

Transportation Frequently Asked Questions (FAQs) for Indiana Dialysis Providers During the Coronavirus Pandemic

The ESRD Network is here to help. Transportation is a critical part of patient care. The IPRO End-Stage Renal Disease Network of the Ohio River Valley will continue to monitor and gather resources relating to the transportation of dialysis patients to and from their scheduled appointments during the Coronavirus Pandemic (COVID-19).

Who is working to coordinate transportation options for dialysis patients in my state?

The Indiana Family and Social Services Administration is coordinating non-emergency rides through Southeastrans. Although public and private transport companies are operational and providing transportation to dialysis patients, private transport providers will not transport COVID-19 positive patients.

What steps are being taken to ensure the safety of patients being transported?

The Indiana Family and Social Services Administration and Southeastrans have implemented transportation and sanitization policies recommended by the Centers for Disease Control and Prevention. Vehicles are being sanitized with disinfectant solutions, and demarcations with tape are being used to ensure appropriate social distancing in pooled or shared transportation rides.

How does transportation work for patients on Medicaid in Indiana?

Southeastrans coordinate all non-emergency transportation services for dialysis patients on Medicaid. You can also reach Southeastrans to make a reservation at 1-855-325-7586.

Will transport companies transport COVID-19 positive patients?

At this time, transport companies are not transporting COVID-19 positive patients. Facilities that need to coordinate transportation of these patients will need to reach out to their local EMS Service. EMS Services in Indiana are coordinated by the Department of Homeland Security. You can contact them with questions at (317) 232-2222.

What if a patient's transportation provider discontinues service or refuses to transport a patient?

Southeastrans should be able to help you arrange alternative transportation options for patients. You can reach them at 1-855-325-7586.

What other resources are available to arrange alternative transportation options for patients?

Area Departments of Aging, senior centers, cancer service centers, veterans agencies, and Good Samaritan Funds can be of help to connect both patients and providers to transportation options. Click [here](#) to access a list of transportation services compiled by Indiana's 211 Service.

The Local Public Transit Authority in your county or city can also transport patients to their appointments. Click here to find the websites and contact information for the public transportation agency that serves your county and/or region.

Your local and County Department of Health can be an invaluable resource to help patients navigate transportation options available to them locally.

In the event of a large-scale emergency, the Emergency Management Agency coordinates activities such as public official alerts, care and shelter, evacuation, search and rescue, resource mobilization and recovery. They will be familiar with the state of transportation in your local area and able to assist you in securing transportation for patients. You can visit the Indiana Emergency Management website [here](#).

What if we are unable to secure transportation for a patient needing to get to their dialysis appointments using the above methods?

If all other attempts to secure transportation for a patient have failed, your next point of contact should be your county Emergency Management Agency (EMA). Click [here](#) for an interactive map resource with contact information on Indiana's local EMA offices.

Reach out to the ESRD Network for more information or visit our online, searchable transportation database for Indiana [here](#). This database features up-to-date information about transportation changes and community resources as soon as it becomes available, so be sure to check back often



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