

General Transportation Guidelines



1. The program **will not** provide services to clients whom reside outside of the Hopi Reservation boundaries.
2. We **will not** transport clients and/or escorts under the influence of alcohol /drugs or other intoxicants. All may be liable to be searched by driver if necessary.
3. Please provide a car seat/booster seat for children nine (9) years of age or younger and less than 4'9". **The Medical Transportation Program is NOT RESPONSIBLE for providing a car seat for your child.**
4. All minor children with appointments are required to be accompanied by a parent/adult. Children without appointments are not allowed to ride along. Please arrange for child care prior to your appointment date.
5. Please **notify** the office within **24** hours of cancellations and/or changes regarding transportation requests so drivers do not have to make an unnecessary trip to your home. ****Failure to do so, will result in one (1) "no show".**
6. Specialty clinics are sometimes cancelled without prior notice due to weather conditions or unforeseen circumstances. Please leave a working phone number in the event the Transportation staff needs to contact you.
7. Escorts are to be at the same place where patient is to be picked up. No extra trip will be made to pick-up escort.
8. Please call the Transportation office directly to request for transportation. **DO NOT** give drivers transportation requests.
9. **The Hopi Medical Transportation Program reserves the right to refuse services to any individual at any time.**

For after business hours, please leave a detailed message with a working telephone number on the voicemail as we do check the voicemail daily. A staff member will return your call as soon as possible. All calls are subject to "call-in" time requirements.



HOPI TRIBE
MEDICAL TRANSPORTATION PROGRAM
P.O. BOX 123
KYKOTSMOVI, ARIZONA 86039
OFFICE (928) 737-6351
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Department of Health
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Non-Emergency Medical Transport

"Our mission is to provide safe, timely, respectful and personalized transportation services that get you comfortably to and from your destination. We are a customer focused non-emergency medical transportation program providing punctual, courteous transportation with outstanding customer service to all Hopi Community Members in need of non-emergency transportation. We will strive to develop, foster and maintain good and effective working relationships with the Hopi People."

*Limited English Proficiency:
Hopi Interpreter Available*

*"Sòsoyam itàaroyanwisqam hopiituqayyungwa"
All our drivers speak Hopi.*

Telephone: (928) 737-6351

Transportation Guidelines to Hopi Health Care Center



The following information is about non-emergency medical transportation (NEMT). If you have a medical emergency you should call 9-1-1. NEMT is a tribally owned public transportation and shared ride service

1. Transportation services are for all scheduled medical appointments, pharmacy pick up, including same-day surgery appointments. **AHCCCS, Purchase Referred Care and Medical Records visits are not included.**
2. Transport will start from your home/work site and back to your home/work site only. NO stops will be made at the Post Office, store or any other destination. Only one pick-up point for clients will be allowed. Children with appointments must be at the same pick up location as the parent/escort. No pick up will be allowed at schools.
3. For clients who live beyond a paved road, clients and their escorts (if applicable) will be picked up at the Community Center of the village during weather conditions and ceremonial activities.
4. Services will not be provided to clients who reside outside of the Hopi Reservation boundaries.
5. **Same day call-ins will no longer be accepted!** Transportation requests MUST be called in at least one (1) day in advance of appointment date to ensure availability. AHCCCS clients will have priority. Passengers needing a ride-home-only (**RHO**) and ride-in-only (**RIO**) are also required to call in. **Requests for RHO ends at 3pm daily. No exceptions!**
6. Family Members are encouraged to escort disabled and elderly family members to their appointment. If there is no escort, drivers **WILL NOT** transport them.

7. Upon arrival at pick-up location, Drivers will honk and will knock on the door and will wait for 5 minutes, Please be ready. Drivers will not return to pick-up if you are not ready on time. Pick-up is 1 hour to 1 1/2 hours before appointment time. Transportation reserves the right to adjust pick-up times due to unforeseen circumstances.
8. Please ask for name of person you talked with over the phone in case a problem arises.
9. **Three (3) missed pick-ups/no-shows will result in one (1) month no service.** Clients are eligible to reschedule after one (1) month and can call in for transportation services.

Transportation Guidelines for Off-Reservation Transports



Transportation services to Off-Reservation medical facilities are available for person's living within the Hopi Reservation area.

1. Requests must be called in at least (1) one week or 5-10 business days in advance of appointment. Referral, appointment notice/letter must be sent and received to the Transportation office before travel time. These papers have specific information such as destination, clinic, doctor, etc.
2. The program encourages family to escort disabled elders, individuals requiring assistance, or those undergoing surgery as they will not be released to the driver.
3. Escorts are not allowed to sign up for last minute clinics and must stay with the client they are escorting at ALL times. Passengers and escorts are liable to be searched upon departure back to Hopi reservation if suspicious activities are observed by Driver.

4. Bring money to buy lunch or pack a lunch. Drivers are not responsible for buying clients and their escorts (if applicable) lunch.
5. Passengers must be able to withstand long travel distances without continuous stops and/or other care. Passengers must be in a sitting position with other passengers with seat belts fastened at all times.
6. NO Non-Medical related stops will be made.
7. Transportation reserves the right to adjust pick-up times due to unforeseen circumstances.
8. Only one (1) escort for Off-reservation transportation will be allowed due to seating space. Only ONE pick-up point for clients and their escorts will be allowed.
9. Patients MUST wait at drop-off place or waiting room to be picked up after appointment is complete. **Drivers cannot afford time to look for you or your escort.**
10. If clients need to add other appointments on same transport day, the transportation office must be notified immediately at (928) 737-6351. It is not our responsibility to look for you if you have requested for additional appointments without our knowledge.
11. **Three (3) missed pick-ups/no-shows will result in one (1) month no service.** Clients are eligible to reschedule after one (1) month and can call in for transportation service.

