

# **Guidelines and policies for requesting the Mobile Health Vehicle**

## **Scheduling requirements and guidelines**

- The vehicle is available for events year-round
- Preferred booking lead time is six weeks minimum, subject to availability
- Service area include the entire Mid-Atlantic States region
- Events require a four-hour minimum duration, not including staff lunch break (the vehicle is closed during this period)
- Services provided in the vehicle are available for participants 18 years and older

## **Promotion and photos**

Promoting your Mobile Health Vehicle event will be highly important to the success. It is the responsibility of the requestor to promote and recruit participants.

## **MHV delayed start or cancellation due to inclement weather**

- Due to the nature of the practice, inclement weather (e.g., severe rain, sleet, snow, hurricane, etc.) may result in a delayed start or cancellation for the MHV.
- In the event of inclement weather that results in a delay or cancellation for the MHV, the program will issue a delayed start or cancellation.

## **MHV delayed start or cancellation due to state of emergency**

- A state of emergency exists when state or federal officials prohibit most people from traveling to work, usually because of serious weather conditions or some other form of disaster.
- In the event of a state of emergency, the Mobile Health Vehicle program may issue a delayed start or cancellation.

## **MHV delayed start or cancellation due to a mechanical failure**

- Due to the nature of the practice, a mechanical failure of the MHV and/or supporting equipment may result in a delayed start or cancellation for the MHV.
- In the event of a mechanical failure of the MHV and or supporting equipment that cannot be remedied, the Mobile Health Vehicle program shall issue a delayed start or cancellation.

## **MHV delayed start or cancellation procedure**

- In the event of a delayed start or cancellation for the MHV, the mobile van operator and director will collaborate to make a decision.
- In the event of a delayed start or cancellation for the MHV, the director shall contact the site coordinator of the affected site as soon as possible.
- For an anticipated delayed start or cancellation for the MHV (e.g., blizzard forecast, known mechanical failures), the Mobile Health Vehicle director shall contact the site coordinator of the affected site by 4 p.m. the day before the scheduled screening day.
- For blizzard or other weather-related forecast that occurs overnight, the site coordinator will be notified 2 hours prior to the event start time.
- The Mobile Health Vehicle director is responsible for notifying the site coordinator about the delayed start or cancellation.
- For employer group screenings, the site coordinator or other site designee is responsible for notifying all employees of the delayed start or cancellation.
- For community health screenings, the site coordinator or other site designee is responsible for notifying registered participants of delayed start or cancellation.
- For quality initiative screenings, the MHV program director will notify scheduled patients of delayed start or cancellation.
- Please note that all winter screening dates will need to reserve a snow date also.

## **Right to cancel or refuse service**

- The MHV reserves the right to cancel or refuse an event at any time prior to the day of the event due to low participation, safety concerns, inadequate parking for MHV, failure to reach site coordinator or designee, or other unforeseen circumstances.