



COMMUNITY HEALTH REPRESENTATIVE PROGRAM
CHR TRANSPORTATION POLICY (Updated 01/23/2024)

To keep within requirements, the following guidelines are in effect for the Community Health Representative (CHR) Program:

- The Client **MUST** call in to the CHR office to schedule transportation to ensure that they have a ride to their appointment.
- If Client has a Vehicle or access to a vehicle at his/her residence – CHR cannot transport.
- Request for Transportation service **MUST** be made at least **FIVE (5)** working days prior to appointment date. Short Notice/Emergency Requests will be provided only if CHR can fit into their schedule.
- Priority 1 approved IHS Referrals and surgery appointments are Priority.
- Client must have IHS Referral if not being transported to their primary IHS facility.
- Only Client with appointment will be transported. If Client is Elderly/Handicapped, Client should be accompanied by an adult for assistance purposes only. If Client is a Minor, one (1) parent/guardian must accompany client.
- CHR will pick up Client at place of Residence **ONLY**.
- CHR will wait ten (10) minutes only; after which CHR will assume Client does not need transportation. (CHR's may have other clients who have appointments or CHR may need to be at another location at a specific time).
- CHR will not transport Clients who are intoxicated.
- CHR will not transport for any other agencies such as DHS, SSI, VA or pain management appointments.
- CHR will not transport in inclement weather.

OTHER IMPORTANT INFORMATION:

- Client will notify the CHR office if they must cancel/reschedule their appointment so the CHR office may adjust the schedule. *Scheduling/Rescheduling appointments are the responsibility of the Client – not the CHR.*
- CHR's are not allowed to authorize emergency treatment at any hospital.
- It is the Client's responsibility to contact the Purchase and Referred Care within the Clinton Service Unit in Clinton at (580) 323-2884 option #3 within 72 hours from the beginning of emergency treatment.
- For Emergency Medical Services occurring on weekends or after hours, you may contact the Cheyenne and Arapaho Ambulance Service at (580) 323-7087 or 1-800-464-2410.

Should you require CHR Services, you **MUST contact the CHR Program at
(405) 295-1749 or (405) 295-1750**