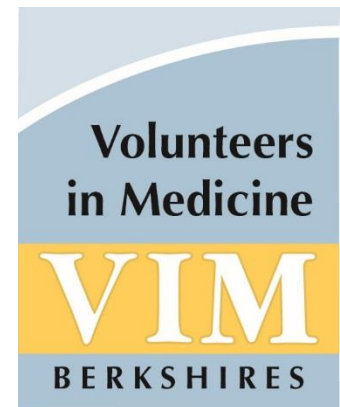




# Providing Rides- One Volunteer at a Time



MassDOT  
**INNOVATION**  
+ **MOBILITY**  
Exchange



# Volunteers In Medicine Berkshires

[https://www.youtube.com/watch?time\\_continue=1&v=\\_uv-mUIVDGs](https://www.youtube.com/watch?time_continue=1&v=_uv-mUIVDGs)

- **Mission:** The VIM Berkshires clinic provides access to free comprehensive health care for those in the Berkshire region who are income qualified and uninsured or underinsured.
- **Programs:**
  - Primary and preventive medical care
  - Fully restorative dentistry
  - Mental health counseling
  - Optometry
  - Acupuncture
  - Diabetic and nutrition counseling
  - Therapeutic massage
  - Social determinants of health

# Volunteers In Medicine Berkshires

## Basic data:

- Founded in 2004
- Located in Great Barrington
- Privately funded; no government or taxpayer funding

## Staffing:

- 150+ volunteers (45-50 clinical)
- Cumulatively 350+ volunteers; almost 50,000 clinical volunteer hours
- 8 full-time, 4 part-time staff

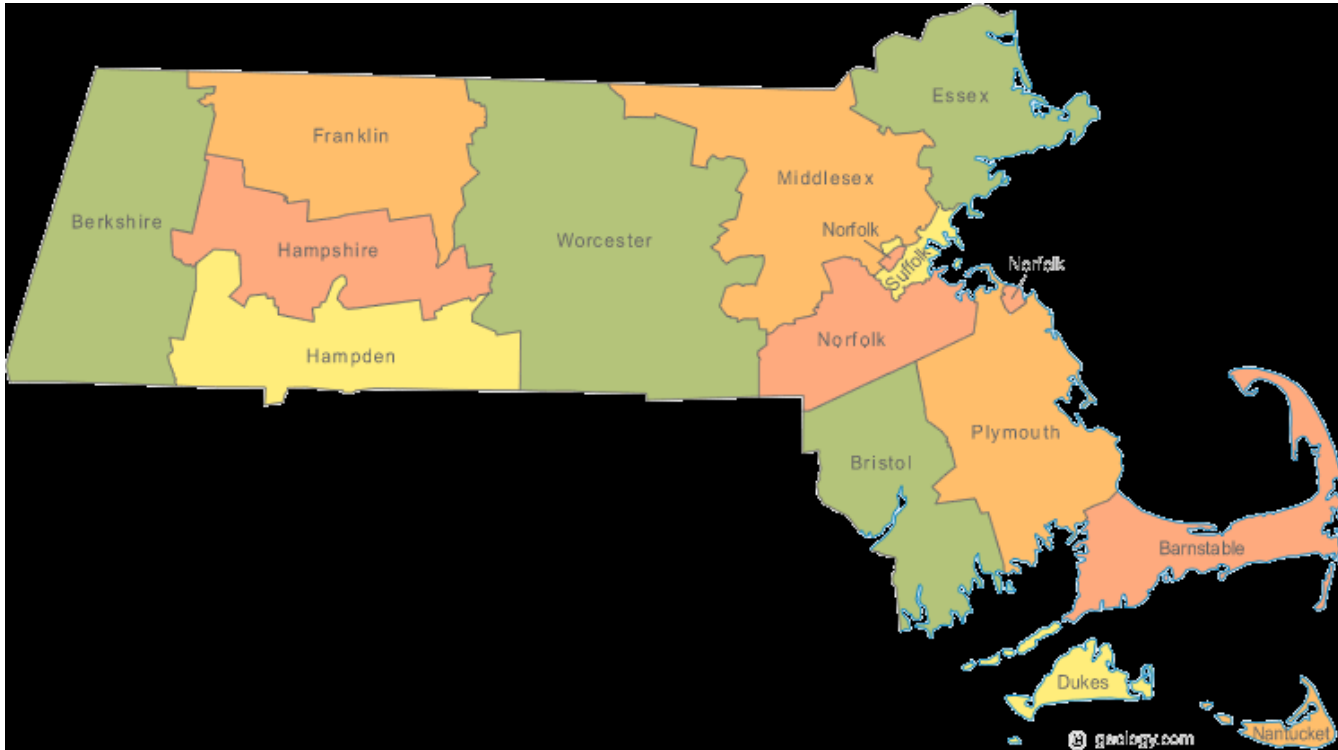
## Patients:

- Age 18+; up to 300% FPL; Berkshire region
- Annually – 800+ patients, almost 400 new patients, 4000-5000 visits per year
- 3000+ patients, 32,000+ visits cumulatively
- Almost 90% working at least one job (many part-time, seasonal, multiple jobs)
- 40% have some college, 25% college degree

## Financial:

- Operating budget = approx. \$1,300,000 (\$425,000 contributed services, \$875,000 cash)
- 80+% program expenditures (5% fundraising, 14% management and general)
- Cumulative donations = \$7,000,000+
- Over \$15,000,000 in free health care services

# Transportation



**ONE LIMITED MAIN BUS ROUTE**



# The Problem

- Current Bus Route:
  - 1.5-2 hours to go 32 miles (Pittsfield to Great Barrington)
    - every 2 hours
  - 1 hour- 15 miles (Lee to Great Barrington)
    - Once per hour
  - Only along main road
- Limited public transportation, physical access to health care services, educational opportunities, access to healthy foods and community services, directly impact on health status.
- Local officials, non profits, and bus company unable to increase bussing or change routes.

# The solution

- Use volunteers to provide rides
  - Medical appointments
  - Testing (blood work, imaging etc)
  - Specialty appointments
  - Services that effect their health- insurance appointments, food stamps, job training

# Details

- Drivers Credentialed
  - Drivers license, vehicle registration, auto insurance, RMV report, health statement, CORI, + all other standard requirements for clinic
- Drivers insurance primary- Clinic liability secondary
- Orientation for Driver and Patient
- Patient waiver
- Request->deemed appropriate =>match-> Notification of both parties



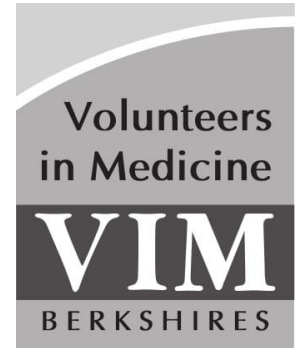
**CREDENTIALLING REQUIREMENT CHECKLIST for Drivers:**

- Copy of current MA drivers license    Exp Date \_\_\_\_\_
- Copy of vehicle registration
- Copy of auto insurance cover sheet showing expiration date and coverage limits
- RMV Report, unattested self-query to be done by the volunteer applicant every two years (see attached for link)
- Cell phone number
- Health fitness statement
- Application
- Driver's Application
- Confidentiality form
- Resume
- One reference from employer or colleague  
Name and contact information: \_\_\_\_\_
- CORI report, to be done by VIM every two years.
- TB Testing: *We require either proof of results of TB skin test or declination*
  - TST (two-step PPD skin test):            Attach medical record
  - Declination signature: \_\_\_\_\_ Date: \_\_\_\_\_
- Immunization status: *We require either proof of immunization or declination*
  - Hepatitis B:  Prior immunization: Attach medical record  
 FOR DECLINATION USE ATTACHED FORM
  - MMR:             Prior immunization: Attach medical record  
 Declination signature: \_\_\_\_\_ Date: \_\_\_\_\_
  - Varicella:  Prior immunization: Attach medical record  
 Declination signature: \_\_\_\_\_ Date: \_\_\_\_\_
- Flu Shot

**Credentialed by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

# Patient Release for Volunteers in Medicine Berkshires Transportation Program



By signing below, the undersigned hereby releases, waives, and holds harmless Volunteers In Medicine Berkshires, its officers, employees, volunteers and agents (collectively "VIM Berkshires") from any and all suits, claims, damages, losses, injuries (including property damage, bodily injury or death), and any other compensable loss of any type (collectively "Claims") to you and your family or friends, directly or indirectly, arising out of your participation in the Volunteer Drivers Program, or out of the actions, conduct or inaction of the volunteers, whether or not the negligence of VIM Berkshires contributes to or causes the Claims. This release does not apply to the extent the Claims are caused by the gross negligence or willful or wanton misconduct of VIM Berkshires. You further agree to defend and indemnify VIM Berkshires representatives from any and all Claims directly or indirectly arising out of the negligent, reckless or willful acts or omissions of you or your family.

**I CERTIFY THAT I HAVE READ AND UNDERSTAND THIS AND AGREE ON BEHALF OF MYSELF AND MY FAMILY**

\_\_\_\_\_  
Name, Printed

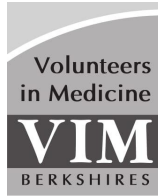
\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Witness Signature (optional)

## VIM Berkshires Transportation Program

The VIM Berkshires transportation program aims to provide transportation primarily within Berkshire County for VIM patients without transportation to VIM appointments. It is only to provide transportation to their appointments at VIM or at VIM-scheduled offsite appointments.



### PATIENT ORIENTATION:

- The ride program is staffed by volunteers, whose time is important. BE SURE to let us know if an appointment is cancelled or changed.
- Always, if you have to cancel, let Marleny McCauley, Patient Services Coordinator; Natalia DeRuzzio, Community Health Worker; or Robert Olsen, Operations Manager, at **413 528-4014** know, so that we may inform your volunteer driver.
- To participate in the VIM Berkshires Volunteer Driver Program you must first sign a Waiver.
- Your volunteer driver may not give you rides for other activities, such as to pick up groceries or run other errands. They may not make stops for anything except to pick up medicine, labs, imaging or other medically related tasks.
- Your volunteer driver may permit children only if they are in approved car seats, in the back seat. You must provide and install the car seat, and it is the driver's discretion on whether or not to permit children.
- Your volunteer driver is not permitted to help with any tasks except driving.
- You must wear your seatbelt when in the car.
- Your volunteer driver may not accept any money from you for the ride.
- You do not need to answer any questions about your medical issues or any other personal details that you are uncomfortable with.
- Your driver will be given your phone number.
- The car that will pick you up will have a sign in the window saying VIM Berkshires.
- The driver will have a VIM Berkshires nametag.

Your appointment is with \_\_\_\_\_ at (time) \_\_\_\_\_  
\_\_\_\_\_ on (date) \_\_\_\_\_.

Your driver's name is: \_\_\_\_\_. Their phone number is: \_\_\_\_\_.

The car is \_\_\_\_\_ (model, year, and color.)

You will be picked up at (time) \_\_\_\_\_ on (date) \_\_\_\_\_ at (location) \_\_\_\_\_.

## VIM Berkshires Transportation Program

The VIM Berkshires transportation program aims to provide transportation primarily within Berkshire County for VIM patients without transportation to VIM appointments. It is only to provide transportation to their appointments at VIM or at VIM-scheduled offsite appointments.



### DRIVER ORIENTATION:

- Always, if you have to cancel, let Natalia DeRuzzio, Patient Services Coordinator, Mauricio Romero, Receptionist, or Michele Shalaby, Human Resources/Volunteers Manager at 413 528-4014 know, so that we may find another driver.
- Patients are not to be driven on other errands, such as to the grocery store or post office.
- It is the driver's discretion whether or not to permit children to accompany the patient. Any child who is allowed must sit in the back seat, in a seat belt or appropriate child car seat, which must be provided by and installed by the parent.
- If no adult family member is accompanying the patient, one designated individual may be included in the transportation.
- Patient's privacy must be strictly respected. Do not initiate conversations about medical issues, why they have an appointment or any other information not needed for the ride. If patient initiates the conversation it is acceptable to respond.
- Similarly do not inquire about patient's immigration status or background.
- Be careful not to give any medical advice.
- Remember to use the sign for your window and to wear your VIM nametag.
- **Do not accept any money for payment from patients.**
- If a patient is not at the agreed pick-up spot, the driver should call Natalia DeRuzzio, Patient Services Coordinator, Mauricio Romero, Receptionist, or Michele Shalaby, Human Resources/Volunteers Manager (in that order) at VIM (528-4014) to learn whether or not the patient has contacted VIM. They will attempt to contact the patient and call the driver back. If there is no information about the patient's whereabouts, please wait fifteen minutes, then call VIM back to let us know that the patient no-showed and you are free to leave.
- You will be given instructions as to your rights in case you are stopped by Immigration or the State Police.
- The patient will be given your cell phone number.
- Carry the provided accident form with you.
- Mileage, tolls and parking may be reimbursed using the appropriate form.

# It is a success

- Since September:
  - 140 rides
    - Mostly to and from clinic
    - As far as Boston
  - 15 credentialed drivers
  - Patient numbers- increasing (factor?)
    - New patients
    - Fewer missed appointments
    - Consistency in ongoing treatment attendance (mental health)
  - Increase connection between patients and community members

# Obstacles

- Scheduling:
  - Streamlining
  - Volunteer age/computers
  - Lack of internet
  - Cancelled/changed appts
  - Weather 😊

# Future Possibilities

- Drivers self-scheduling via computer
- Volunteer management of requests and fulfillment
- Veterans as patients and volunteer drivers