary purpose of this program is to provide a safe, reliable and cost-effective way for patients to return home from the hospital; this program is designed to serve patients whose acuity does not require ambulance transport, and is available for situations when they have no relatives or friends who can provide promptly the transportation they need. The program includes patients who need stretcher transport, wheelchair transport, or other mobility assistance. The secondary purpose of the program is to provide similar transport services to scheduled medical appointments in clinics, offices, hospitals, laboratories, pharmacies, etc. The program will not provide emergency medical services, and not normally transportation to an Emergency Department.
- II. **Availability:** The program will be staffed with on-call personnel as assigned by the Fire Chief or his designee. 24-7 coverage is the program goal, but staffing may not always be available. Staffing for the non-emergency program will always be subordinate to staffing needs for normal operations and emergency services.
- III. **Personnel:**
 - a. Personnel assigned to non-emergency transport position will be employees of the district and adhere to all SPFD policies and procedures.
 - b. Minimum qualifications for operating in the non-emergency transport position include:
 - i. Current driver's License with annual driver history check.
 - ii. Annual EVOC, defensive driver, or similar course.
 - iii. Current CPR certification at the Health Care Provider level.
 - iv. Annual OSHA training (Blood borne pathogen, hearing and eye protection, and other injury prevention training).
 - c. Personnel will complete all paper work associated with non-emergency transport including but not limited to
 - i. Pre and post trip inspections.
 - ii. Rider manifest.
 - iii. Applicable billing paperwork
 - d. Personnel shall conduct a minimum of 2 continuing education hours annually.
- IV. **Maintenance:** Vehicles used for non-emergency transport services will be kept in a constant state of readiness and be well kept inside and out.
 - a. Vehicles will adhere to SPFD maintenance policies and include, at a minimum, a weekly preventative maintenance check. In addition to their

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weekly checks, all non-emergency transport vehicles will receive a pre and post trip inspection.

- b. Vehicles equipped with a lift device will be inspected annually by a certified agency.
 - c. Any mechanical problems or deficiencies shall be reported to the on duty supervisor.
 - d. Records shall be kept of all vehicle repairs and their costs.
- V. **Deployment guidelines:** Requests for services will be routed through the District's main office phone number, or other phone number designated by the chief, and prioritized by the on-duty supervisor.
- a. If the request suggests that Emergency Medical Services are more appropriate, the on duty super visor will dispatch an ambulance to evaluate the situation.
 - b. Assigned personnel will fulfill the request safely and professionally. Assigned personnel will present themselves as working in a non-emergency transportation role, and not as EMT's or paramedics.
 - c. Ambulances will not be used in a non-emergency transport function. Should the patient require EMS (i.e., need oxygen he/she cannot self-regulate and apply, or need to go to an emergency department), personnel will discontinue the transport, and request EMS/ ambulance.
 - d. Normal assignments will use only a driver. Stretcher and special condition assignments will use a driver and an assistant.
 - e. At times, patrons of the non-emergency transport service will have caregivers or family members accompany them; all riders must be accounted for and documented in manifest.
- VI. **Billing:** Personnel will verify pre-authorization prior to service. Service users will sign necessary invoices prior to service delivery. Fees will be requested and collected if available at time of service. If fees are not available, service users will be notified of expected billing amounts, and directed to contact the District designated office for billing arrangements. Fees for service are as follows:
- a. Scheduled transports (Must be scheduled 24 hours prior)
 - i. \$30 base fee
 - ii. \$1 per mile of transport
 - b. Unscheduled transports (Less than 24 advanced scheduling)
 - i. \$40 base fee
 - ii. \$2 per mile of transport

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- c. Mileage: For multiple rider transports, the mileage rate will be divided amongst the applicable patrons.