



Certified Transport Specialist (CTS)

Course Objectives 2.0

The Certified Transport Specialist (CTS) course is the nation's first nationally accredited program through Non Emergency Medical Transportation Accreditation Commission (NEMTAC). The curriculum covers a broad range of topics and provides the NEMT driver the knowledge and professional skills to deliver exceptional transportation services safely.

NEMTAC's online educational programs powered by Safety Serve, an industry-leading online education provider, are interactive and self-paced. The CTS certification course is designed to meet or exceed many driver credentialing requirements prevalent within the industry.

Upon completing the CTS course, the Certified Transport Specialist will be recognized as a nationally certified NEMT professional, and each student will receive a CTS shoulder patch and window decal from NEMTAC. A certificate of completion is available to print immediately following completion of the course.

NEMT Customer Service

Certified Transport Specialist Overview

- CTS program objectives
- Overview of each module

Customer Service: Providing an Exceptional NEMT Experience

- Define customer service and describe how the NEMT professional can interact with customers to create positive, friendly service experiences
- Dealing with challenging interactions
- Controlling emotions
- Introduction to tactical communication

Respect for Others: Understanding Cross Cultural Diversity

- This course will increase the awareness of the student to the cultural differences in the workplace and offer tools and techniques to improve communication across cultural barriers
- Define "cultural norms"
- Effective forms of interpersonal communications

NEMT Professional Conduct and Behavior

- Identify policies and laws concerning harassing behaviors
- Recognize and avoid disrespectful actions
- Explain procedures for reporting potential violations
- Tips to help avoid all forms of harassment

Essential Requirements for NEMT Operators

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- Reinforce positive driving skills for the NEMT driver
- Recognize various mobility aids passengers utilize
- Americans with Disability Act (ADA) and disability awareness
- Welcoming passengers with service animals (ADA guidelines)
- Door to door procedures for the NEMT passenger
- Safe NEMT vehicle handling
- Handling passenger related issues
- NEMT vehicle maintenance and inspection reports
- Major versus minor defects
- Overview of mobility aids
- Mobility scooter overview
- Wheelchair handling techniques
- Position and loading of NEMT vehicle
- Wheelchair securement overview
- Child safety seats
- Collisions and emergencies

Safely Transporting Mobility Device Passengers

- Describe the fundamentals of safely transporting wheelchair bound passengers
- Explain the correct transport vehicle inspection procedures

Keeping Your Back Healthy

- Identify common back injuries associated with NEMT
- Describe proper care and prevention methods
- Lifting techniques
- Injury prevention tips
- Self-care for minor back pain

Ethics for the NEMT Industry

- Course will define ethical
- Define principles for resolving ethical conflicts
- Discuss specific ethical issues facing NEMT professional today

Honoring End of Life Decisions (DNR Orders)

- Recognize the legal, ethical, and moral implications of Do Not Resuscitate Orders and how they affect NEMT

Understanding Civil Rights

- Explain the goals of civil rights
- Define Discrimination
- Define Protected Class
- Identify the four “D’s” of discrimination
- Understand civil rights compliance and process for reporting violations

Dealing with Violent Behavior

- Recognize the warning signs of passenger violent behavior
- Protecting yourself and others
- How to handle an aggressive passenger in the NEMT vehicle
- General tips on how to handle violent behavior

Recognizing Fraud Waste and Abuse (FWA)

- Discuss FWA law
- Identify potential fraud waste and abuse in the NEMT industry
- Discuss FWA prevention tips
- Identify the proper agencies for reporting fraud

HIPAA and the NEMT Professional

- Healthcare provider will review HIPAA rules and regulatory requirements
- Discuss the duties and responsibilities that are required of healthcare providers

NEMT Life Safety

When the Heart Stops: Hands Only CPR and AED

- Recognize the signs of cardiac arrest
- Identify steps to take to provide care until EMS arrives
- How to perform American Heart Association “hands only” CPR

When Seconds Count: Medical Emergencies

- Recognize when a passenger is having a medical emergency
- Calling 911 and rendering bystander aid

Blood Borne Pathogens and Universal Precaution’s

- Discuss potential hazards
- Discuss exposure prevention
- Discuss use of spill kits
- Discuss use of Personal Protective Equipment
- Covid-19 recommendations

In the Heat of the Moment: Fire Extinguisher Use

- Explain why deaths from fire are preventable
- Understand DOT and OSHA requirements
- Identify how fires can start in a NEMT vehicle
- Identify the type of fire extinguishers used for vehicle fires
- Using an extinguisher following the PASS method