

Non-Urgent Medical Transport

County of Grey Long Term Care Homes

What is Non-Urgent Medical Transport?

Non-urgent transportation is for a medically stable patient with various limited mobility needs i.e. wheelchair or stretcher. These transfers usually need to be booked in advance. Some transport companies will wait for the duration of the appointment while others will return to pick the client up.

The cost of non-emergent transportation is not a healthcare related cost and is the responsibility of the resident or their Power of Attorney (POA).

Residents, families or substitute decision makers must arrange transportation with the private transportation company. Once transportation arrangements are made, nursing staff should be notified of the details to ensure that all accompanying documentation is ready prior to departure.

The service is available for a variety of purposes including attending:

- Doctor's appointments
- Medical treatments i.e. Diagnostic Testing, Nuclear Medicine, Dialysis etc.
- Dental Appointments
- Community events
- Family visits and much more.

Payment for the transfer service is the responsibility of the resident, family and/or substitute decision maker.

The cost may be an eligible expense covered by an extended insurance benefit plan or Veterans Affairs. Approval should be received prior to utilizing the service to verify coverage.

When would emergency services (paramedic and ambulance) be used?

Emergency services would be used in an emergency, life-threatening and urgent situation or when paramedic care is medically necessary. People who have a valid Ontario Health Card are required to pay \$45 of the \$240 cost for land or air ambulance.

In some cases, transportation to the hospital would be by emergency transportation. Once care is completed and the person is ready to return to the LTC home, the Patient Movement & Flow Office at the hospital will contact the patient, their POA or designate to arrange transportation.

Can friends and family bring me home or take me to my appointment?

This is an option if you are ambulatory and able to safely transfer in and out of a car. Due to the health and safety policy, staff are unable to assist with transfers.

Costs vary by services provided and distance traveled and may be covered by private insurance. Please check with your provider.

There may be other services available in the local community. The following companies provide wheelchair and/or stretcher accessibility. Call for pricing and to book non-urgent transportation.

Wheelchair Accessible Transportation

Company Name	Contact Info	Days Of Service	Travel Area
Owen Sound Specialized Transit Services	519-376-7500	Mon-Fri 8am-5pm	Owen Sound
Movin 'GB (Home & Community Support Services)	519-370-0558 1-888-660-6048	Mon-Fri 7am-5pm	Southwestern Ontario
Georgian Handivan	519-376-5712	Sep-June Mon-Fri 9:30am-2:30pm July-Aug Mon-Fri 8:00am-4:00pm	Meaford, Thornbury, Owen Sound

Company Name	Contact Info	Days Of Service	Travel Area
Grey Bruce-Wheelchair Access Bus	519-376-5712	Mon-Sun 24/7	Grey/Bruce Counties
Martin's School Transit	519-371-2666	Mon-Sun 24/7	Grey County
Accessible Vehicle Services Inc.	1-416-766-9922 1-877-556-9991	Mon-Fri 9am-5pm	Will pick up in Grey/Bruce & take to Toronto or London
SMART (Saugeen Mobility Regional Transit)	1-866-981-2504	Mon-Sun 24/7	Arran Elderslie, Brockton, Kincardine, Hanover, West Grey, Southgate
Gordon T. Montgomery Bus Lines	519-538-2813 1-800-567-2012	Mon-Sun 6am-6pm	Lucknow, Teeswater, Ripley, Walkerton, Kincardine

Wheelchair and Stretcher Accessible Transportation

Company Name	Contact Info	Days Of Service	Travel Area
Voyageur Transportation Services	1-855-263-7163	Mon-Sun 24/7	Grey/Bruce Counties

Taxis: Services are available; please check local listings.