



Category: D. Critical Events and Incidents

Title: 4. Member Transport

Applies to:

- St. Peter's Health Partners (SPHP)
- All SPHP Component Corporations **OR**  Only the following Component Corporations: [\(Click here for a list\)](#)  
 \_\_\_\_\_
- All SPHP Affiliates **OR** only the following Affiliates: [\(Click here for a list\)](#)  
 **All Capital Region Health Connections Care Management Agencies**
- St. Peter's Health Partners Medical Associates (SPHPMA)

Contents

PURPOSE ..... 1

POLICY STATEMENTS ..... 1

SCOPE OF AUTHORITY / COMPETENCY..... 2

DEFINITIONS..... 2

PROCEDURE ..... 2

    A. Member Transport..... 2

PURPOSE

The ultimate goal of the Health Home is to provide added support, coordination and navigation of care systems. The purpose of this policy is to support Care Management Agency practices around transporting Health Home Candidates and Members.

POLICY STATEMENTS

While transporting Members or Candidates and their possessions can be a part of Care Coordination, it is not the primary focus. Care Coordinators should be helping Members to establish reliable transportation so that Members can attend their own appointments and retrieve their own medications; eventually managing their own care without Health Home support. It is expected that in some cases Members may need to be transported by the Care Coordination staff. Care Management Agencies continue to be responsible for the agency's policies and procedures related to the transport of Health Home Candidates and Members.

This policy seeks to clarify the minimum requirements regarding Member transport. Care Management Agencies may have more strict policies and procedures, but these policies must be followed, at a minimum.

## SCOPE OF AUTHORITY / COMPETENCY

All Care Management Agencies that comprise the Capital Region Health Connections Health Home program.

## DEFINITIONS

**Health Home Candidate:** An individual who is in active Client Search (Outreach) status, but who has not yet been enrolled in Health Home services

**Health Home Member:** An individual who is enrolled in Health Home services

## PROCEDURE

### A. Member Transport

1. Each Care Management Agency should have policies in place regarding the transport of Health Home Candidates and Members.
2. Care Coordinators should not transport any Candidates or Members who are agitated or under the influence of any substances.
3. Care Coordinators should not transport Candidates or Members in their personal vehicles.
4. Care Coordinators should not transport children, defined as any individual under the age of eighteen (18).
5. Care Coordinators should only transport those Members or Candidates who are able to enter and exit the vehicle independently, without assistance from the Care Coordinator.
6. Care Coordinators should never ride as a passenger with the Candidate or Member.
7. All cars should be equipped with roadside assistance supplies should an emergency occur.

8. While all cars should be equipped with a First Aid kit, Care Coordinators (or other agency staff) should not administer basic first aid on a Member without being trained on Universal Precautions. In cases of a medical or psychiatric emergency, treatment should be administered at the direction of the 911 dispatch. (See Policy D5. Critical Events and Incidents: Emergencies)

<b>Approving Official: Rachel Handler, MS CRC, LMHC</b>		<b>Effective Date: December 15, 2017</b>
<b>Key Sponsor: Janelle Shults, LMSW</b>		
<b>Reviewed By: Lindsay Homenick, MSW</b>		<b>Original Date: December 15, 2017</b> <b>Reviewed/Revised Date:</b>  <b>*Reviewed, No Revisions</b> <b>**Revised without Full Review</b>
<b>Search Terms:</b>		
<b>Replaces: Safety</b>		