

Patient Safety Awareness Training for FY2015

1. The Volunteer Transportation Network (VTN) serves to provide transportation to Veterans seeking treatment at VA or VA-affiliated facilities. The following rules/guidelines should be enforced to ensure the safety of our patients at all times.

a. **In the event of a medical emergency, the drivers transport to the nearest hospital emergency room if while driving and notify the VA Medical Center as soon as possible. The VTN van is not an emergency vehicle. Do not exceed the speed limit under any circumstances. If the emergency should occur while at the Chillicothe VA, dial “0” from a VA phone for immediate assistance.** Van drivers are not permitted to physically lift any patient. All riders must be ambulatory (capable of boarding and departing the van with minimal assistance from the driver).

b. Van drivers are only permitted to stop the van for rest stops and/or emergencies, or to pick up and discharge passengers at designated pick-up points. Passengers should not ask the driver to make side trips to take care of personal business.

c. Passengers are not permitted to use any tobacco products, drink alcohol, use foul and offensive language, or bring weapons, drugs or any other illegal substances or items on the van. The van driver has the right to refuse transportation to any passenger whom s/he believes to be intoxicated, abusive or who poses a threat to the safety of the driver or other passengers. Before any action is taken, the driver will call the VA Voluntary Service office or the Supervisor, Transportation Section, Facilities Management Service.

d. Passengers should not engage in any activity that will distract the drivers' attention, thereby causing a safety hazard to him/herself, the driver or other passengers.

e. Passengers will wear their seatbelts at all times. Any passenger refusing to do so will be denied transportation on the van. If a passenger is medically prohibited from wearing a seatbelt, a copy of the exemption statement must be carried at all times. (Passengers carrying exemption statements are prohibited from sitting in the front seat.)

f. Passengers will place all trash in the appropriate trash receptacle.

g. No individuals other than the Veteran will be permitted to ride in the van unless:

(1) S/he is the Veteran's spouse and written permission from the patient's doctor has been submitted to and approved by Voluntary Service; or,

(2) S/he is a caregiver who is authorized by the VA to provide the Veteran with "Aid and Attendance."

h. Patients being discharged or granted passes by the VA medical facility may be transported on the VTN van during the van's return trip to its home station, only on a space-available basis. The patient must be ready to leave when the van is ready to depart the medical center. (Veterans discharged **Against Medical Advice – AMA** – will not be transported by volunteers unless authorized to do so by VA Voluntary Service.) All passengers should be dressed and ready to depart for the medical center at the time specified. The Transportation Coordinator will be as flexible as possible in their attempts to accommodate Veterans with transportation.

2 – Patient Safety Awareness Training for FY 2014

(1) Drivers will wait no more than 10 minutes for patients at designated pick-up points.

(2) It is the responsibility of the Veteran or his/her family regarding appointments, cancellations or any other changes. (Note: Those planning to ride home with someone else besides in the van, must notify the van driver or the VTN Coordinator office.)

(3) All passengers should be ready to depart from the medical facility at the time specified. No departures from the medical center will be made until all patients have been treated, prescriptions filled and any future appointments scheduled.

i. Only articles small enough to be held on the Veteran's lap or placed under the seat will be transported by the van. Only those vans that have D.O.T. approved oxygen racks are permitted to carry oxygen. Wheelchairs or other apparatus/ items that pose a danger to the van driver or other passengers will not be permitted.

j. The VTN van driver has the right to refuse transportation to any passenger whom s/he feels is too ill to ride the van, or, the driver may request a written statement from the patient's VA physician stating that it is permissible for the Veteran to ride without aid or attendance. The driver must call the appropriate clinic to notify them of the refusal of transportation.

k. **Wheelchairs** can only be transported in vans appropriately equipped for them. They **MUST** be safely secured in order to transport. If this is not possible, a wheelchair will be provided upon reaching your destination.

2. Reminders:

a. Veterans utilizing VTN **WILL NOT**, by law, be eligible to receive reimbursement for travel expenses. **A completed Passenger List to Travel Clerk will be submitted to the Travel Clerk by the driver upon arriving on-station. VA Form 10-372 is attached.**

b. The van driver is NOT to accept payment from any passenger for transportation in the van.

VAN EMERGENCY ITEMS TO BE CHECKED DAILY

(If not located in the van, contact Chillicothe VA's Transportation Department, Engineering Section, Facilities Management Service.)

1. Blank Accident Report Forms
2. Spill Kit
3. Fire Extinguisher (inspected monthly by VA Fire Dept.)
4. First Aid Kit
5. D.O.T.-Approved Oxygen Racks and Tie Downs (if applicable)
6. Cellular telephone in working order (if VA-provided)
7. Copy of Van Registration
8. Government credit card for fuel purchases (as used)
9. Inflated/Inflatable Spare Tire and a working jack
10. Step-Stool for easy access to get on/off the van (if applicable)
11. Disposable camera

USING YOUR FLEET CREDIT CARD

Amoco	Ashland	BP	Cenex
Chevron	Chevron Aviation	Citgo	Clark
Coastal	Conoco	Exxon	Exxon Aviation
Getty	Gulf Oil	Holiday	Keystone
Kum & Go	Kwikfill	Marathon	Mobil
Phillips 66	Phillips 66 Aviation	Rich Oil	Sheetz
Shell	Sinclair	Sunoco	Super America
Tesoro Alaska	Texaco	Texaco Aviation	Texaco Express Lube
Total	Uni-Marts	Wilco	

The Fleet card can **only be used FOR FUEL** and at participating retail locations **ONLY when you cannot refuel at the Chillicothe VA**. Some companies are not yet accepting the card electronically at all locations. These locations should accept the card manually until their electronic systems have been reprogrammed.

If the gas station has card readers located at the pump, you may use your Fleet card at the pump. If there are no pump card readers, see the attendant inside to process your transaction.

Swipe your Fleet card at the pump reader. If the pump card reader will not accept the Fleet card, take the Fleet card inside to the attendant and have him/her attempt to process the transaction electronically on the inside equipment. If the attendant questions the Fleet card, show him/her this brochure and ask him/her to follow the instructions for the station's brand.

If the pump terminal requires you to choose either "Credit" or "Debit," press the "Credit" key. If required, the terminal may prompt for an ID or personal identification number (PIN). Enter your assigned six (6) digit number and press "Enter."

To authorize a sale on the Fleet card, follow the instructions sent to you by your point-of-sale network provider.

If you have not received your copy of the retailer instructions, you should first attempt to complete the sale through your electronic point-of-sale equipment. A few of the Shell and Amoco locations do not have electronic point-of-sale equipment and have no mechanism to process Fleet card transactions manually. You will not be able to use the Fleet card at these locations.

If required, the terminal may prompt you to enter the odometer reading. Enter your odometer as a whole number. Do not enter tenths of miles.

All terminals are different and may require the information to be entered in a different order. Simply follow the instructions on the terminal to process your transaction.

If the card cannot be read on any of the equipment, notify US Bank at the number shown on the back of your Fleet card or in this brochure. US Bank may notify the oil company of a problem at one of its locations. The company often is not aware that there is a problem.

2 - Using Your Fleet Credit Card

If the sale is processed manually, write your six (6) digit ID# & odometer reading on the ticket. If your Fleet card cannot be read electronically at any location, it is likely that the magnetic strip is damaged. If this occurs, notify the Transportation Supervisor to get a replacement card.

After using the Fleet card, be sure to get a receipt, legibly write the vehicle license tag number on the receipt and **turn the receipt in to the Transportation office** at the Chillicothe VA **as soon as possible**.

NEVER use another vehicle's Fleet card for any other vehicle.

If the card does not work or if the attendant has any questions, contact the Transportation Supervisor immediately.

24 Hour Customer Service 888-994-6722

PASSENGER LIST TO TRAVEL CLERK:

DATE: _____

DRIVER: _____ COUNTY: _____

The following patients were transported to the _____ VA for appointments via the volunteer transportation network and are, therefore, NOT eligible to receive reimbursement for travel expenses:

NAME	NAME
1.	9.
2.	10.
3.	11.
4.	12.
5.	13.
6.	14.
7.	15.
8.	16.