

**Hopi Medical Transportation Program**  
Department of Health & Human Services

**Hopi Health Care Center**

**Office - (928) 737-6351**

**Fax - (928) 737-6353**



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***HOPI***  
***Medical Transportation***  
***Program Services***



***Non-Emergency Medical Transport***

***Health Care Center***

***Office - (928) 737-6351***

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## Transportation Guidelines to Hopi Health Care Center (HHCC)

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 public transportation and shared ride service.

1. Transportation services are for all scheduled medical, eye, dental, WIC and AHCCCS appointments.
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.
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. Only **ONE** pick-up point for clients will be allowed from the home or worksite. No additional accommodations will be made to pick-up an escort at their home, schools and/or work sites.
5. Services will not be provided to clients whom reside outside of the **Hopi Reservation** boundaries.
6. 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. Same day call-ins will be dependent on coverage of drivers and daily schedules.

To arrange for transportation call (928) 737-6351, fax (928) 737-6353 or visit the office located within the Hopi Health Care Center with the following information:

**Name of person with appointment:** \_\_\_\_\_

**Date & Time of appointment:** \_\_\_\_\_

**Type of appointment:** \_\_\_\_\_

**Working Phone Number:** \_\_\_\_\_

**AHCCCS Info or DOB (if applicable):** \_\_\_\_\_

**Village location:** \_\_\_\_\_

(patients with escorts will be picked up at Chapter or Community center during weather conditions and ceremonial activities)

**Name of Escort (if applicable):** \_\_\_\_\_

**Special Pick Up Instructions:** \_\_\_\_\_

**\*\*Be advised transportation services may be cancelled due to weather/road conditions or any unforeseen circumstances.**

### 2018 Tribally Recognized Holidays ( CLOSURES )

Jan 1 - New Year's Day

Aug 10 - Pueblo Revolt Day

Jan 15 - Hopi Senom Day

Sept 3 - Labor Day

Feb 19 - President's Day

Nov 12 - Veteran's Day

May 28 - Memorial Day

Nov 22 - Thanksgiving Day

July 4 - Independence Day

Dec 25 - Christmas Day

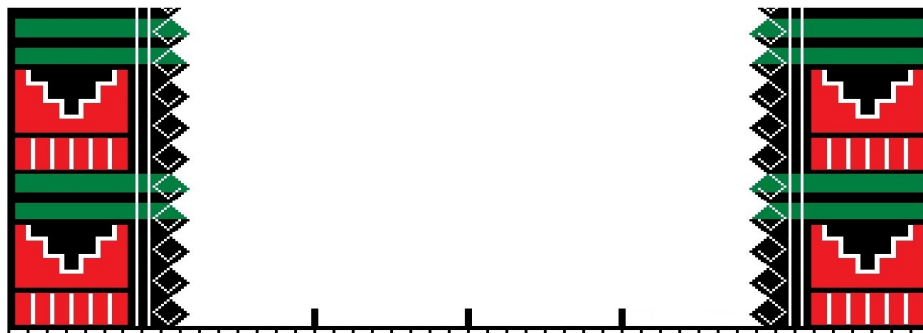
## General Transportation Guidelines:

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. Children under the age of 9 must have a car seat provided by the escort, regardless of height and weight.
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.

For after business hours, please leave information and a call back number on voicemail as we do check the voicemail daily and we will return your call. All calls subject to “call-in” time requirements.

## Transportation Guidelines to Hopi Health Care Center (HHCC) (continued)

7. Family members are encouraged to escort disabled and elderly family members to their appointment. If there is **no** escort, drivers will not transport them.
8. 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 ½ hours** before appointment time. Transportation reserves the right to adjust pick-up times due to unforeseen circumstances.
9. Please ask for name of the person you talked with over the phone in case a problem arises.
10. **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** Transportation

Transportation services to Off-Reservation medical facilities are available for person's living within the **Hopi Reservation** area. This does not include overnight stay for drivers.

1. Requests must be called in at least **(1) one week or 5 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 drivers.
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. **NO Non-Medical** related stops will be made.
6. 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.

## Transportation Guidelines for **Off-Reservation** Transportation (continued)

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.
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. They are on a tight schedule.
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 services.

