

Escorts Code of Conduct

Your role as an escort is very important to the health of the patient you are escorting. The rules below make sure that the patient receives the support they need while traveling and during their medical stay.

Please remember, your travel is paid for by the Department of Health and as such, this privilege comes with the expectation that you will obey the following rules:

- ✓ You must go with the client to ALL appointments and make sure they are always on time.
- ✓ You must be available to help and support your client at all times during the trip.
- ✓ You must make sure the person you are escorting follows test instructions given to you by doctors or nurses. If they are told not to eat after 8 p.m. you must make sure they do not eat after 8 p.m. or in the morning before their test or they will not be able to have their test.
- ✓ You must make sure that you and the patient do not miss scheduled flights. Be sure to have valid photo identification suitable for travel with you, like a passport or driver's license.
- ✓ You must help your client with travel and baggage if they cannot carry their bags themselves.
- ✓ If you are escorting a patient that does not speak English, you must act as an interpreter during the entire trip including appointments and daily living activities.
- ✓ During appointments with non-English speaking patients, you as an escort should request a clinical translator to make sure that medical information is translated correctly.
- ✓ Before leaving your home community you must know about the medical condition of the person you are escorting. You should have a list of all prescription drugs they are taking and what the patient is being treated for. You must be able to give this information in English in case of an emergency.

For example, if your client passes out while on the airplane, you need to be able to tell the flight staff and ambulance staff what is wrong with the client and what prescription drugs they are using.

- ✓ You must obey all the rules of boarding homes, hospitals and airlines and treat their staff with respect during your travel.
- ✓ You must not travel with or drink any alcohol at any time during your travel as an escort.
- ✓ You must not travel with or take any illegal drugs while on travel as an escort.
- ✓ Do not offer to travel with packages or boxes from anyone unless you know what is in the box. You are responsible if the box contains anything illegal.

The Department of Health views the escort duties as a serious responsibility. If you do not fulfill your duties as an escort—without good reason—the Department may invoice you for the cost of your airfare, accommodations and meals.

