



Matthew 25 Patient Transportation Agreement

Matthew 25 AIDS Services believes in your holistic health care. It is difficult to take care of your illness if you are unable to keep your appointments due to lack of transportation. We will assist you in finding transportation assistance to medical, mental health, dental appointments as well as support group based on your location and qualifications.

Transportation assistance includes, but is not limited to:

1. Medicaid transport systems: Medicaid varies by state. Each Medicaid transport system has specific requirements. Ask your Medical Case Manager (MCM) for assistance.
2. Bus tokens for local transit: Matthew 25 can provide tokens for Henderson, Owensboro, and Bowling Green in Kentucky and Evansville, Indiana.
3. Gas cards: Gas cards can be used to pay for transporting yourself or transportation provided by a friend, or family member.
4. Assistance booking Taxis or Uber Health: Contact MCM, Care Coordinator (CC), Linkage to Care, or a Community Services Team-member.
5. Transportation provided by a volunteer, shuttle service, or a Matthew 25 employee.

Patient Responsibilities:

If transportation assistance is provided with bus tokens or gas cards:

1. Matthew 25 is **not** responsible for lost or stolen bus tokens or gas cards.
2. Gas cards **MUST** be requested 7 days prior to your appointment if they are mailed to your home. Gas cards can be requested from your medical case manager.
3. Gas cards can be picked up at an office location, **MUST** be requested 2 days prior to pick up.
4. You must return gas card receipts and proof of appointment attendance to your MCM before being able to receive future gas cards.
5. If gas cards are declined at the pump, you must provide proof to your medical case manager before any replacement cards will be issued.

If Matthew 25 is providing transportation by driver, shuttle or Uber.

1. If you have a pick up time before 9AM and need to cancel, call the On-Call phone at 270-860-1287. For other cancellations, provide 24 hours' notice by calling the nearest Matthew 25 office.
2. Matthew 25 will **only** provide transportation to medical and dental appointments, as well as Matthew 25 activities.
3. Schedule transportation as soon as you are aware of your next appointment. Transportation **MUST** be scheduled 7 days prior to the appointment. Later notice means we cannot guarantee transportation; it is scheduled on a first-come, first-serve basis.
4. Make any specific needs or accommodations known at the time of scheduling your transportation.

5. Contact your MCM, the Community Services Coordinator (CSC), or Director of Community Services (DCS) to make changes to or arrange your transportation.
6. Matthew 25 reserves the right to place a patient on probation for the following:
 - a. last minute changes before scheduled pick up time, no-shows, or a gross violation of patient responsibilities.
7. Be respectful of drivers and fellow patients.
8. No smoking in any Matthew 25 vehicle.
9. Seatbelts must be worn in vehicle at all times.
10. Clean up after yourself and take all personal belongings when exiting the vehicle. Matthew 25 is not responsible for your personal property.
11. Understand Matthew 25 driving staff have signed confidentiality forms and are obligated to keep your information confidential.
12. Report any transportation issues to the Director of Community Services at our Henderson location.

I understand that any violation of the above policy can result in probation from the transportation program, during which Matthew 25 will not transport me. When the probation period is complete, I will be able to receive transportation from Matthew 25 again. I understand if I choose to continuously disregard the transportation agreement without improvement, Matthew 25 reserves the right to discontinue transportation for me. I will be notified by the Director of Community Services regarding the terms of the probationary period or discontinuation if applicable.

Patient Communication Options for Matthew 25 Transportation Services:

Acknowledgement:

- I understand SMS text is not a secure form of communication, and messages are not encrypted.
- I understand there is no way to ensure that any messages aren't accessed by those other than the intended recipient once it reaches a mobile device.
- I understand the telecommunication providers that transmit SMS messages are not subject to HIPAA regulations.
- I understand that I may choose to provide the Matthew 25 Driving Staff my cell phone number in order to contact me for transportation purposes.
- I understand the cell phone numbers used to contact me for transportation purposes are not the driver's personal cell phone numbers and these numbers will not be maintained after business hours *and* may be monitored by more than one staff member.
- I understand Matthew 25 driving staff will not send any protected health information via SMS text from the transportation cell phone numbers.
- I understand if I send any identifying information or personal health information to the Matthew 25 Driving Staff, I accept the risk involved and will not hold Matthew 25 staff or organization responsible.
- I understand that it is my responsibility to inform Matthew 25 of any changes or updates to phone numbers or addresses.

Please initial by your communication preference for transportation purposes. Choose only one.

_____ I wish to receive SMS text messages *and* phone calls from Matthew 25 Driving Staff.

_____ I wish to receive phone calls only from Matthew 25 Driving Staff.

_____ I wish to receive SMS text messages only from Matthew 25 Driving Staff.

_____ I do **not** wish to receive SMS text or calls from Matthew 25 Driving Staff.

Print Name

Signature

Date

Patient ID# (office use only)