County of Los Angeles   **Department of Health Services**

OLIVE VIEW-UCLA MEDICAL CENTER
CLINICAL SOCIAL WORK
POLICY & PROCEDURE

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NUMBER: 1336
VERSION: 1

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SUBJECT/TITLE: **TRANSPORTATION FOR HIV/AIDS PATIENTS**

POLICY: When funding is available through the Office of AIDS Programs and Policy Transportation Unit, taxi transportation is offered, through the Clinical Social Work office, to ValleyCare Olive View-UCLA Medical Center patients who are diagnosed HIV positive and require transportation assistance to and from the hospital for medical appointments.

PURPOSE: Provision of transportation to patients who qualify.

DEPARTMENTS: All

DEFINITIONS: Transportation, AIDS Program.

PROCEDURE: Limited transportation services funded and governed by The Office of Aids Programs and Policy will be provided to qualifying patients through the Clinial Social Work Department at Olive View Room 1A139. In addition bus tokens are also available to identified patients for transportation assistance as needed.

Services offered through OAPP to Olive View-UCLA Medical Center patients are coordinated by the HIV/AIDS Clinical Social Worker. This worker has the assigned task of overseeing the utilization and efficient use of the transportation services offered through OAPP.

As the hospital liaison for OAPP the HIV/AIDS Clinical Social Worker is responsible for the following:

• Educate the Clinical Social Work staff at Olive View-UCLA Medical Center in recording all transportation requests which will include clients name, date, destination, DNE (Do Not Exceed) amount, number of rides and passengers and Will-Call phone number as needed.

• Attend designated meetings with OAPP to periodically review any changes in policies affecting the bus or Taxi assistance services and to interface with OAPP coordinators to discuss and resolve questions and problems that arise in record keeping, etc.

• Distribute bus tokens and provide reduced bus fare applications to identified clients as requested.

• OAPP tokens are now stored in a locked metal box in the office of the AIDS Clinical Social Worker. Requests for additional tokens should be made as supply runs low.

• Ensure that monthly reports are submitted to OAPP in a timely manner. Reports are due no later than the 15th for the previous month.
    Taxi Report
    MTA Bus Tokens Report
    MTA Bus Token Balance Sheet
    (HIV/Aids Social Work is also responsible for totaling number of unduplicated clients and year to date list of clients serviced by OAPP.)

• Make contact with the taxi provider in the middle of each month to secure DNE (Do Not Exceed) amount as a check and balance systems with our transportation log.

• Evaluate transportation requests according to category of service. Authorizations within categories B-L should be limited. See attached.

• Resolve discrepancies that are between taxi provider, client complaints, etc.

References:	
Approved by: Stephanie Johnson (Assistant Hospital Administrator)	Date: 04/11/2011
Review Date: **04/11/2014**, 6/1/99 JS, 3/15/00 JS, 3/1/01 JS, 1/22/02 JS, 5/2/03 JS, 3/18/04 JS, 7/18/05 JS, 10/1/06 JS	Revision Date:
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