

Medi-Cat

The Medi-Cat service has been established to provide confidential transportation for UNH students requiring **immediate** but non-emergency medical assistance.

To qualify for Medi-Cat transportation students must act through UNH Health Services, SHARPP, or the Counseling Center depending on their situation. The Medi-Cat phone # is 603-817-9637. **Students may not call Medi-Cat directly. The Medi-Cat phone number is confidential and is not to be given to students.**

Medi-Cat does not go to student residences off-campus. It is for students who live on-campus only. Medi-Cat does not serve faculty or staff members. It is for students only.

The Medi-Cat driver will only respond to calls initiated by:

- Health Services (Hours of service: Mon, Tues, Thurs, Fri 8:00 a.m. – 4:30 p.m.; Wed 8:00 a.m.- 7:30 p.m., Sat & Sun 12:00 noon - 4:00 p.m.)
- UNH Counseling Center (Hours of service: 8:00 a.m. - 5:00 p.m.)
- SHARPP (any time)
- Wentworth-Douglass Hospital (4:30 p.m. - 8:00 a.m. and weekends)
- Portsmouth Hospital Health Center/Unit (PAR's Staff – when the Counseling Center is closed)
- Community Partners (4:30 p.m. - 8:00 a.m. and weekends)

During Wildcat Transit business Hours (6:00 am - 11:00 pm)

The call will come in to the Wildcat Transit office (862-2328). The dispatcher will send out a driver to transport the individual.

After (Wildcat Transit) Hours (11:00 p.m. - 6:00 a.m. Mon - Fri, weekends) Procedures: Illness / Injury

1. Students must call Health Services and speak to the Wentworth-Douglass Hospital nurse on duty for medical situations. The nurse will make the determination as to whether the student should:
 - a. Be transported by ambulance to the hospital
 - b. Wait until morning and go to Health Services
 - c. Be transported to the hospital (usually Wentworth-Douglass Hospital) by the Medi-Cat.
2. The nurse will then call the Medi-Cat driver to set up transportation. The student will need to meet the driver outside his/her residence hall because drivers will not have access into the residence halls . It is recommended, though not required, that students have a friend assist them depending on their situation.

Specialist Visits

Weekday Business Hours (Mon - Fri 6:00 a.m. - 11:00 p.m.)

For students who need transportation to the hospital for x-rays or if they need to have an **immediate** one time visit with a specialist (i.e.: Orthopedic, Ear/Nose/Throat) due to an injury, Health Services will contact the Wildcat Transit office (862-2328) during office hours (6:00 a.m. - 11:00 p.m. Mon - Fri) to arrange the transportation. This option is for students who are unable to find transportation on their own or are physically unable to take the bus (provided the specialist is located along a bus route). If the

student requires future appointments they must arrange alternative transportation. (Wildcat Transit & COAST buses have routes to many of the specialists' offices).

Students who need to go to Wentworth-Douglass Hospital for tests, etc, do not qualify as meeting the "immediate non-emergency" status. They must take the Wildcat Transit bus which provides hourly service and has a stop right outside the hospital.

The only time a request for a Medi-Cat ride for the following day may be made is if the appointment is for first thing in the morning and Health Services is not open in time (example: a student is set up for a specialist appointment for 8:00 a.m. the following morning and the student needs to be picked up at 7:30 a.m. Health Services is not open in time to schedule it in the morning).

Medi-Cat is only for immediate emergency transportation only due to an illness or injury. It is not for transporting students to and from multiple doctor appointments or long range doctor appointments or therapy appointments. Students are permitted only one ride per illness/injury. It is not a ride of convenience. There must be an immediate medical emergency that is not severe enough to need an ambulance but is severe enough to require immediate attention.

*If a student needs tests at the hospital or to see a specialist but it is not an **immediate** medical need, then they must take the bus unless they are physically unable to do so. (Example 1: Someone with a broken arm that needs to see an orthopedic physician and has an appointment a few days out can take a bus. This is not an **immediate** need and they are physically able to take the bus. Example 2: Someone with a badly broken leg that needs to see an orthopedic physician immediately and cannot physically take the bus does qualify for Medi-Cat).*

Pick-Up Location at Health Services:

Medi-Cat will pick passengers up at the rear door.

EXCEPTION: On Wednesday evenings and weekends, the Medi-Cat vehicle will pick passengers up at the side door (next to UNH PD). The driver shall walk to the front door to notify Health Services that they are there.

Sexual Assault Victims

Victims who have been assaulted and require transportation to the hospital will act through SHARPP. The SHARPP advocate will contact the Medi-Cat driver to arrange the transportation.

Mental Health Emergency's

Students requiring Medi-Cat for Mental Health issues must contact the UNH Counseling Center during business hours (8:00 a.m. – 5:00 p.m.). When the Counseling Center is closed the call will automatically be transferred to Portsmouth Hospital Health Center/Unit or Community Partners for permission to use the Medi-Cat service.

All Medi-Cat drivers will be required to sign a confidentiality waiver and will not be permitted to discuss any cases they transport with anyone.

Medi-Cat will not transport:

- Serious injury that requires an ambulance
- Injuries involving heavy bleeding

- Illnesses or injuries that need the immediate attention of a skilled EMT or Paramedic
- Vomiting that is uncontrolled or projectile
- Anyone not on campus
- Faculty & Staff (includes day & night)
- Visitors

Medi-Cat drivers have no medical training and will not be responsible for any types of medical emergency procedures.

No Service days are as follows:

There will be no Medi-Cat Service during holidays and academic breaks.

Every effort will be made to provide transportation during snow storms and curtailed operations but emphasis will be put on safety first for the driver and passenger.

Breaks:

Winter Break: December 27, 2008 - January 18, 2009

Spring Break: March 13, 2008 (will end at 7:00 p.m.) - March 22, 2009 (will begin at 6:00 p.m.)

Summer: May 22, 2009 - August 31, 2009 (estimated date – 2009/2010 calendar not available at this time)

Holidays:

Thanksgiving Weekend Wednesday, Nov 27 6:00 p.m. - Sunday, Nov 30, 2008 6:00 p.m.

Martin Luther King Day Monday, January 19, 2009