

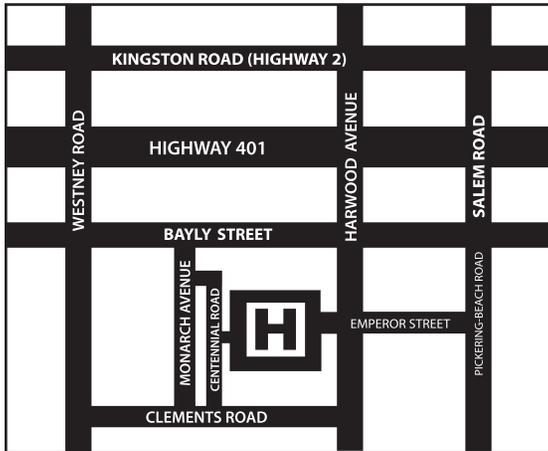
## Getting more information

Our social workers can be a helpful resource for patient transportation information on alternative resources (i.e., insurance coverage, Veteran Affairs), the Home at Last program, and community services.

## How to find us

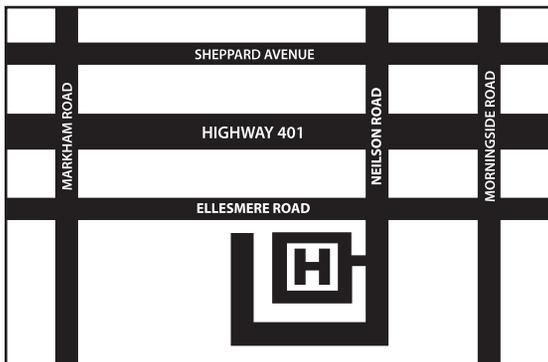
### Rouge Valley Ajax and Pickering

580 Harwood Avenue South, Ajax  
905-683-2320



### Rouge Valley Centenary

2867 Ellesmere Road, Toronto  
416-284-8131



#1011 (March 2013)

Our mission at **Rouge Valley Health System** is to provide the best health care experience for our patients and their families.

Our vision is to be  
**the best at what we do.**

Our hospital campuses:

### Rouge Valley Ajax and Pickering

580 Harwood Avenue South  
Ajax, ON L1S 2J4  
905-683-2320

### Rouge Valley Centenary

2867 Ellesmere Road  
Toronto, ON M1E 4B9  
416-284-8131



# Patient Transportation



An outline of patients' responsibilities for their own transportation from the hospital, and what are some of the transportation options and services



The best at what we do.

[www.rougevalley.ca](http://www.rougevalley.ca)

## Please remember to arrange your transportation

The least expensive way to return home from the hospital is to have a family member or friend drive you.

We want you, the patient, to know that you are responsible for arranging and paying for the costs of your own transportation home when you are discharged from the hospital, after an emergency visit, appointment or hospital stay. “Home” may be your place of residence, a retirement home or a long-term care facility (i.e., a nursing home). Please also know that you need to arrange your transportation to appointments you may have had before coming to the hospital.

## Making transportation arrangements

Please plan your transportation ahead of time with family or friends, or with private transportation services if needed. Our standard discharge time is 9 a.m. If your ride is delayed, you will need to wait for pick up in a lounge or the lobby, so that we can prepare the hospital room for our next patient.

If friends or family are not available to take you home, or if you require special transportation, please make arrangements with a *taxi*; *wheelchair taxi*; or *private transportation services* for patients requiring a stretcher.

Here is a list of several transportation services in the area. (Rouge Valley Health System is not endorsing any services.)

### Serving west Durham

- Ajax/Pickering Transit Specialized Services—905-683-4114
- Durham Region Transit (Ajax/Pickering Division)—905-683-4111
- Durham Transit Specialized Services—905-725-4000 or 1-800-263-1916
- Rapid Taxi—905-831-2345

### Serving east Toronto

- Beck Taxi—416-751-5555
- Canadian Cancer Society—416-480-7901 ext. 4012
- Canadian Red Cross—416-236-3180
- Crown Taxi—416-240-0000
- Medic Van—416-222-8470 (stretcher service available)
- TransCare—416-750-9885
- Scarborough Centre for Healthy Communities—416 284-5931
- St. Paul’s L’Amoreaux Community Services—416-493-3333
- Warden Woods Community Services—416-694-1138
- Wheel Chair Taxi–Crown—647-886-7025
- Wheel Trans—416-393-4222

### Serving Toronto & Durham

- Angels of Flight Canada Inc.—1-800-563-7686
- RNR Patient Transportation Services Inc.—1-866-567-1001
- PT Transport—1-888-876-0524
- Voyageur Transportation—1-855-263-7163

## Transportation to long-term care and other facilities

When you are to be transported to a long-term care or other facility, please notify the unit clerk of your specific transportation arrangements (including the time of pick up) at least 24 hours before discharge.

If you need help booking private transportation services, hospitals staff can assist you. Our fee of \$200 plus HST includes arranging and paying for third-party transportation. Please note that you will be charged a less expensive rate if you book the transportation directly yourself.

## Using emergency medical services (EMS) or ambulance

You are required to pay a \$45 co-payment fee for being transported by a land or air ambulance if you have:

- A valid Ontario Health Card, and
- An emergency, life-threatening and urgent situation, or paramedic care is medically necessary.

*However*, if you do not have a valid Ontario Health Card, or if ambulance transportation is not medically necessary, you will be charged the full \$240 cost for ambulance transportation. Therefore, it would be less expensive for you to arrange for another form of transportation other than an ambulance.