



COMMUNITY HEALTH REPRESENTATIVES **(CHR)**

CNG Guidelines

Mission Statement:

The Community Health Representative (CHR) is to serve as an advocate and facilitator for the individuals/families of Native American descent. Our program offers support through outreach, education, informal counseling, social support, patient-centered care and advocacy services that improve the health and wellness of the Native Community.

Services Provided:

- Transportation to and from routine and/or specialty doctor appointments such as Dialysis, Physical Therapy, Occupational Therapy, etc.
- Medication & Medical Supplies Delivery Services
- To assist in medical standby/first aid for events.
- Home Visits/Wellness Checks.
- Temporary Fuel assistance to out-of-town medical appointments or those out of programs area that we cannot transport to medical appointments.

Service Area:

- Comanche, Cotton, Tillman, Eastern part of Jackson, Western part of Stephens and Jefferson, and Caddo counties.
- Jurisdictional boundary is limited, but out of area services will be determined on a case-by-case basis.

Procedures, Requirements, & Length of Services:

The CHR Program has a very simple application that is given out. Our process is as follows:

1. Obtain a Certificate Degree of Indian Blood (CDIB) of the patient that is needing services.
2. Have the patient fill out the Medical Health Plan and Emergency Medical Forms.
3. Have the patient read the Transportation Policy & Guidelines, and sign and date at the bottom.
4. When the patient calls in with their appointment, their contact information is updated, every time.
5. There is no set time limit for the use of our services.

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Intake of Transportation Appointments:

1. All patients/clients **must** call the CHR office to schedule all transportation two weeks (or more) ahead of scheduled appointment time. If transportation is needed in less than two weeks' time each case will be considered pending availability.
2. Patient/clients must be eighteen (18) years of age or older to ride; if the patient/client is under the age of eighteen (18) a legal guardian or parent must be present.
3. When the patient/client calls CHR office to schedule they will be asked for their name, address, phone number, any previous transportations with CHR, time and date of their appointment and location of appointment.
4. The CHR Tech. will place appointment slip on the schedule *pending availability* for the day requested.
5. CHR will coordinate with CN Transit to provide alternative transportation, if CHR is fully booked. This is dependent on Transit availability as well.
6. If the patient/client has requested a specific day and it is unavailable, they will be placed on a waiting list for the next available spot if requested.

Transportation Pick-Up:

1. The CHR Tech. will contact the client one day before each appointment to confirm contact and appointment information and if any additional equipment is necessary so that an appropriate vehicle can be assigned.
2. If the patient/client is not present or cannot be found when the CHR Tech. arrives for transport, then the following steps will be taken:
 - Knock on the door
 - Call the number that the patient/client provided the day before when confirmed
 - Knock again
 - The CHR Tech. will only wait up to 10 minutes from scheduled arrival time.
 - If client/patient does not communicate with the CHR Tech. in that time, then the CHR Tech. will leave to their next appointment.
 - If after the previous steps are taken and contact still has not been made, the CHR Tech. will leave a note at the residence, informing of their missed pick-up.
 - The CHR Tech. will then notify their director/supervisor and return to their station and/or continue with their daily schedule.
 - After three no-call/no-shows, client will be put on a one (1) month suspension from the date of 3rd no-call/no-show.
3. Patients/Clients that appear under the influence of alcohol or illegal drugs will not be transported unless a medical emergency exists; the police maybe contacted under certain circumstances.
4. Transportation for emergencies may be possible if the situation is not life threatening.
5. If outside pets appear to pose a threat to the CHR Tech., the CHR Tech. will complete the following steps:
 - Call the patient/client
 - Notify their director/supervisor

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- Take a screenshot of the location for documentation; the CHR Tech. is not obligated to get out of their vehicle if safety is a concern.
- 6. Patient/Clients may be called to be picked up early due to the scheduling of the CHR office and to meet the needs of the patient/clients. The CHR office has to cover a large geographical area with limited drivers.
- 7. When the patient/client is finished with the appointment, the patient/client will be transported back to their home.
- 8. In the event of inclement or hazardous/inclement weather, ALL transportation will be suspended and the CHR Tech. will notify the patient/client.
- 9. Mileage log will be kept for ALL GSA vehicles and turned in with PCC forms monthly.
- 10. The CHR Tech. will fill out PCC forms on client/patient transports.

Medication & Medical Supplies Delivery Services:

Medication pick-up services are on Monday-Wednesday-Friday only.

Any non-narcotic medication that needs to be picked up at IHS pharmacy, medical supplies from Diabetes Program, or medical store (i.e. Medi-equip), CHR staff will assist. This applies for any age, any tribally enrolled member with valid CDIB/Tribal ID. There is no set time or limit to this service.

- Patient/Client must call CHR office with the following information: Name, Date of Birth, Chart #, address, phone number, the number of medications to be picked up, and list of prescriptions (Rx name, # of tablets).
- CHR Tech. will then take the medications pick up slip to IHS pharmacy where they will have the pharmacist verify the list and sign off that all medications listed is all there.
- CHR Tech. will take the slip and deliver medications to client/patient who must be home to receive unless prior plans are made for drop-off.
- The CHR Tech. and client will both verify the medications that were picked up and both CHR Tech. and patient/client will sign and date the pick-up/drop-off slip.
- The CHR Tech. will notate the date and time of delivery.
- CHR Techs do not pick-up narcotics or medications that require identification but can provide transportation to patient/client so they may pick it up themselves. (IHS pharmacy only)

Tribal Activities/Specials Events:

- The CHR Program is requested frequently for Tribal Powwows and/or special events such Health Fairs, Career Fairs, etc. for first aid standby.
- When requested the CHR will attend the event making sure people stay hydrated and for first-aid stand by.
- A log is kept of all patients seen during the event.
- At most events the CHR Program will offer water, cooling towels (during the hotter months), liquid iv (hydration packets), miniature first aid kits, hand fans, and hot hand packs (during winter months).

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- Any department or group/entity needing this service must call the CHR office and speak with the Director to get on the schedule.

Home Visits/Well Checks

These visits provide vital checks, health education, appointment assistance, and limited personal care. Referrals may come from IHS, home health, family members, or others. Must meet one or more of the following criteria:

1. Homebound Status: This means leaving home is difficult and requires: use of walker, cane, wheelchair or special transportation. Needs help from another person when leaving the home or there is a medical reason that makes leaving home unsafe.
2. Patient must be under the care of a primary care provider. Should CHR Aide need to report out of parameter health screenings, a documented PCP must be listed to report findings.
3. There has been a recent hospitalization, help with medication management is needed, or there is a decline in cognitive function.

CHR Aide can assist with:

1. Vital checks for early detection/intervention
2. Health education (e.g., diagnosis, diet, medication)
3. Basic ADL support (e.g., grooming, hygiene)
4. Scheduling appointments and communicating with healthcare providers

Fuel Assistance:

A new service designed to support Comanche nation tribal members traveling to **out-of-town** or **out-of-service-area** (50-mile radius; one-way trip) medical appointments when CHR transportation is unavailable. The Fuel Assistance Program is a supplemental service designed to support clients in special cases when CHR transportation is unavailable. The core mission of the CHR program remains direct patient support and outreach. Fuel assistance is reserved for appointments located out of the service area jurisdiction from the client's residence or outside the defined CHR service counties.

Fuel Assistance Guidelines:

Maximum assistance: \$50.00 Visa Gift Card per appointment

Limit: 2 times per year per person

Subject to funding availability.

Eligibility Requirements:

- a. Request **must** be made at least two weeks in advance
- b. Complete a Fuel Assistance Application

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- c. Submit proof of medical appointment (may be verified with provider)
- d. Assistance is available only when CHR cannot provide transportation
- e. Receipts from previous fuel assistance must be submitted to qualify for future requests
- f. Allow mailing time for Visa gift card distribution

▲ Note: Incomplete applications will be held for 30 days. Applications will not be processed without all required documentation. Services are contingent upon available funding.