



## **HEALTH AND HUMAN SERVICES DEPARTMENT**

Pueblo de San Ildefonso  
02 San I Senior Rd, Building B.  
Santa Fe, NM 87502  
Phone: (505) 455-4114 or (505) 455-4115



### **Department-Provided Transportation Services**

**PURPOSE:** The purpose of this policy is to ensure the transportation services provided by this department are most accessible to community members who are most in need of such assistance. Additionally, this policy establishes transportation parameters which aim to ensure that services are provided to all eligible community members in a timely, equitable, and consistent manner. To help ensure our clients receive continuity of care, the department will provide limited local transportation for those who are in most need of transportation after exhausting all options for personal transportation, such as with family members, state, and tribal programs. Local transportation is defined as within the Pueblo de San Ildefonso service areas, including Indian Health Services hospitals and clinics, Kewa Health Clinic, Veterans' hospital, as well as other health facilities where specialty services are provided.

The use of all vehicles will be properly authorized, dispatched, and coordinated to assure availability.

**EFFECTIVE:** February 10, 2025

**ELIGIBILITY REQUIREMENTS:** Any American Indian and Alaska Native (AI/AN) registered with a federally recognized tribe, living within the Pueblo de San Ildefonso may receive these services. Transportation services are provided by the Community Health Representative (CHR) program, Special Diabetes Program for Indians (SDPI), Indian Child Welfare Program (ICWA), and by the Senior Advocate. Each program has specific criteria to be used as guidelines to best allow for the equitable distribution of services. Transportation services provided by CHR and SDPI are **exclusively for health-related matters**. Non-health related requests for transportation will be denied.

### **RESPONSIBILITIES**

Patient:

- Must schedule the transport at least 72 hours before the date of the appointment, when feasible.
- Must be present at identified pick-up location at designated time.
- Must coordinate and communicate with same HHS staff member that took the initial request for transport.
- Must call the transporting program to notify HHS staff of cancellation upon the appointment being cancelled.

HHS:

- To provide safe, reliable, and efficient transportation to approved patient appointments.
- To inform clients if there is a change in a scheduled transportation time.
- Confirm pick up and drop off location for clients, medication, or equipment.

## TRANSPORATION PARAMETERS

### All Programs:

- The request for department transportation must come after all personal options for assistance have been exhausted.
- The initial HHS staff person contacted for transport will remain the point of contact through the scheduled transport.
- Transportation will be scheduled according to availability of vehicles and approved drivers of Department of Health and Human Services.
- The request must not be emergency in nature. Community members are urged to call appropriate authorities for emergency services.
- Request should be submitted as soon as appointment is scheduled, preferably 72 hours in advance of scheduled appointment, *when it is possible*.
- Programs cannot provide more than 10 hours of transportation services per week to any one community member. This helps to ensure services are accessible to all.
- Requests must be submitted by calling or emailing the appropriate program person at the following contact information Monday through Friday, 8:00am to 12:00pm and 1:00pm to 4:45pm:

#### CHR:

- [tgonzales@sanipueblo.org](mailto:tgonzales@sanipueblo.org), (505) 690-1024
- [clente@sanipueblo.org](mailto:clente@sanipueblo.org), (505) 231-9401

#### Special Diabetes:

- [rmgonzales@sanipueblo.org](mailto:rmgonzales@sanipueblo.org), (505) 660-8927

#### Senior Advocate:

- [senioradvocate@sanipueblo.org](mailto:senioradvocate@sanipueblo.org), (505) 623-1144

### CHR & SPECIAL DIABETES TRANSPORT IS FOR:

- Scheduled medical appointments.
- Medication/medical equipment pick-up and delivery.
- Appointments scheduled from 8:30am to 3:30pm.

### ICWA TRANSPORT IS FOR:

- Children receiving support from ICWA services.
- BIA Law Enforcement/Social Services requested transports.
- Families receiving support from Family Advocate services.

### SENIOR ADVOCATE TRANSPORT IS FOR:

- Senior program sponsored events.
- Seniors receiving Home life support services.
- Seniors receiving Financial support services.
- Seniors receiving Veterans' support services.
- Appointments scheduled from 8:30am to 3:30pm.

**For the safety of all, under no circumstance will HHS staff transport those who are intoxicated or under the influence of a controlled substance. No Exceptions Will Be Made.**

**PROCEDURES:**

1. If a patient is a no-show, without a cancellation call, for a scheduled transport one time, the patient will not be eligible to use transportation services for 1 month. Repeated no call, no shows may result in the suspension of transportation services.
2. HHS staff cannot travel out of the local area or out of state, such as Colorado, Arizona, or Texas, due to limited funding and staff. Other reasonable requests may be approved such as transportation to Kewa Health Clinic or the VA Hospital in Albuquerque, NM.
3. Programs cannot provide more than 10 hours of transportation services per week to any one community member. Daily dialysis patients may reach out to the Senior Advocate for assistance in locating and enrolling in local transportation services that serve this specific population of patients and are covered by Medicaid and Medicare. Once enrolled, community members are obligated to use these services.
4. HHS staff are prohibited from handling or exchanging money on a patient's behalf. Community members needing assistance of this kind must rely on family or personal supports.
5. Appointments shall be scheduled between 8:30 am and 3:30 pm to keep travel time within the driver's scheduled workday, when feasible. CHR and SDPI transports are restricted to and from the medical facility and/or medication/medical equipment pick-up and delivery site.
6. Only medically necessary escorts are allowed to accompany a patient to their appointment. In the case of children, a parent or guardian will be required to accompany the child.
7. Disabled clients shall be responsible for coordinating their own assistance getting in and out of GSA vehicles. The driver is not responsible for being a caregiver during the transport of clients to appointments to best ensure the wellbeing of each party.
8. Clients will be informed and agree to an extended waiting period at the appointment site before being transported as needed.
9. Government guidelines do not allow smoking in GSA or Tribal vehicles and all passengers must wear a seatbelt. Passengers are expected to wear their seatbelt for the entirety of the trip through a complete park. A child safety seat will NOT be provided by HHS.
10. Clients cannot request a certain driver to transport them. Transports will be scheduled based on staff availability.

- 11.** Drivers are not allowed to take a patient's follow up appointment cards or schedule the ride. It is the patient's responsibility to bring the follow up appointment cards to the CHR office or call the office.
- 12.** Intoxicated or under the influence persons will not be allowed to ride in GSA or Tribal vehicles. Individuals who are abusive or initiate threats to drivers or staff will not be provided transportation.
- 13.** When transporting clients in inclement weather (i.e.: snow, blowing snow, icy roads) HHS drivers are to check with the New Mexico State Police or BIA Police on road conditions. Scheduled transports may be rescheduled for road safety reasons during inclement weather.
- 14.** If a patient has a concern about a driver's conduct or driving skills, please submit your concerns in writing to the Health and Human Services Director or, 02 Tunyo Po, Santa Fe, NM 87506.
- 15.** The Program Managers and/or the Health and Human Services Director has the authority to restrict program transportation if it doesn't fall within the policy guidelines or due to budget constraints.