

Rider Notes

- Service animals are allowed. Please tell the dispatcher that you have a service animal accompanying you.
- Passengers who need oxygen may carry a portable system on board. If using a tank, the size of a tank is limited to what the passenger can carry onto the van.

Medical Van Etiquette

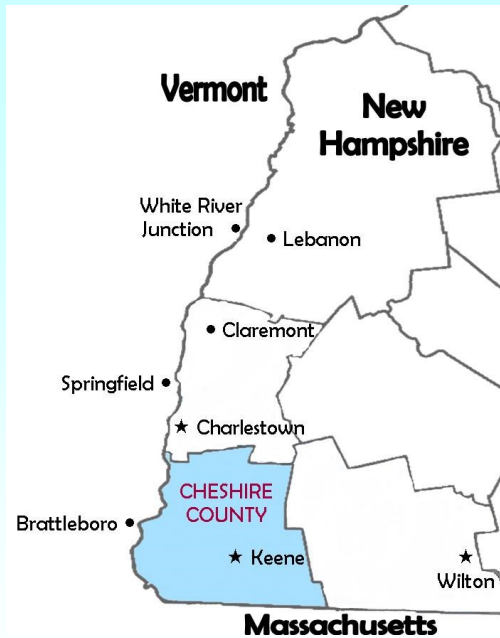
- Passengers who have undergone a procedure involving anesthesia must be accompanied by a responsible escort.
- No smoking in the vehicle.
- Beverages are allowed in travel mugs or closed containers.

Weather Information

For everyone's safety, medical transportation will not run in inclement weather. Announcements will be aired on local radio stations, or call 352-8494 for updated information.

Medical Transportation in Keene

Transportation is also available Monday through Friday to the VA Outpatient Clinic at 640 Marlboro Street in Keene and to all Dartmouth-Hitchcock medical facilities in Keene. Call HCS Transportation at 352-8494 for route and schedule information for the Friendly Bus for seniors (60+) and the City Express, Keene's Bus for Everyone. Information is also available at cityexpress.org, or on Google Maps.



The HCS Transportation department assures full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related statutes. Title VI and related statutes prohibiting discrimination in Federally-assisted programs require no person in the United States of America shall on the grounds of race, color, or national origin, sex, age, or disability be excluded from the participation in, be denied the benefit of, or be otherwise subjected to, discrimination under any program or activity receiving Federal financial assistance.

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding the HCS Transportation has the right to file a formal complaint. Any such complaint must be in writing and submitted to the HCS Transportation Title VI Coordinator within sixty (60) days following the date of the occurrence.

This medical transportation trip is funded in part by the New Hampshire Department of Transportation.



Medical Transportation

to
VA Medical Center
White River Junction, VT
and
Dartmouth-Hitchcock
Medical Center
in Lebanon, NH
from Keene and
Surrounding Communities

HCS Transportation 352-8494



A service of Home Healthcare,
Hospice & Community Services

HCS Medical Transportation

Home Healthcare, Hospice & Community Services (HCS) provides shared ride transportation to medical facilities at the VA Medical Center at White River Junction, VT, and to the Dartmouth-Hitchcock Medical Center in Lebanon, NH.

Who can ride?

Transportation is available to those needing rides to medical appointments. Priority is given to those over age 60, veterans and individuals with disabilities. Rides for priority groups will be scheduled on a first come, first serve basis. Others with a medical appointment may ride on a space available basis. Children under 18 must have a parent or legal guardian accompanying them. Family members or friends may accompany to assist.

Is the vehicle accessible?

The vehicle is fully accessible for up to 11 passengers. Wheelchairs can be accommodated depending on their size. The ambulatory seating available varies according to the number of mobility devices on the trip.

Is there a charge for the trip?

A donation of \$20.00 is suggested for the round trip to help defray the cost. No one will be refused medical transportation due to inability to donate.

When is transportation available?

Medical transportation is available **every Wednesday**. Medical transportation is a shared ride service and departure times may vary to coincide with the first appointment. For everyone's convenience, please make appointments between 9:00am and 1:00pm.

- **8:00am** Prompt departure from HCS at 312 Marlboro Street in Keene
- **10:00am** *Arrival at VA Medical Center in White River Junction
- **10:30am** *Arrival at Dartmouth–Hitchcock Medical Center in Lebanon
- **2:30pm** Prompt departure from Dartmouth–Hitchcock for return trip
- **2:45pm** Prompt departure from VA Medical Center
- **4:30pm** *Arrival at 312 Marlboro Street in Keene

If you are not able to return at 2:30pm, please make arrangements to stay at the Hostel or find alternative transportation to your home.

*Arrival times are approximate.

Where can I get on the bus?

Medical Transportation departs from the HCS office at 312 Marlboro Street in Keene. If necessary, riders can be picked up at their home in Keene. Riders from outlying communities are requested to meet the bus at the HCS office; ample parking is available if riders choose to park and ride. Pick-ups can also be made along the route.

How do I make a ride reservation?

Call the HCS Transportation Office at 352-8494 to schedule your ride. The office is open from 8:00am to 4:30pm, Monday through Friday. HCS Medical Transportation is available on Wednesdays.

- You must call to reserve your seat by 2:00pm on Tuesday.
- Trips may be reserved two weeks in advance. Riders will be called with a pick-up time on Tuesday.
- If you need to cancel, please let us know as soon as possible.
- Please remember that the bus is scheduled to depart for Keene by 2:30pm. Please make your appointments so that you will be ready to return with us.

Reservation Line

HCS Transportation

Office 352-8494

TTY use 711



If for any reason you need to cancel your ride, please let us know as soon as possible so that someone else can be accommodated.