



COMMUNITY HEALTH REPRESENTATIVES LOCAL NON- EMERGENCY MEDICAL TRANSPORTATION POLICY



Scheduling Transportation:

- To schedule local non-emergency medical transportation, clients must contact CHR at least 2 hours in advance.
- CHR will require the following information for scheduling purposes: **Name, DOB, 911 address, medical facility name, appointment date & time, (1) adult escort name, specified vehicle type (car, van, wheelchair van) and a working telephone number.**
- **CRIT CHR does not provide transportation to any Emergency Room.** CHR specifically provides non-emergency medical appointment transportation. If you are in need of any emergency assistance, please call 911. If you need assistance contacting emergency medical support, CHR will assist with this.

Transportation Guidelines:

- No client or passenger is allowed to sit in the front passenger seat next to the CHR driver. This area is reserved for staff PPE and cleaning/disinfecting items.
- Clients are required to sign AHCCCS trip report documentation at the time of pick up.

Client Escort:

- One client at a time will be allowed in the vehicle. If needed one adult escort will be allowed to assist the client.
Escort definition: An adult over the age of 18 who is able and willing to assist (to give support or aid) the patient during their appointment.
- Clients under the age of 18 must be accompanied by a parent or guardian at all times.

Child Passenger Safety Seat:

- The CRIT CHR Program will no longer provide child passenger safety seats during transportation. Clients will need to provide and utilize their own child passenger safety seat(s) in order to avoid cross-contamination from child to child.
- If a client does not have their own child passenger safety seat the CHR Program will offer a one-on-one scheduled car seat class in order for clients to receive their own seat(s) at no cost. Below is the requirement to receive a child passenger safety seat.
 - Must obtain a child passenger safety seat referral from the Parker Indian Health Center, Public Health Nursing Department prior to taking the class. If there are multiple child passenger safety seats being requested a referral must be obtained for each child. There will be no exemption made to this policy.
 - Must schedule a class by contacting the CHR Program at least (1) business day in advance notice.
 - Client must take the full course with a certified Child Passenger Safety Seat Technician.

This policy is subject to change. If you have any questions, contact the CHR office at (928) 575-4431.
Updated January 2, 2025