

**Hopi Tribe Medical Transportation
Program**

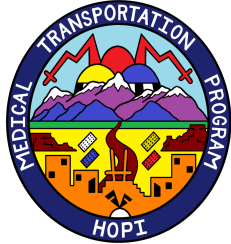
Department of Health & Human Services

P. O. Box 123

Kykotsmovi, Arizona 86039

Office - (928) 737-6351

Fax - (928) 737-6353



**Limited English Proficiency:
Hopi Interpreter available.**

***“Sòsoyam itàaroyanwisqam hopiituqayyungwa”
All our drivers speak Hopi.***

Client Transporters:

**Laura Talahaftewa Eldrice Mansfield
Arthur Yowytewa Carol Sekay-Humeyestewa
Herman Dallas Clarissa Tungovia
Ruthena Lomayaktewa Tiffany Koyayesva
Diana Lucero**

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



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 Tribal Members in need of non-emergency transportation. We will strive to develop, foster and maintain good and effective working relationships with the Hopi People.”

(928) 737-6351

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 community transport and shared ride service.

1. Transportation services are for all scheduled medical appointments, urgent care and pharmacy pick-up within the Hopi Health Care Center, including AHCCCS and Behavior Health (1st Assessment ONLY) appointments. **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. No additional accommodations will be made to pick-up an escort at their home, schools and/or work sites.
3. For clients and their escorts (if applicable) who live beyond a paved road, passengers will be picked up at nearest roadside and/or accessible area during inclement weather conditions and village ceremonial activities.
4. Transportation requests **MUST** be called in at least **one (1) day** in advance of appointment date to ensure availability. Passengers needing a ride-home-only (RHO) are also **required** to call in and/or check-in with office. **No more ride home onlys will be added after 3PM.**
5. Family members are encouraged to escort disabled and elder-

7. Please call the Transportation office directly to request for transportation. **Do not give drivers transportation requests.** For after business hours, please leave detailed information and a working telephone number and we will return your call. Voicemail is checked on a daily basis.

To arrange for transportation call (928) 737-6351 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 will be picked up at Community center during weather conditions and ceremonies)

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

2021 Tribally Recognized Holidays (CLOSURES)

Jan 1 - New Year's Day

Aug 10 - Pueblo Revolt Day

Jan 18 - Hopi Senom Day

Sept 6 - Labor Day

Feb 15 - President's Day

Nov 11 - Veteran's Day

May 31 - Memorial Day

Nov 25 - Thanksgiving Day

July 5 - Independence Day

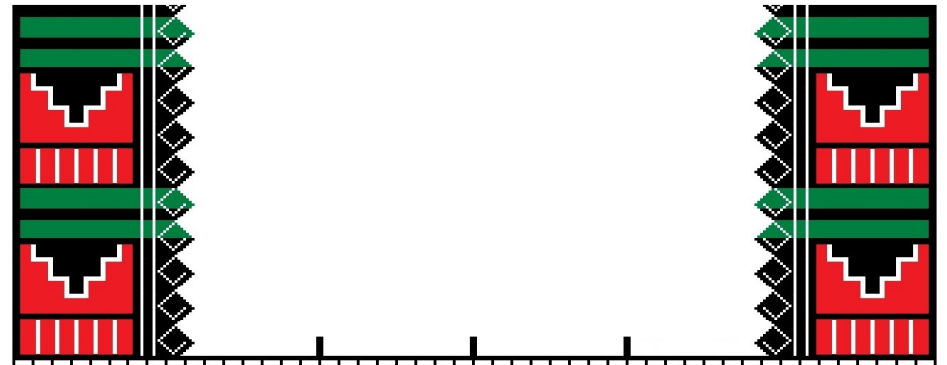
Dec 25 - Christmas Day

General Transportation Guidelines:

1. The program **will not** provide services to clients whom reside outside of the **Hopi Reservation** boundaries. **NPL, Low Mountain, White Cone, Hard Rock and Jeddito do not qualify for services.**
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. Belligerent and verbal abuse will not be tolerated and your transport will be cancelled.
3. All minor children with appointments are required to be accompanied by **only one (1)** parent/adult. Children **without** appointments are not allowed to ride along. Please arrange for child care prior to your appointment date. **Working car seats/booster seats must be provided if necessary.**
4. 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". 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.**
5. 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.**
6. Escorts **MUST** be at the same place where patient is to be picked up. **No extra trip will be made to pick-up escort.**

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

- ly family members to their appointment. If there is **no** escort, please reschedule appointment or inform transportation office.
6. Drivers will honk, knock on door and/or call number provided upon arrival of pick-up location. **Please be ready. Drivers will not wait longer than 5 minutes and 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.
 7. Upon calling in to provide information on transportation request, please ask for the name of the employee you are speaking with, in case a problem arises with your transport.





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 as soon as possible upon receipt of notice of appointment but no later than **(5) business days** prior to appointment date. **Transport will be scheduled dependent on availability.** Referral and/or appointment notice must be sent and received by 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 lunch. **NO other Non-Medical** related stops will be made.
5. Passengers must be able to withstand long travelling 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)

6. Drivers will honk, knock on door and/or call number provided upon arrival of pick-up location. **Please be ready. Drivers will not wait longer than 5 minutes and will not return to pick-up if you are not ready on time.** Transportation reserves the right to adjust pick-up times due to unforeseen circumstances.
7. 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.
8. 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.**
9. 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.

