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| Approved By:   | Date:03/24/2020 | New/Previous Revision Date:03/24/2017 |
| Type Name of Approver: Hemal Parikh  |
| **SUBJECT: UBER Transport Policy**  |

**POLICY:**

PHS will provide medical transportation via UBER for authorized clients who require transport to access healthcare related services. Social Worker Program Case Manager/Communicable Disease Investigator (CDI) will determine clients’ eligibility for UBER (see SCOPE below).

**PURPOSE:**

Case Manager/CDI can arrange for UBER transport to assist their clients who have difficulty in accessing healthcare related services.

**SCOPE:**

## Clients are eligible for UBER services if and when:

## Client needs to attend a medical appointment and is unable to obtain transportation himself or herself.

## Client is able to walk to and from vehicle without assistance.

## Appointment destination is within San Joaquin County.

## Client has no previous serious behavioral issues on file.

* Client has not missed more than one UBER transport appointment.
* This is not client’s initial enrollment appointment (which is not applicable for Uber transport).
* Client is age 18 and over. If a minor, the client must be unaccompanied by adult.
* Client criteria evaluation checklist (UBER Transportation Request and Authorization Form), is conducted and transport is approved by Case Manager/CDI.
* Client participating in the Tuberculosis (TB) program is **NOT** infectious or symptomatic and needs transportation for medical evaluation and treatment services.

**BACKGROUND**: NA

**PROCEDURES:**

## Request should be made 24 hours in advance. Same day request will be accepted, after assessment.

1. Case Manager/CDI will assess need and appropriateness for UBER transport.
2. Case Manager/CDI will complete transportation request form.
3. Submit Authorization Form for Program Manager/Supervisor approval.
4. Transportation request form will be given to dispatch (Senior Office Assistants [SOA’s]) who will arrange for the pick-up.
5. Dispatch will notify Case Manager of completed transaction.
6. Case Manager/CDI will notify client of details of transport.
7. After the Uber transport has occurred, two receipts will be printed by SOA’s. Their appointed case manager /CDI will place receipt in the client’s case management file; second receipt will be stored in a locked drawer by the SOA’s, to compare credit card statement for audit purposes.

**FORMS: UBER Transportation Request and Authorization**