



Hui Mālama Ola Nā 'Ōiwi

Native Hawaiian Health Care System

Kōkua Hali Specialty Transportation Program Policy

Purpose: To provide “Specialty” Transportation Services on Hawai‘i Island and to help Hui Mālama Ola Nā 'Ōiwi (Hui Mālama) clients access medical and other health related appointments, when the client has no other means of transportation. Our specialty transportation services are designed to accommodate large types of durable medical equipment (DME) that would otherwise be impossible or challenging for a regular type of vehicle.

Eligibility:

1. Specialty Transportation is available for Hui Mālama clients with mobility restrictions. Specifically, services are for clients that require the assistance of DME (e.g. wheelchairs, walkers, crutches, and canes), or visually impaired clients requiring a blind walking stick. We reserve the right to reassess eligibility for Specialty Transportation services at any time.
2. All Specialty Transportation services must be medical/health related, i.e. an agency, person(s), or business whose sole purpose is to provide health related services (physician visits, hospitals, pharmacy, dental appointments, x-ray, laboratory, physical & occupational therapy, traditional healing practitioners, and approved Hui Mālama Ola Nā 'Ōiwi classes). We do not provide transportation to court mandated services.
3. Due to space restrictions, only clients and caregivers are allowed transport in the vehicles. If client needing transport is a minor, minor must be accompanied by parent/guardian or caregiver. Special exceptions must be arranged with Hui Mālama in advance.

Cost: Specialty Transportation services are free of charge. We reserve the right to reassess the billing program. Clients will be notified in advance if any billing program is put into place.

Client Assistance and Caregivers: Transportation Specialists (TS) are only allowed to assist with getting wheelchairs in/out of the Hui Mālama vehicle. Hui Mālama staff are not responsible, nor authorized to transfer clients onto the wheelchair. If the client requires additional help, client must be accompanied by appropriate caregiver. We reserve the right to require caregiver accompany client if determined necessary by staff.

Transportation Appointment

1. **Transportation Pick-up:** In order to ensure that all clients reach their destinations as scheduled, persons requesting transportation will be required to be at a safe designated pick-up location. TS will not wait longer than fifteen (15) minutes at a designated pick-up point. If the client does not show s/he will be considered a “no show” and cancellation.
2. **Transportation route:** At time of scheduling transport, client will confirm with staff location of health appointment. Non-scheduled stops will not be allowed so as to be considerate of other people who need to keep their appointments. If time permits, exceptions will be made if, on the same day as your appointment, your doctor prescribes a prescription needing to be picked up at a pharmacy.
3. **Prescription medication:** Clients picking up prescriptions may not take those medications while being transported in Hui Mālama vehicles. Hui Mālama TS will not pick up any prescriptions and/or medications. Hui Mālama TS will transport the client to the pharmacy, but the client must physically pick up his/her own medication.

Scheduling:

1. All Specialty Transportation services will be provided on Hui Mālama availability basis. All requests for Specialty Transportation will be made directly to Hui Mālama Hilo Office Monday through Friday from 8:00 am – 4:30 pm. Specialty Transportation is provided to clients upon availability. All requests need to be made at least 3 business days prior to appointments.
2. Recurring appointments (e.g. dialysis, chemo treatments, physical therapy, etc.) will only be scheduled for up to 4 weeks in advance. Adjustments to scheduled appointments made less than 24 hours may be considered based on availability.

3. Appointment confirmations: Hui Mālama will make a “reminder call” to the client two days before each person’s scheduled appointment. The client is responsible to confirm their transportation 24 hours in advance. If no confirmation is made by the client, transportation will be cancelled.
4. Cancellations: Cancellation must be made at least 24 hours in advance. After three instances of a client not cancelling in a timely manner, the client may be suspended and/or terminated from using Hui Mālama Specialty Transportation. Subject to review by Hui Mālama administration.
5. Due to funding availability, there may be periods when the Hui Mālama Kōkua Hali Specialty Transportation service may be limited to existing Kōkua Hali Specialty Transportation clients and specific areas of the island.

Passenger Safety and Behavior:

1. All passengers must use seat belts while in transport. Our vehicles are not able to accommodate rear-facing and forward-facing car seats. Booster seats are allowed.
2. All passengers riding in Hui Mālama vehicles are expected to behave in an appropriate manner. Offensive language and/or rude behavior will not be tolerated and will result in that passenger forfeiting remaining transports for that day. He/she may be subject to suspension and/or termination.
3. No smoking, no use of any tobacco products, and no use of electronic smoking devices of any kind is permitted in the vehicle or within 20 feet of the vehicle.
4. No eating is allowed in Hui Mālama vehicles. Only water is permitted in the van, as long as the beverage is in a covered container. No alcohol is allowed in Hui Mālama vehicles.
5. If Hui Mālama staff suspect a passenger is under the influence of alcohol and/or illegal drugs, transportation services will be cancelled and services will be discontinued immediately.
6. Please do not wear perfumes, colognes, or fragrant lotions when using Hui Mālama Specialty Transportation services as many of our clients have allergies. Please ensure to use good personal hygiene before using Hui Mālama Specialty Transportation Services.
7. No animals are allowed in Hui Mālama vehicles, with the exception of Service Animals. All clients requiring a Service Animal during transport must have written acknowledgment from the Executive Director prior to any transports with the Service Animal.

Any violation of the Hui Mālama Ola Na ‘Ōiwi Kōkua Hali Specialty Transportation Program Policy may result in suspension and/or termination from transportation services.

I, _____, agree to abide by the rules stated in this Specialty Transportation Policy. I recognize that any violation of this policy will result in suspension and/or permanent termination from Hui Mālama Ola Na ‘Ōiwi Kōkua Hali Specialty Transportation Program.

Client Signature: _____ Date: _____

Legal First Name: _____ Last Name: _____

Birthdate (MM/DD/YYYY): _____ / _____ / _____ Phone Number: _____

Hui Mālama Administration Approval: _____