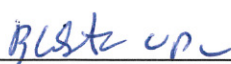




**COBB COUNTY COMMUNITY SERVICES BOARD
DOUGLAS COUNTY COMMUNITY SERVICES BOARD**

Policy # 3909	Emergency Transportation Requests
Origination Date: December 17, 2003	
Revision Date: June 2004; May 30, 2007; May 14, 2008; April 10, 2009; June 29, 2009; June 6, 2012, July 2, 2015	
Reviewed Date: March 2005; March 8 2006, August 2, 2010, April 17, 2013, October 15, 2014; June 14, 2016	
Approved:	
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Bryan G. Stephens, Interim Executive Director	

POLICY:

It is the policy of the Cobb County Community Service Board and the Douglas County Community Services Board (CSB) that Emergency Transportation Services be provided for situations including: a.) Weekday - after business hours & weekend - day/night; b.) Same day service; and c.) Special services that do not meet the 72-hour advance notice requirement as set forth in the Policy and Procedures for Transportation Service Requests.

PROCEDURE:

A. Weekday – After Business Hours & Weekend – Day / Night

User: Behavioral Health Crisis Center (BHCC)

1. UTS will provide standby transportation services Weekdays (Monday – Friday) from 6:00pm until 12:00 a.m. and on Weekends (Saturday and Sunday) beginning at 6:00 a.m. on Saturday until 12:00 a.m. on Sunday and from 6:00 a.m. on Sunday until 12:00 a.m. on Monday.
2. Transportation standby contact telephone number: 678-223-8031 (weeknights) 678-229-7444 (weekends). Requests for services must be made by contacting UTS personnel at the appropriate contact number.
3. The UTS driver will record all transportation services on the Drivers Log and submit the completed form to UTS on Monday, or the next business workday.

User: DD Participant/Co-Employer

1. Direct service staff will provide standby transportation services on rare occasions and should not be confused with emergency (medical) transportation
2. Participant/Co-Employer will coordinate standby transportation with direct services staff.
3. Staff will document relevant information for incorporation into the Participant/Co-Employer's chart.

B. Weekday - Same Day Service

User: BHCC Only

1. UTS will provide transportation services weekdays (Monday – Friday) from 6:00am until 6:00pm.

2. UTS Office contact number is: 678-217-1512
3. UTS operations personnel will respond to the transportation request and schedule drivers and vehicles as warranted by the service request.
4. UTS provides transportation in compliance with Provider Manual for Community Behavioral Health Providers, 01-112 for individuals in transitional beds who are otherwise unable to access services in the community while in transitional status.

User: DD Participant/Co-Employer

1. Direct service staff will adhere to the hours specified on the Participant/Co-Employer's schedule based on the approved service plan
2. Staff will make contact number available to Participant/Co-Employer upon hire.

C. Special Services – Less than 72 hours notice exception

NOTE: Specific Programs and Facilities have assigned vehicles for the purpose of meeting these and other critical transportation needs and services. The use of these vehicles must be considered as an option for providing transportation prior to submitting a request for services with less than 72 hours advanced notice.

User: All other functional areas

1. CSB personnel must submit the UTS Trip Order Request via the on-line UTS Trip Order Entry system. (Additional documentation required: See Policy #3908 UTS – Transportation Service Requests for document list.)
2. The Transportation Trip Order Request and all other support documents are reviewed and approved by authorized departmental managers or other authorized personnel.
4. UTS management will contact the party requesting services to qualify for a special services request. Upon approval, UTS operations personnel will schedule drivers and vehicles as warranted by the service request.