

Ryan White Part A Quality Management

Medical Transportation
Service Delivery Model

Palm Beach County

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Palm Beach County Care Council
Quality Management Committee &
Medical and Support Services Committee

Ryan White Part A Quality Management

Medical Transportation Service Delivery Model

Statement of Intent

All Ryan White Part A funded practitioners are required by contract to adhere, at a minimum, to the Public Health Service (HHS) Guidelines.

Service Definition

Includes conveyance services provided, directly or through voucher, to a client so that he or she may access health care services; including services needed to maintain the client in HIV/AIDS medical care.

Records must be maintained that track both services provided and the purpose of the service (e.g., transportation to/from what type of medical or support service appointment). Clients shall not receive direct payment for transportation services.

Standards of Care

Standard	Indicator	Data Source
<p>1. All drivers transporting for HIV+ related services are licensed and insured.</p>	<p>1.1 Access to current State of Florida license appropriate to vehicle type. 1.2 Access to insurance documents.</p>	<p>1.1.1 Provider files 1.2.1 Provider files</p>
<p>2. Client can coordinate transportation services for HIV+ related service.</p>	<p>2.1 Policies and procedures describe how clients can access service. 2.2 Must apply for and maintain enrollment in Palm Tran Connection door-to-door program, when applicable.</p>	<p>2.1.1 Case management protocol 2.2.1 Documentation in client file</p>
<p>3. Systematic access for transportation.</p>	<p>3.1 Eligible clients receive appointment for transportation request within 3 business days, when available. 3.2 Case manager determines appropriateness and eligibility of type of transportation. 3.3 Eligible clients receive bus/cab vouchers as available. 3.4 Documentation of bus/cab voucher in client file. 3.5 Documentation of access to health care services.</p>	<p>3.1.1 Documentation in client file 3.2.1 Documentation in client file 3.3.1 Documentation voucher was received 3.4.1 Documentation in client file 3.5.1 Documentation in client file</p>

*Standards of Care are guidelines or flexible directions to be used in the treatment of HIV/AIDS. Departures from these standards may arise due to a client's unique situation and/or based on an experienced professional's judgment.