

Transport Support



Purpose

Funded taxi services for high needs groups and patients experiencing financial hardship to access health services.

Introduction

Auckland PHO provides a fully funded transport service via Auckland Co-Op Taxis for patients experiencing financial hardship, that is limiting their access to health services. **This service is aimed particularly to improve access for high needs patients requiring Primary Care services or transport to hospital.**

Equity

The Transport Service is intended to benefit patients who would normally be prevented from easily accessing health services because of a lack of transport and/or resources.

Funding

The funding for this service is derived from Services to Increase access PHO funding. Each practice has been allocated a budget (based on a formula weighted for their high needs population). Feedback on use will be supplied every 3 months. Practices will be notified if/when they have used 90% of their budget allocation.

Eligibility/ Business Rules

- Supporting patients to access healthcare services is at the discretion of the practice.
- Patients who are not eligible for alternative transport funding e.g. ACC
- There are cancellation and late charges if the patient does not show up and this will be deducted from the practice's funding account. See cancellation policy below.

Creating a Practice Account

To set-up this service, follow the pathway below:

APHO Account Number: 64186

Cost Centre Code: *unique to each practice*

Creating a Practice Account

Booking URL: <https://akltaxi.cooptaxi.co.nz:8444/CCWeb/LogIn.aspx>

Login number (*unique to each practice*): xxxxxxx

Password (*for all practices*): Aklpho2023

Pin (*for all practices*): 4186

The email associated with this account in most cases will be the practice email address.

After initial login, make this a favorite tab for future access.

How to Book a Funded Taxi

The accredited provider of taxi services is:

Auckland Co-op Taxis – **09 300 3000** or book online:
<https://akltaxi.cooptaxi.co.nz:8444/CCWeb/LogIn.aspx>

To book a fully funded taxi online:

1) [Booking Information](#)

The screenshot shows the 'Booking Information' section of the Auckland Co-op Taxis Booking Portal. At the top, there is a navigation bar with links for 'New booking', 'My bookings', 'Reports', 'Favourite', 'Change details', 'Contact us', and 'Log out'. Below the navigation bar, a welcome message reads 'Welcome to Auckland Coop Taxis Booking Portal.' The main form area is titled 'Booking information' and contains several fields: 'Select a time option' with radio buttons for 'Now', 'Today', 'Tomorrow', and 'Select date'; 'Passenger name' with a text input field containing 'Mickey Mouse'; 'Phone number' with a text input field containing '9000000'; 'Text on approach' with a checkbox for 'Receive a Text'; 'Costcentre Code' with a dropdown menu showing '-- Select a Costcentre Code: --'; 'Contact phone #' with a text input field containing 'Contact Phone number'; and a large text area for 'Booking information'.

2) [Pick Up Details](#)

The screenshot shows the 'Pick up details' section of the Auckland Co-op Taxis Booking Portal. At the top, there is a header 'Pick up details' and a link 'Swap pickup and destination'. Below the header, there is a tab labeled '1st Pick up'. The main form area contains several fields: 'Pickup location type' with radio buttons for 'Address (Residential or Business)', 'Place (Shopping center, station, school etc.)', and 'Google lookup'; 'Business name' with a text input field; 'Pickup instructions' with a text area containing 'Please assist from door as patient has mobility issues.'; 'Unit / street number' with a text input field containing '10' and a checkbox for 'There is no street #'; and 'Pickup street name' with a text input field containing 'Disney St'. At the bottom right, there are two buttons: a green '+ Add' button and a red 'X Remove' button.

3) [Drop off Details](#)

The screenshot shows the 'Drop off details' section of the Auckland Co-op Taxis Booking Portal. At the top, there is a header 'Drop off details' and a tab labeled 'Last Drop off'. The main form area contains several fields: 'Drop off location type' with radio buttons for 'Suburb', 'Address (Residential or Business)', 'Place (Shopping center, station, school etc.)', 'Google lookup', and 'Drop off unknown'; 'Business name' with a text input field containing 'Healthcare Practice'; 'Drop off instructions' with a text area containing 'Please notify receptionist on arrival for assistance.'; 'Unit / street number' with a text input field containing '100' and a checkbox for 'There is no street #'; and 'Drop off street name' with a text input field containing 'Healthcare Avenue'. At the bottom right, there are two buttons: a green '+ Add' button and a red 'X Remove' button.

4) [Return Trip](#)

Please do not pre-book a patient's return trip.

Once a patient has completed their appointment, repeat the above process, using the **NOW** option in the 'select a time option' in the booking information box.

Repeat process in reverse for pick and drop off destinations.

Cancellation Policy

Minimum of 2 hours cancellation notice before scheduled pick-up time required to avoid incurring a charge.

To edit a booked trip, the journey must be cancelled then rebooked.

In the event a patient is a no show (no job) – Car \$25 charge.

Further Information

Contact Emma Pickles – telephone 379 4022, or email emma@aucklandpho.co.nz