

Non-Emergency Medical Transportation (NEMT) Incident/Accident Investigation Policy

Purpose: The purpose of this policy is to outline the process for investigating and responding to incidents and accidents involving Mavride LLC drivers and vehicles, ensuring the safety of clients and employees, and maintaining compliance with legal and regulatory standards.

Scope: This policy applies to all drivers employed by or contracted with Mavride LLC and covers all accidents, incidents, or near-miss events.

Policy Statement: Mavride LLC is committed to thoroughly investigating all accidents and incidents to determine causes, implement corrective actions, and prevent future occurrences.

Incident/Accident Reporting Requirements:

1. **Immediate Notification:**
All incidents or accidents must be reported to Mavride management and dispatch immediately, regardless of severity.
2. **Medical Attention:**
Drivers must ensure that any injured parties receive prompt medical attention and that emergency services are contacted if necessary.
3. **Law Enforcement Notification:**
Law enforcement must be contacted for all accidents involving injuries, property damage, or as otherwise required by law.
4. **Documentation:**
Drivers must complete an incident/accident report form within 24 hours of the event and submit any supporting documentation, including photos and witness statements.

Investigation Process:

1. **Initial Review:**
Management will review the driver's report and gather additional information from dispatch, passengers, and any witnesses.
2. **Site Inspection:**
A site visit may be conducted by management or a designated safety officer if necessary.
3. **Root Cause Analysis:**
A thorough review of contributing factors (driver behavior, vehicle condition, weather, road conditions) will be conducted to determine root causes.