



1851 Aucutt Rd, Montgomery, IL 60538

Dispatch/Transport Fax: **888.972.4996**

Phone: 630.898.2117

TRANSPORTATION FORM QUICK GUIDE

Important Reminder: Transportations for the same or very next day must be called in. Transports that are for beyond that timeframe must be faxed on the appropriate form(s).

1 – Identify if your patient requires medvan or ambulance transport. Medvan patients must be able to stand/pivot transfer with a 1 person assist or less. Patients who are on more than 3L O2, are two person, or Hoyer/mechanical/max assist transfers, or have other qualifiers must go via ambulance. Patients cannot alternate between Ambulance & Medvan. Please be sure you are choosing the appropriate level of service based on the patients medical presentation/necessity and qualifiers.

2 – Fill out appropriate form(s). Medvan and ambulance services have their own request forms with questions tailored to each service. **For recurring ambulance transports** both the 'Ambulance Transport Request Form' and the 'Recurring Ambulance Transportation Supplemental Form' must be submitted. Dispatch uses the transport request form, Billing uses the supplemental form to help process claims properly under new state and federal regulations.

3 – Verify Return fax # is correct/complete. If a return fax number is not provided, the request may not be eligible to be processed. Providing as much detail on where at destination PT is going (such as suite number, department, floor) assists with getting patients to their appointments on time and returned in a timely manner.

4 – Fax the form(s) to 888.972.4996. Faxes are processed through a HIPAA Secured Fax. Once received the requests will be processed as promptly as possible.

5 – Faxed requests will be faxed back to the fax return number provided with either pick up times, additional questions/comments, or a notice of no availability. Failure to provide a return fax number may result in requests not being processed. The average turnaround time for a response is 6-10 hours but can take up to 24 hours.

IF YOU DO NOT RECEIVE A FAXED RESPONSE by the following day, please call Dispatch at 630.898.2117 and inquire about the status of the request. **PLEASE DO NOT RE-SUBMIT FAXES OR REQUESTS WITHOUT FOLLOWING UP FIRST VIA THE PHONE. Doing so may cause double bookings and false 'no availability' responses.**

If you are setting up for a change of residence/discharge, please include on the request form the number of stairs at the destination/residence. Medvan Transporters are limited to only being able to provide standby assistance for one step.

**** PDF and Typable Versions of forms available via email or by visiting RidgeEMS.com/Transport ****