



MARC-35.5 Ordering Transportation Services Guidelines for Sites

General

Ordering transportation services for MARC-35.5 (The WIND Study age 3-year exam) is intended for use when participants do not have a viable means of transportation to and from the hospital, and have an identified/communicated financial need for those services.

The site and the WIND Study project manager agree upon an acceptable transportation vendor based on reasonable quotes for average commute distances to the hospital. Typically a transportation service chosen has a trusted history and a good working relationship with the hospital. If the hospital does not have a working relationship with a previously identified transportation vendor, the site may need to research and identify potential vendors ahead of time.

The site coordinator serves as the liaison between the parent/legal guardian and the transportation vendor, ordering or cancelling the cab on behalf of the participant, and communicating information between the parent/legal guardian and the transportation vendor.

After the visit is scheduled, and before the day of the visit:

- Site coordinator informs EMNet coordinating staff of participant requiring transportation services for EMNet record-keeping.
- Site coordinator communicates with parent/legal guardian about cab reservation, discussing the following points:
 - a. Mutually agree on cab pick-up time based on prior research of average travel time from participant's residence to hospital and feedback from parent/legal guardian.
 - b. Explain that prior to 'activating' the cab reservation (i.e. giving the green light to the driver to begin travel to the home of the participant) the coordinator must make live contact with the parent/legal guardian to ensure their readiness for pick-up, and that this live contact will need to occur a short time before the driver would normally leave his/her station (the specifics of which the coordinator may need to verify with the cab company ahead of time).
 - c. Explain that if there is no response from the parent at the day-of pick-up confirmation call, the cab reservation will need to be cancelled.
- Site coordinator makes a reservation with cab company, confirming the following with dispatcher:
 - a. Given the pick-up location, the agreed-upon pick-up time is reasonable to ensure a timely arrival to clinic.
 - b. The latest time that a reservation may be cancelled prior to the pick-up (i.e. to ensure the driver is not already on his/her way in case of a same-day cancellation).
 - c. That the cab only be dispatched to the client's residence once the coordinator calls the cab company to confirm that the participant is ready for pick-up and thus 'activate' the reservation.
- Coordinator confirms with parent/legal guardian both the time of the cab pick-up, as well as the time of the earlier confirmation contact from the coordinator to the parent/legal guardian to ensure readiness for pick-up.

On the day of the visit:

- Coordinator contacts parent/legal guardian in advance of latest cab-cancellation time to confirm that parent/legal guardian is ready for pick-up.
- If parent/legal guardian is ready for pick-up, coordinator contacts transportation service to give green-light to cab to activate the reservation, and drive to participant's residence.
- If parent/legal guardian either does not respond or cancels visit, coordinator contacts transportation service to cancel reservation.

Hypothetical Scenario:

After the visit is scheduled, and before the day of the visit:

'Participant's visit is scheduled for 7-7-2017 at 9:00am. Coordinator has previously researched that this is 35 miles away from hospital and a 50-minute drive to hospital, so a reasonable pick-up time at the participant's residence would be 8:00am. Transportation vendor is also 35 miles away from participant's residence, so cab must leave the station at 7:00am for an 8:00am arrival at participant's residence. Coordinator explains to participant that in order to activate the reservation, he/she must confirm with the parent that same day before 7:00am (when the cab would normally leave) that the parent is ready for pick-up at their residence, so to expect contact around 6:45am which will need real-time response. Coordinator calls transportation vendor to make a reservation and confirm with dispatcher that all times, including pick-up time, visit arrival time, and latest time to call for cancellation seem reasonable, and also confirm that a cab should only be sent to residence once a 'green-light' call is made by coordinator to dispatcher.

On the day of the visit:

Positive confirmation: Coordinator contacts participant at 6:45am and parent/legal guardian confirms they are at the house and ready for a pick up at 7:00am. Coordinator calls cab company and gives them the green-light to drive to participant's residence.

No confirmation or cancellation: Coordinator contacts parent/legal guardian at 6:45am and there is no response or parent/legal guardian cancels. Coordinator calls the transportation company before 7:00am and cancels reservation for that day.