



Rancho Los Amigos National Rehabilitation Center

ADMINISTRATIVE POLICY AND PROCEDURE

SUBJECT: OUTPATIENT TRANSPORTATION

Policy No.: B603.2
Supersedes: May 18, 2016
Reviewed: Sept 15, 2022
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PURPOSE:

To define the process for assisting outpatients in obtaining transportation to and from clinic.

POLICY:

Social Work staff shall facilitate transportation requests from outpatients.

PROCEDURE:

Outpatients are responsible for arranging their own transportation to and from Rancho for their outpatient clinic appointments. County transportation is not to be used for outpatients unless there are special circumstances, as determined by the Social Work Department, who has the responsibility to assess all outpatient transportation requests. Any use of County transportation for outpatients requires administrative approval.

Upon discharge, Social Work and Case Management staff will ensure that patient receives instructions on how to arrange for transportation for clinic visits. Outpatient clinic staff will distribute flyers that explain how to book transportation using ACCESS Services. Posters will be displayed to explain how to use ACCESS Services. Patients can be referred to The Rancho Resource Center for assistance with ACCESS applications.

Outpatients requesting transportation to and from Rancho for clinic appointments who do not have any resources for transportation, should be referred to the Social Work Department. The Social Work Department will evaluate the patient's resources and transportation options.

Outpatients who utilize ACCESS Services for transportation to and from Rancho must make arrangements for both trips prior to their clinic appointment. Two separate phone calls must be made for the round trip. If transportation for both trips are not arranged at the same time, the patient could be stranded.

If the patient becomes stranded at Rancho, the following steps will be taken:

1. Between the hours of 8:00 a.m. and 4:30 p.m., call the Social Work Department at extension 7867. The Social Work staff will fully assess the situation, explore all transportation options with the patient, and ensure transportation has been arranged.
2. Between the hours of 5:00 p.m. and 8:00 a.m., call the Rancho Operator and ask them to contact the Hospital Charge Nurse who will triage the situation and assist the patient in:

EFFECTIVE DATE: January 15, 2004

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

APPROVED BY:

- a. Attempting to contact patient's family for pick-up;
- b. Arranging for a taxi (800) 400-7313, if patient can afford to pay;
- c. If the patient has an ACCESS account, Calling ACCESS Services' emergency phone number and taking the following steps:
 - The First Call should be to the ACCESS Services provider in the region serving Rancho at (877) 517-6884.
 - If the ACCESS Services provider for this region is unable to pick up the patient in a timely manner, the Second Call should be to ACCESS Customer Services at (800) 827-0829.
 - If it is after 5:00 p.m., see C.2. above.
- d. Contact Rancho Research Institute (RRI) between the hours of 6:30am-4:30pm, (562) 385-6778, for transportation assistance.
- e. Contacting other private transportation sources such as:
 - CITY RIDE (Any of these area codes 213, 310, 818, 323) + 808 RIDE
- f. Arranging for County Transportation (Requires Administrative Approval).
- g. Ensuring that while the patient is waiting for pick-up by any source of transportation, that the patient is in a safe place on the medical center grounds.

ES: 5/18/16
SMA: 9/15/22