


Name of Policy: Non-Medical Transportation Assistance Policy Number: 3364-131-14 Approving Officer: Chief Medical Information Officer Responsible Agent: Administrative Director, Outcome Management Scope: University of Toledo Medical Center		 Effective date: Original effective date: 8/1/1999	
Key words: Non-Medical Transportation Assistance, Discharge, Continuity of Care, Admission Assessment, Discharge Planning			
<input type="checkbox"/>	New policy proposal	<input checked="" type="checkbox"/>	Minor/technical revision of existing policy
<input type="checkbox"/>	Major revision of existing policy	<input type="checkbox"/>	Reaffirmation of existing policy

(A) Policy Statement

Non-medical transportation assistance will be provided for patients when they are ready for discharge home and do not have transportation available.

(B) Purpose of Policy

The purpose of this policy is to provide a standardized approach for the coordination of discharging patients in need of non-medical transportation ensuring continuity of care. The policy aims to ensure safe, appropriate, and timely coordination of discharge after hospitalization. The policy applies to all healthcare professionals involved with the discharge planning of patients. Facilitate the prompt discharge of patients when transportation or financial hardship prohibits the patient from leaving the hospital safely.

(C) Procedure

1. The Admission Assessment will be completed in the electronic medical record (EMR) by the Outcome Management Staff to determine base line information for discharge planning purposes. Collaboration will occur with the multidisciplinary team including the provider, the social worker, the resource utilization coordinator, Lead RN, and other medical staff to identify the patients post discharge needs.
2. Based on assessment of the patient criteria, financial situation and patient affordability for non-medical transportation, Outcome Management Staff will make a referral to a transportation company based on the patient needs and distance for discharge.
3. Insurance benefits do not impact the need for a non-medical transportation arrangement, the cost for this transportation arrangement will be discussed with the patient/representative and if it is determined that the patient/representative do not have the financial means to cover this service Outcome Management will assess the situation, determine options available to the patient and will cover this cost when other options are exhausted
 - ~~1. When, in the course of planning the patients discharge it is identified that the patient and/or family have no means to arrange or pay for discharge transportation, Outcome Management staff will assess the situation and determine options available to the patient.~~

2.4. For patients who live locally (inside Toledo City limits), a ~~bus token or~~ taxi authorization will be arranged for the patient's ride home, if the patient does not live within city limits, the OTM staff will need approval from Administrative Director of Outcome Management.

3.5. For patients who live outside of the Toledo area. Outcome Management will make all attempts to assist the patient to identify resources or help available. This may involve making telephone contacts for the patients or contacting resources where the patient lives. Transportation options can include taxi service, bus, or van service. However, the patient will be held financially responsible if these services are arranged.

4.6. Outside of normal business hours, the House Supervisors may also provide cab authorization for patients who live in the Toledo area.

5.7. A Taxi Cab request must be place online with the approved authorization code provided when completing the request online~~form must be completed in its entirety and faxed (ext. 6240) to Outcome Management office.~~

<p>Approved by:</p> <hr/> <p>Ryan Sadeghian, MD Chief Medical Information Officer</p> <hr/> <p>Date</p> <hr/> <p>Angela Ackerman, RN, BSN, MBA Administrative Director, Outcome Management</p> <hr/> <p>Date</p> <hr/> <p><i>Review/Revision Completed by: Administrative Director, Outcome Management</i></p>	<p>Policies Superseded by This Policy:</p> <ul style="list-style-type: none">• <i>None</i> <p>Initial effective date: 8/1999</p> <p>Review/Revision Date:</p> <p>8/1999 2/2001 8/2002 1/2005 4/2008 4/2011 10/2014 10/2017 3/2021</p> <p>Next review date:</p>
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