

Medical Transportation

What the hell is he talking
about,
And why is it important in my
community

Medical Transportation services



Conveyance services provided, directly or through voucher, to a client so that he or she may access health care services.

Health Resources Services Administration, Ryan White CARE Act 2000

Transportation:

Travel to or from community services and resources, health and medical care, shopping, social activities or other life sustaining activities.

Florida Department of Elder Affairs

Medical Transportation services



- **Medical Services**
 - Doctor office Visits
 - Lab Visits
 - Outpatient tests
 - Medical Outpatient Therapies
- **Related services**
 - Rx pick-up
 - Nutrition programs
 - Food shopping
 - Adult Day Care / Support Groups

Medical Transportation services



These service are provided by:

Personal car or van

For Hire Car Services

Taxi

Para-Transit Programs

Fixed Route Mass Transit (City Bus)

Inter-City Bus Service (Greyhound,...)

Glossary of Terms



- **BUS**: motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons for compensation
- **Fixed Route**: (also known as Fixed Route/Fixed Schedule) service in which the vehicle (s) repeatedly follows a consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the users request (e.g. conventional city bus, fixed guideway).

Glossary of Terms



- **Public Transit:** means the transporting of people by conveyances or systems of conveyances traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmental or privately owned. Public transit specifically includes those forms of transportation commonly known as paratransit.
- **Shuttle:** a transit service that operates on a short route, or in a small geographical area, often as an extension to the service of a longer route.

Glossary of Terms



- **Taxi:** A for hire car or small van where the rate is set by mileage and recorded on a meter
- **For Hire Car Service:** A for hire sedan or small van whose fare is set by time (half day, full day, or hourly) or zone (set rate for travel from set location to another set location)

Glossary of Terms



- **(TD) Transportation Disadvantaged:** those persons, including children as defined in s. 411.202 F.S., who because of physical or mental disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.

Glossary of Terms



- **Paratransit:** elements of public transit that provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon between the user and the provider of the service. Paratransit services are provided by sedans, vans, buses, and other vehicles.
- **Stretcher Service:** a form of non-emergency paratransit service whereby the rider is transported on a stretcher, litter, gurney, or other device that does not meet the dimensions of a wheelchair as defined in the Americans with Disabilities Act.

Glossary of Terms



- **Disabled Passenger:** anyone with a physical or mental impairment that substantially limits at least one of the major life activities (i.e., caring for one's self, walking, seeing, hearing, speaking, learning).
- **Off Peak:** a period of day or night during which travel activity is generally low and a minimum of transit service is operated.
- **Van Pool:** a prearranged ride-sharing service in which a number of people travel together on a regular basis in a van. Van pools are commonly a company-sponsored van that has a regular volunteer driver.

ADA Requirements



- **The ADA requires compliance with six service criteria, Violations of the civil rights of the rider occur when the following service criteria are not met:**
- **Service Area** - Paratransit must be provided in a corridor at least 3/4 mile on each side of each fixed route corridor.
- **Response Time** - The transit system should schedule trips within one hour of the requested departure time. The Transit provider must be able to accommodate trip requests for the next day.
- **Hours and Days of Service** - The paratransit system must be provided during the same days and hours as fixed route service.

ADA Requirements



- **Fares** - Fare can't be more than twice the fare paid for the fixed route service. Companions can ride at the same fee (upon space availability issue) and your Personal Care Attendant rides free.
- **Trip Purpose Restrictions** - The transit system can't impose restrictions on what you use the service for. A trip to the doctor and a social activity are to be treated the same.

ADA Requirements



- **Capacity Constraints** – The entity shall not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any of the following:
 - (1) Restrictions on the number of trips an individual will be provided:
 - (2) Waiting list for access to the service: or
 - (3) Any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons.

Who handles Transportation needs in my community



- **Metropolitan Planning Organization (MPO)**
 - Every part of every state has at least one to do State & Federal Regional Planning
- **Local Government**
 - Towns and Villages – local shuttles
 - Cities – local shuttles, fixed route service
 - Counties - local shuttles, fixed route service, paratransit, trolleys
 - Regional Transit - local shuttles, fixed route service, paratransit, trolleys, light rail
- **Community Based Groups**

Who Needs Medical Transportation?



EVERYONE

Funding for Medical Transportation



- **Federal Government**
 - Department of Transportation Grants
 - Federal Transit Administration
 - ✦ Demonstration grants
 - Medicare
 - Veteran's Administration Grants
 - Senior Service – Dept. of Human Services
 - Disabled Services
 - Community Block Grants
 - Healthcare Grants like Ryan White

Funding for Medical Transportation



- **State Dollars**
 - Federal pass thru and joint grants
 - State Department of Transportation grants
 - State grants from Human Services
 - ✦ Disabled Services
 - ✦ Blind Services
 - ✦ Senior Services
 - ✦ Children and Families
 - Medicaid and other State Healthcare Programs

Funding for Medical Transportation



- **Local Government Funders**
 - State and Federal pass thru grants
 - County Funded Programs
 - ✦ Department of Community Services
 - ✦ Department of Human Services
 - ✦ County or Regional Transportation Authority
 - ✦ County Healthcare District
 - Direct Local Grants

Funding for Medical Transportation



- Community Based Organizations
 - Churches
 - Nation Groups with local offices
 - ✦ United Way
 - ✦ American Cancer Society
 - ✦ Easter Seals
 - ✦ March of Dimes
 - ✦ Jean Kolmen Foundation
 - ✦ Lung Association
 - ✦ Urban League
 - ✦ Goodwill

Funding for Medical Transportation



- **Community Based Organizations**
 - Assisted Living Centers
 - Condo / Homeowners Associations
 - Hospitals
 - Health centers
 - ✦ Community Health centers
 - ✦ Dialysis centers
 - ✦ Cancer Centers
 - ✦ Mental Health Centers
 - Corporate and Personal Foundations

But I live in a rural area, where can I get support for a program or service



- **Fraternal groups**
 - Moose
 - American Legion
 - Elks
 - Knights of Columbus
 - Veterans of Foreign Wars
- **Churches**

WEB TOOLS



- tcrponline.org - Transit Cooperative Research Program
 - Your ticket to information central. Whether you are a service provider, consultant or supplier, TCRP provides the tools you need to innovate and solve problems in the transportation industry. The information you need is easily accessible through print, CDs, and online. And best of all — it's free through APTA!

WEB SITES YOU SHOULD KNOW ABOUT



U.S. Department of Transportation

www.dot.gov

Federal Transit Administration

www.fta.dot.gov

All Government Web base

www.usa.gov

WEB SITES YOU SHOULD KNOW ABOUT



- **American Cancer Society – Lifeline**

In the fight against Cancer, Getting there is half the battle

www.cancer.org 1-800-ACS-2345

“LIFELINE – For cancer patients, transportation to and from medical appointments is one of the most difficult challenges they face.

Through a community coalition, the Lifeline Transportation Program is designed to identify patient transportation barriers and offer qualified cancer patients transportation to and from their life-saving cancer treatments.

Call the Lifeline Transportation Program today for information about free, reliable, and safe transportation to cancer treatment.”

WEB SITES YOU SHOULD KNOW ABOUT



- RuralTransportation.org

- ✦ NADO's information clearinghouse for rural transportation policymakers, planners and stakeholders.

- ProjectAction.easterseals.com

- ✦ Easter Seals Project ACTION promotes cooperation between the transportation industry and the disability community to increase mobility for people with disabilities under the ADA and beyond

- SeniorTransportation.easterseals.com

- ✦ National Center for Senior Transportation - Our mission is to increase transportation options for older adults and enhance their ability to live more independently within their communities throughout the United States.

WEB SITES YOU SHOULD KNOW ABOUT



- APWA.net

- National Rural Transportation Assistance Program

- C/O American Public Works Association

- 1401 K Street NW., 11th Floor

- Washington, DC 20002

- 202-408-9542

- ✦ The National Rural Transportation Assistance Program (RTAP) was established by FTA in 1987 to provide a wide range of professional services and products. The National RTAP, administered by the American Public Works Association, provides outreach and training to each State's RTAP and coordinates with other organizations involved in rural transit.

Think outside the box



- <http://web1.ctaa.org/webmodules/webarticles/anmviewer.a>
- National Job Links Employment Transportation Initiative
341 G Street NW., 10th Floor
Washington, DC 20005
1-800-527-8279
- ✦ The National Joblinks Employment Transportation Initiative, known as Joblinks, is funded by the Departments of Transportation and Labor. Joblinks is a program designed to help communities overcome one of the most significant barriers preventing individuals with low incomes from getting and keeping jobs—transportation. Joblinks has a national peer-to-peer network that links local agencies with experienced practitioners familiar with the human services and workforce development environments and knowledgeable about special client transportation needs.

Contact



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