

UConn HEALTH

UConn JOHN DEMPSEY
HOSPITAL

SECTION: PATIENT CARE

NUMBER: 08-001

SUBJECT: TAXI

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PURPOSE: To provide transportation for patients and/or family members when all other resources have been exhausted and to promote fair and equitable relationships with local taxi companies.

POLICY:

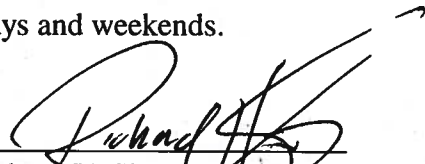
The John Dempsey Hospital does not maintain contracts with any specific taxi cab company and is free to use all companies.

PROCEDURE:

1. The patient requesting a taxi should indicate the company of his/her choice. If the patient is a Medicaid or managed Medicaid patient – only those taxis contracted with the insurer may be used. Authorization must be obtained in advance by staff arranging taxi service.
2. In the absence of patient preference or insurance mandated taxi service, companies shall be selected at random considering availability, cost and destination. Patient and/or family should be notified that they will need to pay for this service if not covered by insurance. If there is no funding available at all for transportation – bus tokens must be offered before arranging taxi service. Taxi service should be arranged only as the transport of last resort. Each unit shall budget separately for this expense.
3. Reasonable care should be taken to assure that all taxi companies are treated fairly and equally.
4. Specific procedures for securing cab vouchers are available in the social work office Monday through Friday between 8:30 and 4:30 and with the Administrative Supervisors or in the Emergency Department nights, holidays and weekends.



Andrew Agwunobi, MD, MBA
Chief Executive Officer



Richard H. Simon, MD
Chief of Medical Staff

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