

HARBOR-UCLA MEDICAL CENTER

SUBJECT: TRANSPORTATION FOR ROUTINE CLINIC PATIENTS AND INPATIENT DISCHARGES

POLICY NO. 310

**PURPOSE:**

To define the process for assisting patients upon discharge from an inpatient stay or after a scheduled clinic appointment.

**POLICY:**

Inpatient discharges and clinic patients who need transportation to return back home are referred to the Clinical Social Work Department for screening, referrals and disposition.

**PROCEDURE:**

**A. Range of Services**

1. The Clinical Social Work Department coordinates the appropriate use of ambulance service provided by the Los Angeles County Department of Transportation Central Dispatch Office (CDO), the taxi voucher transportation service, and the Cash Aid fund used for bus fare. Hospital staff may contact CDO directly for inpatient discharges or when indicated for special situations.
2. The Clinical Social Work Department clerk screens patients to identify those with third-party resources, and provides patients information on community transportation resources, (i.e., Access Services, Dial-A-Ride, insurance-covered Transportation Benefits, etc.).
3. The Clinical Social Work Department **does not coordinate** Neonatal transfers, police custody patients, snakebite patients, or burn victims.

**B. Accessing Transportation Services**

1. Monday through Friday, 8:00 a.m. – 4:45 p.m.  
Clinical Social Work Office, 1-N-1, telephone (424) 306-4425.
2. Monday through Friday, 5:00 p.m. – 8:00 a.m. on Saturdays, Sundays and holidays (24 hours) Central Dispatch Office (CDO) telephone (866) 941-4401.

**EFFECTIVE DATE:** 7/29/81

**SUPERSEDES:**

**REVISED:** 9/86, 8/89, 2/96, 3/99, 12/01, 11/02, 11/04, 8/07, 3/09, 7/19

**REVIEWED:** 9/86, 9/89, 10/92, 2/96, 3/99, 11/02, 7/19

**REVIEWED COMMITTEE:**

**APPROVED BY:**

  
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 Chief Executive Officer

  
 Anish Mahajan, MD  
 Chief Medical Officer

  
 Nancy Blake, PhD, RN, NEA-BC, FAAN  
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If a Charge Nurse or designee has determined that a person does not meet the criteria for CDO and has no other means of transportation, s/he is to notify the House Supervisor at (424/306-4273), and request bus tokens/other transportation media (if appropriate), or a taxi voucher (if the patient has a medical need for taxi transportation). The Nurse Supervisor closely monitors the use of these funds and must record all taxi vouchers used in the designated notebook provided by the Clinical Social Work Department. Bus tokens or other transportation media are also available after hours, on weekends and holidays from the Emergency Department's Registration office.