



Title: Medical Appointment Transportation Coordination

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Accountability: RN

Background

MN Statute 144G.02 subd. 2 (7)(iv), 144G.82 subd. 3 (9).

Policy

This facility will, upon the request of the resident or responsible party, assist with arranging transportation to and from scheduled outside medical and social services appointments.

Procedure

1. Upon the request of the resident or their responsible party, staff will assist with the arrangement of transportation to and from scheduled medical and social service appointments.
 - a. This is considered an assisted living service and will be documented within the resident's service plan.
 - b. The resident and or responsible party will be made aware of any charge(s) for the coordination of transportation.
 - c. Facility staff will work closely and communicate dates and times of appointments with the resident and or responsible party.
 - d. Facility staff will communicate any potential transportation charges to the resident and or responsible party.

2. Facility staff are not allowed to transport residents to outside medical appointments in their personal vehicles unless they are a responsible party for the resident, ex; family member or a child of the resident.
3. Because of limitations in staff schedules, staff of the facility are not allowed to travel and attend outside medical or social service appointments for residents of the assisted living building.
4. For residents residing in a secured memory care unit, it is the responsibility of the family or responsible party, that they accompany and/or meet the resident at the location of the scheduled outside appointment. This is to ensure the safety and supervision of the resident.
 - a. If a responsible party cannot attend the outside appointment, the facility shall not allow the memory care resident to leave and will work with the family/responsible party to reschedule the appointment to a time when the resident can be accompanied.
 - b. If staff are informed that a memory care resident is alone while attending an outside appointment, the facility may need to consider making a report to Minnesota Adult Abuse Reporting Center (MAARC).
5. In the event a resident requires emergency transportation to receive medical evaluation, staff will summon EMS/ambulance services to transfer the resident to the acute care provider/hospital. It is the responsibility of the family/responsible party to arrange return transportation to the facility.