



# NORMAN RECOLLET HEALTH CENTRE

Policies and Procedures Manual



## Medical Transportation Program Conditions of Service Policy

<b>Category:</b> Scope of Service	<b>Subject:</b> Condition of Service	<b>Policy Number:</b> 1.2
<b>Reviewed by:</b> Health Director	<b>Date Approved by C&amp;C:</b> March 30, 2023 by BCM #WFN – 22/23-03-473	<b>Next Revision:</b>
<b>Date Effective:</b> March 30, 2023	<b>Date Revised:</b>	<b>Page:</b> 1 of 3

### 1. Purpose/Intent

Identify and define the Medical Transportation Conditions of Service.

### 2. Policy Statement/Procedure

- A. The relevant government policies, regulations, and acts that direct the practice of our medical transportation services are the following:
  - a. Medical Transportation Contribution Agreement
  - b. Highway Traffic Act, R.S.O. 1990, c. H. 8
  - c. WFN Medical Transportation policy p.2 (1.2, 2.1) p.4 (5.7, 5.10) p.5 (5.17, 5.18, 5.19) p.6 (6.4, 6.8, 6.9, 6.10, 6.12) p.7 (7.6)
- B. How services may be terminated by the client or by the personnel.
  - a. The client will terminate services when the service is no longer needed.
  - b. Personnel will temporarily terminate services if the client is under the influence of drugs or alcohol, and/or weather conditions. The Medical Driver has the right to refuse service if a client is under the influence. The Medical Driver will return to the Norman Recollet Health Centre and inform the Community Wellness Coordinator. The Community Wellness Coordinator will contact the client to reschedule the appointment and inform the client that the Medical Driver can not provide services to a client who is under the influence, if it is an emergency the Community Wellness Coordinator will contact emergency services. If the weather conditions are not safe for the Medical Driver to transport a client, the Community Wellness

Coordinator will contact the client to inform them. It is the responsibility of the client to reschedule the appointment.

- c. For client pick up at their home, the driver is expected to wait no longer than 10 minutes, then the run will be cancelled. The Medical Driver will contact the Community Wellness Coordinator to inform them that the client has not come out to the vehicle for their medical run, the Community Wellness Coordinator will then contact the client to inform them that the Medical Driver is at their home. If the client does not answer the phone or does not come out to the vehicle in the 10 minutes provided the Medical Driver will leave and the medical run will be cancelled.
  - d. Personnel will terminate services indefinitely if client is physically, mentally, sexually abusive, or aggressive towards the Medical Driver.
- C. Parameters to ensure services are delivered safely:**

As per the Wahnapiatae First Nation Medical Transportation policy, all Medical Drivers will provide to the Health Director on an annual basis:

- A valid Ontario Driver's license,
- A valid certificate in First AID and CPR;
- A Driver's Abstract;
- A completed Driver's Physical Form – a Driver's Medical Report Form. All costs to be covered by WFN;
- A criminal record check;

All the Medical Driver's certificates, photocopies, and forms will be added to their personnel file.

The Medical Driver is responsible for making sure that the medical vehicle is at half a tank or more of gasoline before every medical run, if the vehicle is at half a tank or lower once the medical run is done the vehicle is to be filled up.

- D. An alternate plan for the client if the visit can no longer take place:**

If a client arrives at an appointment and the service provider is not available to see the client or if the appointment was suddenly cancelled, the Medical Driver will drive the client back home. The client is responsible for rescheduling the appointment as well as the medical run with the Community Wellness Coordinator not less than 24 hours notice for the appointment.

