

Passengers Who are Wheelchair/Scooter Bound Must:

- ❖ VTS Driver cannot transport wheelchair/scooter bound Veterans at this time.
- Be able to get in and out of their home or vehicle on their own without assistance from the driver.
- Bring their own aid or attendant (can be a non-Veteran) with them if they are unable to maneuver around the VA hospital by themselves.
- Be able to get to their own appointment locations in the medical center without the assistance from the driver.
- Wheelchair/Scooter: Cannot sit in wheelchair/scooter while vehicle is in motion. Must be able to transition to a seat without assistance from driver.

Suspension of Service

- If guidelines are not followed, the use of the VTS service may be suspended as determined by the Mobility Manager.
- Three no-shows will be cause for suspension of the use of VTS transportation.
- Excessive cancellations (more than five will be cause for permanent suspension of the use of VTS transportation.)



Fargo VA Healthcare System

2101 Elm Street North
Fargo, ND 58102
701-239-3700 ext. 2258
1-800-410-9723 ext. 2258
www.fargo.va.gov

VHAFARVetTransport@va.gov

PASSENGER GUIDELINES

Veterans Transportation Service (VTS)



Fargo VA Health Care System

SCHEDULING OR CANCELING A RIDE:

- **Phone: 701-239-3700 ext. 2258**
Scheduling Hours: 7:00 a.m. to 3 p.m.
Hours for Rides: 8:30 a.m. to 4 p.m.
Monday-Friday* Closed on Federal Holidays
- All trips must be scheduled not later than 5 business days in advance; those passengers who are walk-ins can be transported on a space-available basis only.
- It is the responsibility of the Veteran or his/her family member to notify the VTS Travel Office as soon as possible, but not less than 24 hours of the day of transport, regarding appointment cancellations or any changes in the Veteran's transportation needs.
- Availability is limited, please schedule your ride in advance. We are closed on weekends and Federal Holidays.



Riding with VTS:

- Passengers must be ready for pick-up at the designated time and place. VTS drivers will wait only 10 minutes per stop, unless the VTS Travel Office has indicated otherwise.
- All passengers will check-in with the driver when they board the VTS vehicle.
 - » The driver is not permitted to help lift or attend to any patient medically or physically.
 - » Other than scheduled stops, the driver can only stop the vehicle for emergency reasons; unauthorized side trips or errands are not permitted.
 - » Passengers must wear a seatbelt at all times.
 - » Passengers are responsible to discard all trash.
 - » The Veteran is allowed to have one non-medical attendant or caregiver to accompany the Veteran. This can be waived by the TC or mobility manager.
 - » Other than service-dogs, pets are not allowed on VTS vehicles. Patients must clean up after pets.
- Veterans must check in with the VTS Travel Office as soon as their appointment is complete to ensure prescheduled return transportation can be accomplished. Any appointment delays should be reported to the VTS Travel Office as soon as possible so return transportation arrangements can be adjusted.

General Guidelines

- Riders are not eligible to collect travel pay for trips using VTS vehicles.
- Any patient being discharged Against Medical Advice i.e. Irregular Discharge, will not be transported using VTS vehicles.
- Drivers follow VTS procedures and policy; issues with transportation should be discussed with the Travel Coordinator or the Mobility Manager.
- If there is a medical need to eat, passengers must do so prior to boarding the VTS vehicles.
- No payment or tips can be made to the driver; VTS is a free transportation service.
- If there is an event while on the VTS vehicle, the driver will pull over and dial 9-1-1.

The driver has the right to refuse transportation to any passenger who...

- Is intoxicated or who brings alcohol on the VTS vehicle,
- Uses foul or abusive language, poses a threat to the safety of the driver or other passengers,
- Has weapons, drugs, or illegal substances on the vehicle,
- Uses any type of tobacco products on the vehicle
- Who has offensive hygiene, refuses to wear their seatbelt, or is too ill to travel.