

**Patient Transport Service**

**Rules of the Service**

* Our service is for appointments between 9am and 4pm, however, the service may be provided out with these hours if a Volunteer Driver is available.
* All appointments are subject to the availability of a Volunteer Driver and no appointments are guaranteed.
* The office must be notified of appointments **at least 7 days** in advance of the appointment.
* The office must be notified of any changes/cancellations to appointments at the earliest opportunity.
* The office must be notified if you are no longer able to attend the appointment at the earliest opportunity.
* The Volunteer Coordinator role is part-time so you may not receive an answer if you telephone. We use a voicemail system, so always leave a message and we will return your call.
* The Volunteer Drivers can assist patients in and out of the vehicle but patients must be able to walk themselves or transfer from the vehicle to a wheelchair with minimal assistance.
* Failure to follow these rules will result in being removed from the service.
* Abuse towards volunteers or staff, or abuse of the service will result in being removed from the service.