

Short Term Transportation Support Protocol

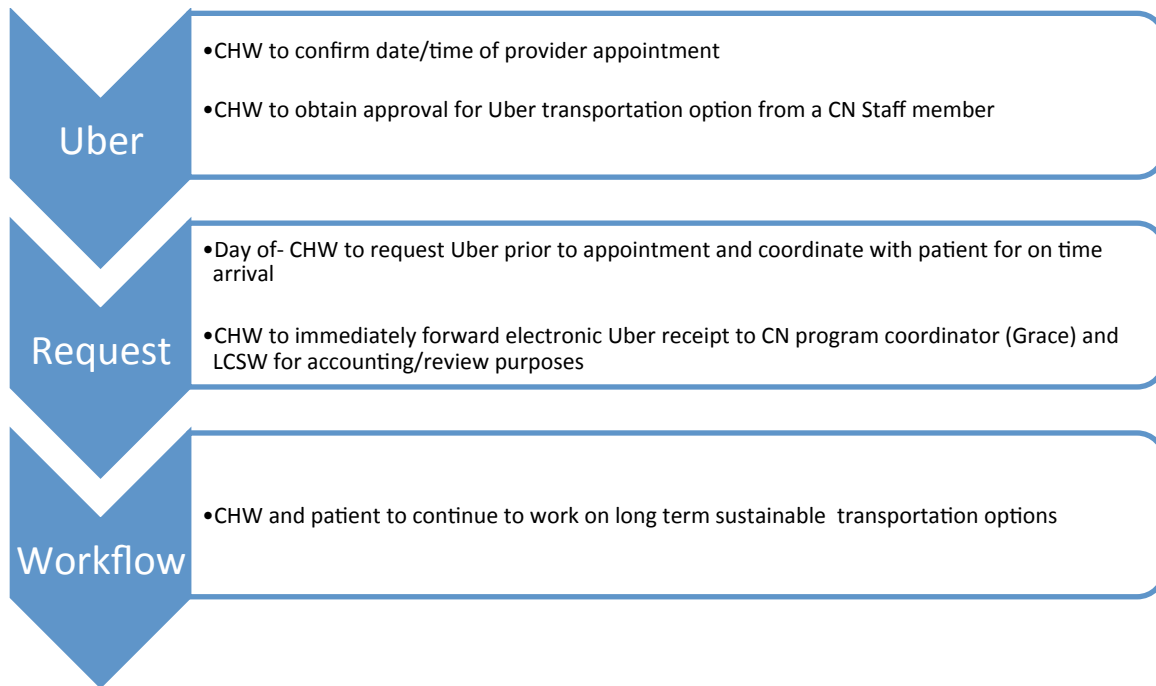
AKA Uber Understanding

Allowing patients to get to urgent medical and mental health appointments in order to stabilize while more long term solutions can be coordinated

Key Considerations:

- Has patient and CHW worked to exhaust all other transportation options prior to Uber request? (Family, Paratransit, discounted Clipper Card, benefit from health plan, etc.)
- Is patient in high acuity/imminent risk of hospitalization?
- Has this patient shown a history of no shows?
- Is this a patient recently enrolled in CN looking to attend our RESPECT meeting without alternative transportation options?

Process:



**All CHWs need to download Uber App on their work cell phone and create a work log in. All accounts will be invited to CN Uber Family Plan which is connected to the CHCN CN credit card and require prior approval.