

BeeTRANS

Policy and Procedure Handbook

This booklet is given to every New client.

Welcome to all our newly acquired transport patients. This is a list of our rules, policies and procedures that must be followed at all times. This gives an overview of how your transit should be every ride.

By signing this form, you admit to receiving a copy or having the policies and procedures explained to you.

By authorizing a payment you automatically agree to the terms and conditions, and no signature required.

X _____

Please Sign here

Date

X _____

Management Signature

Date



Beetrans is a First Class transportation company in Columbus, Ohio. We are recognized as Non-emergency medical transportation. We operate under the Ohio homecare waiver to offer our patient transport services through the Public Consultant Group of Ohio and Medicaid. We are a newly designated company here to provide a door-to-door service to each patient.

What you can expect from your driver is the utmost respect, courtesy, cleanliness and timeliness.

We ensure the best treatment of our patients regardless of Sexual orientation, Race, Ethnicity, Religion, Background or Age. We promise to safeguard all your personal information and never share with any third-party companies for any reason (via HIPPA POLICY). Written consent is always required by the patient to request any copies (fees may apply).

The company rules: (Drivers)

1. No driver should ever **smoke in any of the Beetrans Vehicles**, with or without patients present.
2. Drivers must always wear **name badge with it displaying**.
3. Drivers are **easily noticed by apparel** (Hats, tee-shirts, polo-shirt, button-down, Name tag) etc. (we don't want you thinking your neighbors Uber driver is Beetrans.)
4. Driver should always **call you prior to arrival**.
5. Drivers of our vehicles are to **open and close the vehicles doors**, that is on entry at pickup and exit of drop off and pickup of drop off and exit to home (ex.)
6. Drivers will always be **respectful of noise and temperatures** (radio levels and air from windows or temp of heat/A/C).
7. Driver should always make sure to have a **seatbelt on during every transport from beginning to end**.
8. Driver is to make sure all **passengers have proper safety belts** on at all times and are safely seated prior to the vehicle starting transport.
9. Drivers language should never be vulgar, disruptive, rude or have the use of profanity.
10. No driver shall **make any sexual pass nor comment or intrigue the use of the language** from any patient under any circumstances.



11. Drivers of our company will drive at a **respectful speed limit via state laws of OHIO.**
12. Drivers must wipe vehicle down after transports and **maintain a clean and sanitary vehicle.**
13. Driver will **NOT tolerate threats or acts of violence towards them under any circumstance.** This will **Terminate** our relationship with the client via Beetrans company handbook.
14. Driver should always ask about **next visit of patient upon pickups to help with scheduling.**
15. Drivers can request the patient not to use **noisy devices or take calls during transport.**
16. **UNDER NO CIRCUMSTANCE ARE YOU ALLOWED TO SHARE ANY INFORMATION OF ANY PASSENGER WITH ANYONE YOU TRANSPORT. NOT ON THE PHONE OR FACE TO FACE WITHOUT CONSENT.(HIPPA)**

NOTE:

Please understand that the safety of our drivers and clients hold the most importance to us. We recommend storing this away for future reference. A copy can be provided at any time via the request of the client. Any occurrence of violations of policies and procedures stated can result in termination of the client/provider relationship.

Company rules: (Passengers/clients)

1. Passenger is to **be respectful** of the driver
2. Passenger is to **come outside when vehicle arrives within 3 minutes.**
3. Passenger should allow **driver to open and close vehicle doors at all times.**
4. Passenger must **stay seated in seat and in safety belt at all times.** Refusal to wear the seatbelt will forfeit transport that day.
5. Passengers will not **be taken anywhere but the location destination.** No additional stops are allowed, UNLESS AUTHORIZED.
6. Passengers are **not allowed to smoke in any vehicle of Beetrans.** We also don't tolerate cigars or cigarettes lit and put out. Please discard any remaining prior to entering our vehicles. **(NO SMOKING POLICY)**

7. Passengers are **not allowed to enter vehicle with open containers of any kind** (soda, cups, and alcoholic beverages) water bottles and screw-top or push-top bottles are allowed.
8. **No eating** is allowed in the vehicle, please note that if you eat in a vehicle of Beetrans this will cause an occurrence on the passenger. Please refer to note above.
9. **All passengers are encouraged to report any disrespect, harassment, act of violence or offense to Beetrans.**
10. **No passenger is allowed to yell out of the vehicle** or in the vehicle for the safety of the driver and passenger.
11. Please note that **the driver may request you to mute phone noises and/or hang-up from phone call** if you are too loud or distracting the driver by the content of your conversation. Please be mindful of your driver.

We hope that all policies and procedures of Beetrans help our clients and drivers to arrive at all destinations on time safely. We are very strict about the occurrences allotted which are three per calendar year. Neither patient nor driver will be allowed to override the rules stated here and remember you have the right to Bee comfortable to and from and On-time every-time.

If under any circumstance you feel that you have been violated, please contact our office immediately so that we can take immediate action towards the complaint, we will also keep the complaint in our records as well as actions taken to correct or adjudicate the complaint.

PAYMENTS

Payments: Are all Pre-paid unless contract is active with your facility.

Private Pay Clients: Please be advised of the following.

All trips are Pre paid and Non Refundable but are allowed to be transferred to a different date for the same person the payment was made for within one calendar month.

In the event of someone passing or becoming ill and not being able to receive transport, this will be a complete loss on requestor's behalf. We schedule to accommodate hundreds of clients on a frequent basis and once you are booked we no longer offer that date of transport in our systems.

If you need to Reschedule there will be a \$50 fee added to your bill that must be received prior to transport.

To reschedule a 72 hour notice is needed prior to date of transport.

Cancellations at the pick up location will be viewed by our office as a completed service.

What this means: If a driver is dispatched to the pickup address and the ride is rejected for any reason, we will see this as a completed trip. You the requestor will forfeit the opportunity to transfer the payment for a trip on a new date.

If any damages are done to any of BeeTrans vehicles you will be charged for the repairs in full plus a 25% fee to all billing which is not limited to: detailing, cleaning, paint repairs, vehicle damage or replacement of parts or maintenance.

BeeTrans holds all requestors liable for charges acquired.