



Steven F. McLaughlin  
County Executive

Carol L. Rosbozom  
Commissioner of Aging

## Medical Transportation Program Policies and Procedures

1. Transportation is for Medical Appointments only. Monday through Friday during the hours of 9 AM-3 PM excluding holidays. Call 518-270-2734 between the hours of 8:00 AM-3:30 PM for reservations.
2. The Medical Transportation Program serves seniors 60 years of age or older living in Rensselaer County.
3. When making a reservation you will need to have the following information ready: The Doctors name address and phone number, your name address and phone number, and an emergency contact name and phone number.
4. Medical Appointments include doctor, dentist, podiatrist, psychologist/psychiatrist, blood work hearing aids, general diagnostic imaging, diagnostic tests, vaccination, and physical therapy appointments.
5. Drivers are NOT allowed to make other stops along the way. (i.e., stores) If the client needs to pick up medicine prescribed by the doctor on the way home, please call the Transportation Coordinator to facilitate this.
6. Advance Reservations are required through our Transportation Coordinator. At least 2 weeks in advance is suggested for new appointments. For follow-up appointments please call as far in advance as possible. We do NOT do same-day appointments.
7. Our Transportation Coordinator can assist you with rescheduling your doctor appointments in the event that transportation is not available on your scheduled appointment date.
8. Drivers do not leave the garage until 9 AM and must return vans to the garage by 3:30 PM. Appointments should be made during these hours.
9. Client must be able to get in and out of the van on their own. Our drivers are NOT allowed or trained to assist or lift a client.
10. There is a wheelchair van available, but clients must bring an escort with them to assist.
11. Please cancel promptly if you will not be attending your appointment or no longer need services. We have an active waiting list of clients waiting on transportation services.
12. Any procedure requiring anesthesia must be one-way only unless the client brings an escort/aid with them to the appointment.
13. In the event that we need to cancel your transportation service we will make every effort to notify you as soon as possible and will assist with rescheduling your appointment.
14. Rensselaer County has a suggested donation for Transportation Services of \$5.00 round-trip within the county and \$6.00 round-trip for out-of-county appointments. There is no donation needed for escorts/aids who accompany client.