

Medical Taxi

Responsibilities Of The Client

- **Contact the Medical Transportation Coordinator 72- hours before an appointment**
- **Provide all necessary information to your travel coordinator**
- **The client is responsible and required to find their own escort**
- **Clients must travel both ways as arranged by the Coordinator and attend the appointment as scheduled**
- **Clients must be at the confirmed location when the medical taxi arrives or they will depart without them**
- **Clients must return Certificate of Medical Attendance (CMA) or appointment slip to the coordinator, or medical taxi driver**
- **Clients may choose to take themselves to appointments however no travel cost will be reimbursed if the community provides coordinated travel and the vehicle is available**
- **Provide complaints in writing to the coordinator. Request "Incident Report Form"**
- **No verbal or physical abuse or poor behavior's by any party (client or service provider) will not be tolerated. It may result in the client finding their own ride through NIHB**
- **Notify the coordinator if you are unable to attend the appointment or if the appointment has been cancelled**