

Sunsites-Pearce Fire District Policy, Procedures and Guidelines	Section #: 312.1 Section Title: Non-Emergency Transportation Program		
Chapter : 312 Non-Emergency Transport	Effective Date: August 20, 2019	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 is not designed for 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 paperwork 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 the

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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. Upon request for dispatch, the call taker will obtain date and time needed, address for pick up/delivery, phone call back number, and any special needs. The call taker will advise the requestor of applicable fees and billing procedure.
 - b. If the request suggests that Emergency Medical Services are more appropriate, the on-duty supervisor will dispatch an ambulance to evaluate the situation.
 - c. 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.
 - d. 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.
 - e. Normal assignments will use only a driver. Stretcher and special condition assignments will use a driver and an assistant.
 - f. At times, patrons of the non-emergency transport service will have a caregiver / family member accompany them; all riders must be accounted for and documented in manifest. Caregivers will not be charged an additional fee.
- VI. Billing: Service users will sign necessary invoices prior to service delivery. Fees for service will be billed bi-weekly and are as follows:
- a. Small vehicle (only minor limited mobility restrictions, no wheelchairs, up to three passengers)
 1. Pick-up and delivery within the SPFD boundaries.
Fee: \$10 trip fee, no mileage fee.
 2. Pickup inside District and delivery outside of District (i.e. Willcox, Benson): \$20, plus \$0.58/ mile (loaded)
 3. Pick-up outside of the SPFD boundaries, (Sunizona, Dagoon, Cochise, Willcox, Benson) to delivery within the District boundaries or outside District boundaries: \$20, plus \$0.58/ mile (loaded)

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- b. Large vehicle (medium to major mobility restrictions, wheelchairs permitted, up to eight passengers and three wheelchairs)
 - 1. Pick-up and delivery within the SPFD boundaries
Fee: \$20 trip fee, no mileage fee.
 - 2. Pickup inside District and delivery outside of District (i.e. Willcox, Benson):. Fee; \$30, plus \$0.75/mile (Loaded)
 - 3. Pick-up outside of the SPFD boundaries, (Sunizona, Dagoon, Cochise, Willcox, Benson) to delivery within the District boundaries or outside District boundaries: \$30 trip fee, plus \$0.80/mile (Loaded)
 - c. Large vehicle (with attendant required for transport with patient on gurney)
 - 1. Inside District: \$40
 - 2. Outside District \$60, plus \$0.80/ mile (Loaded)
 - d. Ridesharing: For multiple client transports, the rates will be divided amongst the applicable clients.
- VII. Alternate funding; If an alternate funding source is identified, the above fee schedule will be altered. If full alternative funding is obtained, the fee schedule will be suspended while the funding is available. If partial alternate funding is obtained, the fee schedule will be reduced by the percentage of partial funding available.