

<b>LEWIS COUNTY PRIMARY CARE CENTER, INC.</b> <b>dba Primary Plus</b> <b>POLICIES AND PROCEDURES</b>	<b>Section: Human Resources</b> <b>Number: 7493</b> <b>Revision Number: 1</b> <b>Effective Date: 05/24/2024</b>
<b>Our sites:</b> <b>Vanceburg Family Health Center</b> <b>Tollesboro Family Health Center</b> <b>Fleming County Family Health Center</b> <b>Maysville OB/GYN/ Family Health Center</b> <b>Bracken County Family Health Center</b> <b>South Shore Family Health Center</b> <b>Ashland Family Health Center</b> <b>Maysville Kid Care</b> <b>Ripley Family Health Center</b> <b>Grayson Family Health Center</b> <b>Maysville Denham Medical Clinic</b> <b>Robertson County Medical Clinic</b> <b>Bracken County School Based Clinic</b> <b>Morehead Family Health Center</b>	<b>Approved by CEO: _____</b> <b>Date: 05/23/2024</b>
	<b>Approved by Board: _____</b> <b>Date: 05/23/2024</b>
	<b>Annual Review by: _____</b> <b>Date: _____</b>
<b>TITLE: Human Resources— Transportation Coordinator</b>	

**POSITION TITLE: Transportation Coordinator**

**Position Summary:**

The Transportation Coordinator is responsible for supervising the transportation staff who pick up, drive and drop off patients at various PrimaryPlus locations. The Coordinator will oversee the team and ensure their satisfactory performance, and will also recruit, hire and train new driver employees. The Coordinator will oversee all aspects of the patient transportation experience and interact with drivers, patients, facility medical staff and patients’ guests.

The Coordinator will oversee the team and ensure their satisfactory performance, and you will also recruit, hire and train new driver employees. The Coordinator will oversee all aspects of the patient transportation experience and interact with drivers, patients, facility medical staff and patients’ guests. The Coordinator will also serve as a van driver, as needed, to ensure all patients arrive on time for their appointments.

**Responsibilities and Duties:**

- Responsible for mobile unit site coordination, working with schools, businesses and communities for scheduling and promotion of services for PrimaryPlus’ entire service region.
- Coordinate and oversee staffing of mobile unit, in conjunction with site managers.
- Supervise mobile unit driver and patient transport drivers.

- Coordinate schedules within EMR for the mobile units and patient transport vehicles.
- Responsible to assuring mobile unit has proper supplies for the services provided.
- Responsible for coordinating the cleaning of the mobile units and waste removal.
- Responsible for coordinating maintenance for all vehicles within the PrimaryPlus fleet.
- Receive, record and respond to feedback from patients and patients' and guests.
- Coordinate schedules for drivers and patients needing transportation.
- Assist in the recruit and training of all newly employed drivers.
- Assist in the development of safety protocol for all drivers and passengers.
- Conduct reviews with drivers to ensure they continually perform satisfactorily.
- Ensure all transportation vehicles are safe, clean and legally compliant.
- Arrange maintenance and repairs on vehicles, as necessary.
- Coach and discipline drivers, as necessary.
- Gather, record and interpret data regarding patient transportation.

### **Education, Experience, and Licensure Requirements:**

- High school graduate or equivalent
- Valid driver's license, or valid commercial driver's license

### **Specific Job Requirements:**

- Make independent decisions when circumstances warrant such action.
- Knowledge of practices and procedures as well as laws, regulations, and guidelines.
- Perform proficiently in all competency areas including, but not limited to: patient rights, safety, and customer service.
- Understand and follow company policies including harassment and compliance procedures.
- Maintains confidentiality of all proprietary and/or confidential information.
- Maintains professional working relationships with all associates and clientele.
- Ensures a complete safety check of vehicles before use.
- Monitor regular maintenance (oil change, tire rotations, etc.).
- Ensures to receive, review, assign and dispatch drivers to patient's pick-up locations.
- Exhibit excellent communication skills, customer service and a positive attitude towards patients and potential community partnerships.
- Assist patients with mobility on the units and/or into the clinics.

### **Education and Experience:**

- High school diploma or equivalent and fluency in English required. Depending on assigned area, knowledge of Spanish would be helpful.

- Satisfactory completion of a company training program in passenger assistance techniques, sensitivity training, and map reading, or demonstrated competence based on previous employment experience.
- Satisfactory completion of CPR, first-aid, and seizure training provided by a local emergency medical training facility or a certificate indicating prior successful completion of such training.

### **Physical Requirements:**

- Ability to lift, push, pull, and position patients frequently.
- Ability to perform considerable reaching, stooping, and bending.
- Hearing and vision abilities within normal range (corrected) to drive safely and to observe and communicate with patients.
- Regular exposure to injuries and illness.
- Frequent need to handle emergency or crisis situations.
- Exposure to a variety of weather conditions.
- Occasional exposure to the risk of bloodborne diseases.