



PROVIDER PROTOCOLS DURING COVID (updated 3/17/2021)

SCHEDULING A RIDE:

- All Ride Requests must be submitted by an authorized care provider at a Modus Member Agency by no later than 5:00 PM, the weekday before the ride is to occur. Furthermore, Modus is requiring all clients to sign Modus' **COVID-19 Acknowledgement and Liability Waiver**, which must be signed by the client and submitted by the provider at least 48 hours before the ride is to occur. The new waivers can be found in the [Provider Portal](#) and can be signed electronically.
- **MODUS DOES NOT PROVIDE EMERGENCY MEDICAL TRANSPORTATION. IF YOUR CLIENT IS HAVING AN EMERGENCY, CALL 911.**

CONFIRMATION/CANCELLATION PROCESS:

- All ride cancellations must be made one (1) hour in advance by the provider or client. Otherwise, it will be considered a no-show.
- All drivers and passengers are required to conduct a Medical Self-Assessment prior to their ride. We suggest conducting the assessment 2-3 hours before the ride is to occur.
 - If a client is showing signs of any illness, they should contact Modus as far in advance as possible to cancel their ride. If the client exhibits symptoms before or during their ride, the driver may ask the client to take their temperature with thermometer strips provided by the driver.
 - If a client has a fever of 100 or higher, they cannot ride with Modus for 72 hours after their fever has dropped.

If at any time in the future, you learn that a client has tested positive for COVID-19 or has been exposed to or been in close contact (within 6 feet) of someone who has been confirmed to have COVID-19, please notify Modus immediately.