

# Morris Hospital Patient Transportation Rider Responsibilities

1. **Rider should be prepared to wait.** You may have to come in over an hour early or have to wait over an hour for your return.
2. The rider needs to be ready 15 minutes prior to **pick up time.** (Bus may be ahead of schedule or may be running behind)
3. Make trip request 72 hours in advance
4. The rider will keep the Transportation office **toll free 1-877-743-3123** or (815-705-7250) informed of prior to, but not limited to the following. **Office hours M-F 7:00-4:30**
  - a. Cancellations
  - b. Appointment running late
  - c. If you get a return ride with other source
  - d. More than one appointment for the same day
  - e. While at appointment needing to go for additional tests at hospital
  - f. Other special needs (If needs are too extensive we may not be able to accommodate or may need someone to accompany)
  - h. additional guests and mobility type***Transportation may not be able to accommodate changes.***
5. The rider will supply own snack if dietary problem exist.
6. **Your pick time may change from the original time given;** the Transportation office will call you the day before to give an updated pick up time. If you no longer need your appointment you may cancel at that time.
7. **Abusive behavior will not be tolerated.** (Verbal or physical)
8. If you have a dog, please put them away for the driver and the dog's safety.

**The van service is provided for Healthcare related appointments only! We are sorry we cannot accommodate Non-Healthcare requests.**

**Absolutely no transports to the Emergency Department. Call 911 for an ambulance.**

Failure to comply with these guidelines may restrict your use of this service.