



Management “Tips”

- Management should have an Orientation Program in place for all new Employees. This program should include a comprehensive review of the following:
 - Accident Reporting Procedures
 - Assigned Routes
 - Commercial Vehicle Rules and Regulations
 - General Company Rules and Policies
 - HIPAA Regulations and Policies
 - Lift Equipment operation
 - Passenger Loading and Unloading Procedures
 - Vehicle Inspection Procedures
 - Wheelchair Locking and Tie-down Procedures
- Pre-employment screening should be performed for each new potential Employee. This process should include a Criminal Background Check as well as Prior Employment Checks and Reference Checks
- Accounts with 5 or more Vehicles or Employees should perform Pre-employment and Random Drug Testing which should be conducted in compliance with all DOT drug testing regulations
- Passenger Assistants should be used when transporting medically fragile and/or severely disabled passengers
- All Employees should know how to properly handle Passengers with highly contagious illnesses and those that carry blood borne pathogens
- Management should have a written progressive disciplinary plan in place for all Employees and it should be reviewed with them annually
- Management or Supervisors should perform periodic ride checks with all Drivers
- If the account has 5 or more Vehicles or Employees, each vehicle or Driver should be equipped with two forms of communication equipment
- Each vehicle should be equipped with a First aid kit and a vehicle Roadside Emergency Kit
- The Insured should notify Passengers whenever a vehicle is running late
- The Insured should retain files in compliance with the applicable regulatory standards
- The Insured should utilize an Incident and/or Accident Reporting form
- When using independently contracted Medical Transport businesses during temporary staffing shortages, a Certificate of Insurance should be obtained evidencing GL and WC limits equal to or greater than insured’s limits, insured should be added as Additional Insured on the independent contractors GL policy and Held Harmless. Each certificate should be retained for minimum of 5 years.

The information contained on this page was obtained from sources believed to be reliable; however, it cannot be assumed that every acceptable safety procedure is contained herein.