

TRANSPORTATION RESOURCES

For unexpected unit closures or emergent, unique patient situations
King, Snohomish, and Pierce County

Option 1: Use patient's current transportation provider. See Clarity, Registration > General Information, Transportation Resources at the bottom of the page.

Patient eligibility	Provider	Phone number	Comments for contacting
Medicaid with transportation benefits	Hopelink -King and Snohomish County	425-943-6795 Provider Line 800-923-7433 Patient line	Fully-staffed M-F 8am – 5pm Long wait times after hours Usually will make same day ride changes Have patient's Provider One # ready Provider webchat: https://www.hopelink.org/transportation/chat
	Paratransit-Pierce County	855-553-0355	Reservation hours 7 am – 3:30 pm. Closed major holidays
<u>Enrolled</u> disabled patients	Metro Access – King County*	206-205-5000	Fully staffed M-F 8 am- 5pm, limited staffing after hours Usually will <u>not</u> make same day ride changes
	*In case of exceptional situations (eg, adverse weather, COVID + status, or patient without any other source of transportation), Metro Access may be able to provide transportation for ANY patient to/from dialysis. When calling, refer to “Special Rider” program.		
	Pierce Transit Shuttle- Pierce County	253-581-8000 (Option 1, then Option 2)	Reservation hours every day, including holidays 8 am – 5 pm
	DART – Snohomish County	425-347-5912	In-county transportation only; patient must transfer to Metro Access for travel into King County

Option 2: Use NKC-contracted providers if Option 1 services unavailable:

Provider name	Who is eligible	Phone number	Comments for contacting
Yellow Cab – all counties	Any patient Note: limited ability to provide service to those who need van transportation	Main: 206-622-6500 Eastside 425-455-4999 S. King County: 253-872-5600 Online: www.seattleyellowcab.com	Explain that NKC has direct bill account #9000. No written taxi voucher is required

Uber – all counties	Any ambulatory patient, willing to use car-for-hire service	ONLINE: https://health.uber.com/	Any NKC employee with valid sign in can arrange a ride for any patient at any unit
All units have staff members with unique UBER log-ins. Unit manager must contact NKC Helpline to add or remove users.			

Option 3: Use private pay options (only if authorized by Clinical Director or Administrator on Call, paid via NKC credit card)

Provider name	Service area	Phone number	Comments
Farwest Taxi	King County	206-622-1717	Use for ambulatory patients, can accommodate folding wheelchairs only
Stita Taxi	King, Pierce County	206-246-9999	
Cuddy's Taxi	South King County only	253-569-5729	
Orange Cab	Snohomish County	425-783-0000	
TriMed	King County	206-988-5000	Cabulance
Around the Sound	King – especially South King, Pierce County	253-858-7088	Cabulance. COVID transport.
Northwest Transport	King, Pierce, Snohomish Counties	253-216-5000	Cabulance
NW Ambulance	Snohomish and north King	425-328-7651	Cabulance
Tri-County Cabulance	King, Snohomish Counties	206-533-1003	Cabulance. COVID transport.
Safe Transportation - last option	Snohomish, King Counties	425-322-5333	Cabulance – wants check or Zelle payment at time of service which is difficult

Option 4: In case of extreme emergency, NKC's Emergency Operations Center (EOC) would be activated. The NKC Incident Commander will contact the Northwest Healthcare Response Network by calling the Duty Officer at (425) 988-2897.

During the 2021 snow event, it was noted that the Seattle area police departments will NOT provide patients with transportation to or from dialysis. The patient/staff must call 911 and transport would be provided to hospital ER if patient assessed as needing services.

TRANSPORTATION RESOURCES

For unexpected unit closures or emergent, unique patient situations
Clallam County

Option 1: Use patient's current transportation provider. See Clarity, Registration > General Information, Transportation Resources at the bottom of the page.

Patient eligibility	Provider	Phone number	Comments for contacting
Medicaid with transportation benefits	Paratransit-Medicaid	800-756-5438, option 713	Have ready patient's Provider One number. May not be able to make same day ride changes
<u>Enrolled</u> disabled patients	Clallam Connect	360-452-4511	May not be able to make same day ride changes

Option 2: Use NKC-contracted providers if patient ineligible for Paratransit or service unavailable:

Provider name	Who is eligible	Phone number	Comments for contacting
Northwest Cabs	Out of business, was contracted with NKC in past		
Uber – check for service availability in Port Angeles and Clallam County	Any ambulatory patient, willing to use car-for-hire service	ONLINE: https://health.uber.com/	Any NKC employee with valid sign in can arrange a ride for any patient at any unit
UBER has very limited if any availability in Clallam County.			

Option 3: Use private pay options (only if authorized by Clinical Director or Administrator on Call, paid via NKC credit card)

Provider name	Service area	Phone number	Comments
Sun Taxi	Sequim Port Angeles	360-681-4090 360-912-5666	12/14/21: "operates intermittently" per PAKC. On the plus side, will bill NKC even though we aren't contracted
Angel Medtrans	Port Angeles, Sequim	360-477-0617	Cabulance. Customer Service hours M-F, 7am-7pm.

Option 4: In case of extreme emergency, NKC's Emergency Operations Center (EOC) would be activated. The NKC Incident Commander will contact the Northwest Healthcare Response Network by calling the Duty Officer at (425) 988-2897. Another option is to contact the non-emergency police line when patient is unable to access any transportation (see cautions on page 2).