



COMMUNITY HEALTH REPRESENTATIVES

PATIENT DISCHARGE POLICY



- All incoming patient discharge telephone calls to the CHR Program will be referred to contact the Parker Indian Health Center (PIHC) Discharge Planner or Clinical Care Coordinator Department. All patient(s) discharge verification will be confirmed by a Discharge Planner (DP) or Clinical Care Coordinator (CCC) at the Parker Indian Health Center. This is done in order to coordinate care upon the patients return (i.e.: Follow-up medical appointments, durable medical equipment, medication, etc.) It is also done to ensure that the Parker Indian Health Center is aware that the patient(s) have been transported out to an outside medical facility if they are sent out from another medical facility other than Parker Indian Health Center (i.e.: La Paz Regional Medical Center)
- The DP/CCC will verify the patient(s) discharge with the medical facility the patient has been sent to, along with the location, and scheduled date and time of when the patient is to be discharged. The DP/CCC will confirm if the patient(s) are ambulatory or non-ambulatory prior to scheduling transportation. The DP/CCC will also confirm the patient(s) insurance type for transportation and billing purposes. If the patient(s) insurance does cover medical transportation, the DP/CCC is to contact a local transportation service provider to set up the patient's transportation back to Parker, Arizona. If the patient's insurance does not cover medical transportation, the DP/CCC will then will contact the CHR Program to schedule transportation at least 24 hours in advance. In some cases, transportation may be provided by CHR for AHCCCS eligible patients depending on the circumstances (i.e. already in the area etc.) This will be determined on a case-by-case basis at the time of request.
- Once the DP/CCC contacts CHR with the discharge information, the CHR Program Manager / Delegate of Authority (DOA) will then determine if the program has an available staff member to transport the patient home. If the CHR Program does have an available staff member, the CHR Program Manager / DOA will then assign a CHR staff member to transport the patient back to Parker, Arizona. The CHR Program only provides transportation to registered patient(s) that live on the Colorado River Indian Tribes Reservation or CHR service area.
- All information regarding transportation services provided to patient(s) will be documented and reported on the CHR PCC form at the end of each transport. All other required forms will be completed by the CHR staff member as needed (i.e.: Patient Registration Form, Tribal Identification copy, Notice of Privacy Practices, and AHCCCS trip ticket and out of town transport form, etc.)
- Due to the nature of some patient's discharge requirements, the CHR Program may be unable to provide transportation. This may include non-ambulatory patient(s) who require stretcher vehicles and/or patients who require a higher state of medical care. The CHR Program does not provide transportation from one medical facility to another medical facility due to the high risk and liability of these types of transportations.
 - The CHR Program staff member(s) are not certified nurses or doctors therefore CHR will recommend EMT vehicle transportation to be used at the time of request.
- The CHR Program also does not transport patient(s) from the medical facility that decides to leave Against Medical Advice (AMA).
 - AMA is defined as when a patient chooses to leave the medical facility before the treating physician recommends discharge or despite medical advice to the contrary. Patient(s) leaving AMA are considered high risk and a liability to the CHR Program and to themselves, due to their health.
- CHR will transport verified discharges within the state of Arizona with the only exception being the Las Vegas area.

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

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