



TITLE

TRANSPORTATION OF PATIENTS

SCOPE

Provincial: Addiction and Mental Health

DOCUMENT #

AMH-05

APPROVAL AUTHORITY

Vice President for Research, Innovation & Analytics
Community, Seniors, Addiction and Mental Health

INITIAL EFFECTIVE DATE

June 15, 2017

SPONSOR

Executive Director, Provincial Addiction and Mental Health

REVISION EFFECTIVE DATE

Not applicable

PARENT DOCUMENT TITLE, TYPE AND NUMBER

Not applicable

SCHEDULED REVIEW DATE

June 15, 2020

NOTE: The first appearance of terms in bold in the body of this document (except titles) are defined terms – please refer to the Definitions section.

If you have any questions or comments regarding the information in this document, please contact the Policy & Forms Department at policy@ahs.ca. The Policy & Forms website is the official source of current approved policies, procedures, directives, standards, protocols and guidelines.

OBJECTIVES

- To promote staff, **patient** and passenger safety when Addiction and Mental Health (AMH) patients are transported for routine or **scheduled** care.
- To promote consistency in the decision-making process regarding transportation of patients.
- To provide clear guidance to AMH staff pertaining to the transportation of patients in Alberta Health Services (AHS) fleet vehicles, rental or personal vehicles for routine and/or scheduled care.
- To ensure AMH staff are aware of personal responsibility in relation to vehicle use when transporting patients in non-emergent situations.

Note: This policy does not apply to the emergency transportation of a patient.

PRINCIPLES

Alberta Health Services is committed to facilitating quality service provision in the context of reasonable safeguards when AMH staff provide transportation to patients for routine and/or scheduled care. Enabling patients in this manner promotes equity in access to health care and enhances patient well-being.

APPLICABILITY

Compliance with this document is required by all Alberta Health Services employees, members of the medical and midwifery staffs, Students, Volunteers, and other persons acting on behalf of Alberta Health Services (including contracted service providers as necessary), working within Addiction and Mental Health.

ELEMENTS

1. Points of Emphasis

- 1.1 Facilitating patient care is a valuable and vital staff role. Transporting of patients can be both therapeutic and supportive, but is not an expectation of routine service. Transporting of patients in a staff member's personal vehicle is only to be done if no other reasonable transportation option exists and only with the Manager's and Fleet Services' approval.
- 1.2 Driving is not a usual part of health care delivery and so may be misinterpreted as, for example, a favour, rather than part of a staff member's role. Taking steps to avoid misunderstandings about the nature of transportation will help to mitigate risks to professional boundaries and protect the therapeutic relationship.

2. Transportation of a Patient for Routine and/or Scheduled Care

- 2.1 When a patient requires transportation for routine and/or scheduled care as part of the service plan, AMH staff shall assist the patient to consider a range of options (see *AHS Transportation of Patients Procedure* [Addiction and Mental Health]).
- 2.2 Staff may use an AHS fleet vehicle, rental or personal vehicle to transport a patient for routine and/or scheduled care, but only when all required conditions have been met (*AHS Transportation of Patients Procedure* [Addiction and Mental Health]).

3. Staff Responsibility

- 3.1 Prior to transporting any patients in AHS fleet vehicles, rental or personal vehicles, staff shall ensure:
 - a) Manager's and Fleet Services' authorizations are obtained;
 - b) they have the proper driver's license and if using personal vehicles, business insurance;
 - c) they abide by the *Traffic Safety Act* (Alberta); and
 - d) personal vehicles are maintained according to manufacturer's specifications.
- 3.2 Staff shall comply with the *AHS Transportation of Patients Procedure* (Addiction and Mental Health).

DEFINITIONS

Patient means an adult or child who receives or has requested health care or services from Alberta Health Services and its health care providers or individuals authorized to act on behalf of Alberta Health Services. This term is inclusive of residents, clients and outpatients.

Scheduled health services means any non-emergent service where an appointment is booked ahead of the visit. A scheduled health service may also be known as “routine” or “elective” service.

REFERENCES

- Alberta Health Services Governance Documents:
 - *Transportation of Patients* Procedure (Addiction and Mental Health) (#AMH-05-01)
- Non-Alberta Health Services Documents:
 - *Traffic Safety Act* (Alberta)

VERSION HISTORY

Date	Action Taken