

# VICTORIAN ABORIGINAL HEALTH SERVICE



## Transport Policy – Medical Unit

### Transport Service:

The VAHS provides Transport services to patients of the Medical Clinic. This service is only available to VAHS patients that;

- Have an appointment to see a VAHS GP at the Fitzroy site.
- Have been referred by a VAHS GP to an external Hospital or specialist.
- Dental patients that have a chronic disease and the dental appointment is part of the on-going care of this condition.

### Bookings:

Patients can book Transport through the Medical Reception, either at the time of booking an appointment or after by calling the Medical Reception or directly through the Transport Unit.

### Zones:

Transport is predominately provided to the northern and western suburbs. The zones listed below, are the furthest most suburb that Transport will be provided to.

North:

- Craigieburn
- Mernda
- Doreen

West:

- Werribee
- Deer Park
- Taylors Lakes

## Conditions:

There are some conditions to accessing the VAHS Transport service, these include;

- Transport is for patients who have a Medical appointment, whom do not have their own means of transport and/or are severely unwell. *Note: This excludes Elders.*
- Transport pickups occur in the morning and drop-offs occur in the afternoon – there is some flexibility in this dependent upon the “workload” on the day and area of pickup and/or drop-off.
- Pickups for appointments— Transport bookings must be made at least the day before the appointment.
- Patients must live, but are not limited to, within 30km of the north and west of the VAHS refer to the above Zones.
- VAHS does not provide transport services to the Eastern & Southern suburbs.
- Transport will call you the day before your pickup to confirm the booking. If you do not answer, Transport will not be provided.
- If you have made a booking for Transport and you are not going to be at home or no longer wish to be picked up, please inform Medical reception ASAP.
- If you are not present on 3 occasions at the time that Transport arrives to pick you up without prior notification, future transport services will be withdrawn.
- If picked up, once you have seen the Doctor please advise the Transport unit and be available for the drivers to take you home.
- Hospital appointments (where the VAHS has referred you) - Contact must be made the day before the appointment

*NOTE: Please be advised that disruptive and or unruly behavior whilst inside the VAHS vehicle will not be tolerated. This type of action could mean your transport may be forfeited or you will not receive future transport services.*

*Note: this policy will be reviewed periodically to ensure it meets current needs and services.*