

Transportation Services

Transportation Confirmation: Patient's will not receive communication directly from AML confirming transportation.

- **Tricare**
 - Advise patient Tricare will arrive 45-60 minutes prior to their arrival time.
 - Patient will not receive a confirmation call from Tricare
- **Anthony's**
 - Advise patient they will receive a call 1-2 day's prior to appointment
- **Uber Health**
 - Advise patient they will receive a robo call and text
 - First Communication: The date the ride is scheduled
 - Second Communication: The date of the exam with driver information
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Pick up and Drop off Locations:

- Residential locations only
 - Includes: Group Home, Nursing Home, Hotel, Motel
 - Non-Residential request will be denied
- Pick up and drop off must be the same location
- Confirm address on file
 - Document the physical address in the task if a PO Box is listed
 - Document landmarks and notes for the driver
 - Oxygen: Add how much the patient uses
 - Mobility: Wheelchair, walker, stretcher, cane, crutches
 - Home Access: Ramp or stairs

Transport Tasks:

- Time Line
 - Tasks are worked 1 week out
 - **Same Day Add-On:** Email same day request and add task
 - Minimum of 4 hours notice is needed for transportation request
- Transportation Task
 - Ensure you add the correct task
 - **Transportation** not **Translation**
 - Patients using mobility devices
 - Walker, cane, crutches
 - Wheelchair, stretcher
- Uber Task
 - Patient must be **FULLY** ambulatory

- No use of mobility devices includes walker, cane, crutches
 - Drivers are not able to provide mobility assistance
 - Assign Transportation Task
- Rescheduling
 - Task is still OPEN
 - No additional changes are required
 - Task is CLOSED
 - Re-add task
 - Email Transportation if the reschedule is for the same or next day
- Cancellations
 - Task is OPEN
 - Preform/Close task
 - Task is CLOSED
 - Email Transportation