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| <p>Name of Policy: <u>Non-Medical Transportation Assistance</u></p> <p>Policy Number: 3364-131-14</p> <p>Department: Outcome Management</p> <p>Approving Officer: AVP Patient Care Services/CNO</p> <p>Responsible Agent: Administrative Director of Orthopaedic Services and Outcome Management</p> <p>Scope: The University of Toledo Medical Center</p> |  <p>THE UNIVERSITY OF TOLEDO <small>1872</small></p> |
| <p>Initial Effective Date August 1, 1999 Effective Date: October 30, 2017</p> | |
| <p><input type="checkbox"/> New policy proposal</p> <p><input type="checkbox"/> Major revision of existing policy</p> | <p><input checked="" type="checkbox"/> Minor/technical revision of existing policy</p> <p><input type="checkbox"/> Reaffirmation of existing policy</p> |

(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

Facilitate the prompt discharge of patients when transportation or financial hardship prohibits the patient from leaving the hospital safely.

(C) Procedure

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 (OTM) staff will assess the situation and determine options available to the patient.
2. 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. 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. Outside of normal business hours, the House Supervisors may also provide cab authorization for patients who live in the Toledo area.
5. A Taxi Cab authorization form must be completed in its entirety and faxed (419-530-6022) to Outcome Management office.

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| Approved by: | Review/Revision Date: |
| <u>/s/</u> Monecca Smith, RN, MSN AVP Patient Care Services/CNO | 8/99 2/01 8/02 1/05 4/08 4/11 10/14 10/17 3/21 |
| <u>/s/</u> Angela Ackerman, MBA, BSN, RN Administrative Director of Orthopaedic Services and Outcome Management | |
| <i>Review/Revision Completed By: Angela Ackerman 3/21</i> | |
| | Next Review Date: 3/1/2024 |
| Policies Superseded by This Policy: 17-14 Patient Transportation | |

It is the responsibility of the reader to verify with the responsible agent that this is the most current version of the policy.