



## Frequently Asked Questions—Chair Car

### **Why do you have such limited availability?**

Cataldo/Atlantic is one of the few ambulance services providing chair car transportation. We have not changed our capacity. What has changed is that we are no longer overbooking which resulted in long waits. Our goal is to book only to our capacity in order to provide reliable, on time service.

### **Why are you asking for documentation before the transport?**

Chair car drivers do their best to transport patients in a timely way. Waiting for paperwork can slow the process down. By providing paperwork in advance of the transport, we are able to provide drivers with the critical information they need, and streamline the pick-up process.

### **Can I just give completed paperwork to the driver?**

We request you fax or email the paperwork in advance.

This ensures we have all necessary information in advance of the transport.

### **What is medical necessity?**

This is an acknowledgement by a licensed medical professional that the patient requires a chair car and is unable to travel by another mode of transportation. If this form is submitted for a patient with no medical requirement, it could initiate an inquiry from the insurance provider.

### **The medical necessity form is for patients with Mass Health.**

#### **My patient isn't currently on Mass Health—do I still need to submit it?**

Yes. Even though your patient may not have Mass Health on the day of the scheduled transport, insurance coverages change regularly and we require this form be submitted prior to transport.

#### **I submitted a form last week when the patient had an appointment. Do I need to fill it out again?**

Yes. The medical necessity form and face sheet are required for every transport. The medical necessity form is specific to destination. Repetitive patients already in the system are an exception as their paperwork is managed differently.

#### **Why won't you book the transport one way if a family member is able to bring the patient back?**

If a patient is able to travel by private vehicle, even one direction, they do not meet the "medical necessity" criteria, as they are able to travel using a mode of transportation other than chair car.

#### **If my patient doesn't have a medical necessity, what are my options?**

You can download a list of alternative transportation options from our web site. Many on-demand transportation services such as Uber and Lyft, now have medical transport options. [www.massoptions.org](http://www.massoptions.org) is a state sponsored resource for transportation options.

#### **Can I book evening or weekend appointments?**

Your call taker will work with you to identify availability.

#### **We are used to making our appointments at night and over the weekend.**

Chair car reservations will now be taken between 9 am and 5 pm, Monday through Friday.

We cannot accommodate reservation requests made outside of these hours.

#### **Can I book by fax?**

We will no longer accept fax reservation requests.

**What if I don't have internet access?**

Our chair car call specialists will work with you by phone to help identify open slots. You can view the availability sheet on a smart phone if you have access that way. You can then fax your documentation.

The availability sheet is viewable online at <http://cataldoambulance.com/chair-car-reservations/>

**Can we still book bus trips?**

Because of our limited capacity to support chair car transportation, we want to ensure our drivers are available for priority transports. Please direct all bus trip requests to your account manager who will check on availability.

**How far out can we book?**

Facilities are able to see availability for three months at a time.

**Why are you limiting outgoing trips after 1 pm?**

Getting in and out of Boston after 1 pm has become increasingly difficult. For this reason, and to better serve those patients requiring afternoon return trips, we will be limiting the booking of outgoing trips after 1 pm.

**Why are you requesting that we book 72 hours ahead?**

The more lead time we have for your pre-scheduled trip, the better the chances of availability and for ensuring on time performance.

**What if our transport is urgent?**

Let the call taker know your transport is urgent.

He/she will do their best to accommodate an urgent request.

**If no chair cars are available can you send an ambulance?**

Ambulance transport is not a substitute for chair car. We will not be providing ambulance back up for chair car transports. If your patient requires an ambulance transport, your call taker will direct the call appropriately.

**Why do bariatric patients take longer?**

Bariatric patients often have special transport requirements and/or require lift assistance, especially if stairs are involved. In such a case, the driver must make a special request for assistance and additional crews are dispatched.

**How do patients private pay?**

If your patient is paying privately, please let the call taker know and we will be in touch to follow up.

There is also an online payment portal on the [cataldoambulance.com](http://cataldoambulance.com) website.

**If you are late who should I call?**

If there is a problem or delay, please call the number you used to book the transport.

The dispatch center can check on the status of the driver and adjust as necessary.

**What if I need to cancel or reschedule?**

Please call the chair car reservation line as soon as possible. This is critical to reassign the driver.

Please reference the patient last name, DOB and trip#

**Can I schedule new dialysis patients?**

Because of our limited availability, all requests for new, repetitive patients must go through a supervisor.

**Will all these changes improve on time service?**

Booking only those trips we know we can manage will support improvements in both "on time" and customer, service.