



# South River Office On Aging

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## MEDICAL TRANSPORTATION

### POLICIES & PROCEDURES

#### Summary

Registered members age 60+ are invited to take advantage of **free** non-emergency, non-surgical medical transportation, within a designated local coverage area, once per month on a first-come, first-served basis. **Transportation is available on Mondays, excluding holidays.**

#### Membership Requirements

Participants must be registered members of the South River Office on Aging, 60 years of age or older, independent, able to self-propel and not require assistance with activities of daily living.

#### Appointments

Non-emergency and non-surgical medical and dental appointments will be accommodated; additional stops at pharmacies, laboratories, etc. will be considered on a case by case basis, and accommodated only if time permits.

#### Frequency

Members are allowed one round-trip reservation per calendar month.

#### Coverage Area

Transportation will be provided only to the specific local coverage area outlined below:

#### 1st Monday

South River  
East Brunswick  
Milltown

#### 2nd Monday

South River  
Old Bridge

#### 3rd Monday

South River  
Sayreville

#### 4th Monday

South River  
East Brunswick  
Milltown

#### 5th Monday

South River  
Old Bridge

#### Hours of Operation

Appointments must be scheduled between the hours of 9:00am-2:30pm, with the earliest appointment being 9:00am and the latest appointment being 2:30pm.

#### Scheduling:

Transportation may be scheduled no earlier than one month in advance and no later than one business day in advance of the appointment. To schedule transportation, members must call our office during our normal business hours (Monday-Friday, 9:45am-3:00pm, excluding holidays) and speak with a staff member – requests made via voicemail messages are not accepted. Requests will be accommodated on a first-come, first-served basis.

#### Cancellations:

Participants who must cancel a reservation should notify the office at least 24 hours in advance of the appointment. Cancellations are accepted via live telephone during business hours or via voicemail message outside of business hours. Failure to cancel a reservation will result in the loss of privileges for the calendar month in which the appointment was originally scheduled. Repeated failure to cancel reservations will result in suspended privileges.

#### Return Trips:

Participants are responsible for calling our office to schedule their return trip upon the completion of their appointment. The driver will not be dispatched to return for pick-up until the call is received by our staff.

#### Proof of Medical Visit:

Participants are required to provide the driver with written proof of their medical or dental services visit upon pick-up for the return trip. Additional trips will not be made to obtain the necessary paperwork.

#### Standard Rules of Conduct:

Participants are expected to conduct themselves appropriately, refrain from distracting the driver and not engage in loud conversations, excessive use of cell phones or profane language.

***Failure to adhere to the Office on Aging's Policies & Procedures may result in suspension of member privileges.***

***Tips and gratuities are strictly prohibited.***