

**TABLE of CONTENT**

<b>Introduction</b>	<b>5</b>
From Independent Operator to Something BIG!	6
The Ride-Share Program Frenzy	7
Building a Job versus Building a Business	8
Conceptual Context of this Material	9
<b>Research &amp; Development</b>	<b>11</b>
Deregulation of Operating Authorities	15
What is the Need for Operating Authorities	18
Learn from My Mistakes	21
The Department of Health - Medicaid	22
Two Very Important Medicaid Points	34
Registering to Transport Medicaid Recipients	35
In Moving Forward	37
Think Strategically	42
Medicaid Contact Info in Your State	45
Operating Authorities	63
Types of Operating Authorities	66
Registering with Operating Authorities	66
The Department of Motor Vehicles	75
DMV Regulation of Drivers	76
Defining Your Business Model	80
Important Logistical Concerns	81
Residential Clientele	82
Medicaid Clients	86
Facility Clients	88
Establishing Your Rates	92
<b>Vehicles &amp; Equipment</b>	<b>99</b>
Vehicles	100
Used Vehicles	100

## How to Build A Million Dollar Medical Transportation Company

Purchasing New Vehicles	105
Communication Devices	108
Critical Equipment & Accessories	112
<b>Maintenance</b>	<b>115</b>
Vehicle Maintenance	116
Preventative Maintenance	118
The Nuts & Bolts of Your Maintenance Program	123
Long-Term Maintenance	127
Wheelchairs, Stretchers, & Accessories	128
Communication Devices	131
<b>Communication &amp; Dispatch</b>	<b>133</b>
Manual Dispatching Method	137
Dispatching Policies & Procedures	144
Managing Your Trip Ticks	148
Creating a Daily Schedule	154
Computerized Dispatching	160
Evening and After-Hours Operation	161
Managing Your After-Hours Business	164
Serving "On-Call"	168
After-Hour Policies & Procedures	173
Accountability, Accountability, Accountability!	176
Incident / Accident Reports	179
Damage Reports	182
Check-Out & Check-In Policies & Procedures	183
<b>Training &amp; Preparing Your Team for Success</b>	<b>185</b>
Developing Systems & Processes	186
Hire Hard	189
Training Your Personnel	192
General Employee Handbook	194
Company Employee Handbook	195

## How to Build A Million Dollar Medical Transportation Company

Driver Manual & Instructions	225
Driver Rules & Policies	226
Competency Training & Review	243
Office and Dispatch Management Procedures	254
Company Daily Journal	256
Keeping Track of the Time Clock	259
<b>Accounting</b>	<b>261</b>
Invoicing and Statistics Policies & Procedures	262
Processing Payroll Records	274
Accounts Receivables & Accounts Payable	276
<b>Keeping the Books 101</b>	<b>278</b>
<b>Additional Operational Suggestions</b>	<b>299</b>
Establishing a Fuel Account	299
Company Uniforms	301
<b>Forming Your Company</b>	<b>303</b>
Legal Structures	304
Learn Advantages of Incorporating	306
<b>Establishing an Effective Culture</b>	<b>311</b>
Attitude	312
Teamwork	313
Accountability	314
Communication	315
Responsiveness	316
Appearance	317
Confidentiality	318
Ownership	319
<b>Final Thoughts</b>	<b>322</b>