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# VIRGIN ISLANDS TRANSIT

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## TIPS FOR DIALYSIS RIDERS.....



St. Croix at (340) 773-1290 Ext. 2238

St. Thomas at (340) 774-5678

St. John at (340) 774-0165

Relay Service 1800-809-8477 or 711

[www.vitranvi.com](http://www.vitranvi.com)

## **To our Dialysis Riders:**

This information is specially designed for VITRAN Plus Paratransit riders who go to dialysis treatments. It offers some tips on how VITRAN Plus Paratransit service works and how dialysis riders can get the most from the service.

### **Do I get different service from others because I go to dialysis?**

No, the same rules and procedures apply to all VITRAN Plus Paratransit riders. This document will help dialysis riders make sure their rides to the clinic, hospital or medical center go smoothly.

## **What key facts do I need to know?**

### **1. Consider setting up a “Subscription Service” for your dialysis trips.**

Many dialysis riders set up a standing order for paratransit service. Once this order is in place, we regularly send a vehicle for your trip and you no longer have to call each time you want to go to dialysis.

### **2. Know the pick-up window for both your trip to dialysis and your return trip home.**

Be aware of your scheduled pick-up windows. VITRAN Plus has a 30-minute pick-up window and you must be ready to go at the start of that window. The vehicle might arrive any time in the 30-minute window. Drivers have to follow a schedule because they have other riders to pick up and drop off. They cannot wait more than five minutes for you at your home or at the clinic.

### **3. Be sure the driver can find you.**

Drivers cannot enter buildings beyond the ground floor lobby, to look for riders. If your Apartment building, dialysis clinic, medical center or hospital has more than one entrance, make sure VITRAN Plus knows the entrance where you will be waiting for your ride. Wait where the driver can find you without going past the door.

### **4. If you won't be ready for your return trip, ask the clinic, hospital or medical center staff to call VITRAN Plus Office**

If you need extra recovery time or you have not stopped bleeding, and are worried you may miss your scheduled return ride, be sure the clinic, hospital, medical center, calls VITRAN office as soon as possible. This will give us more time to work on getting you another ride.

If you find you are not ready to go at your scheduled pick-up time more than a couple of times, talk to the clinic staff about changing your return time. Building in a little slack in your schedule is better than a long wait you may have if we need to send a second vehicle to pick you up.

VITRAN Plus cannot transport you if you are bleeding. If you start bleeding while you are getting into the vehicle, the driver will return you to the dialysis clinic. If you start bleeding after departure from the clinic, the driver may contact emergency personnel (911) who are equipped to handle medical emergencies.

### **5. Do not try to make arrangements with the driver to come back for you.**

If you are not ready when your driver comes for you, you must call VITRAN's office to arrange another ride. Do not ask the driver to return. The driver has a schedule to follow and

must proceed on his or her route. A different driver will normally be sent to pick you up.

## **6. Call us if your ride has not arrived within your 30-minute pick-up window**

If your vehicle has not arrived within your scheduled window, ask the clinic staff to call VITRAN's Office to check on your ride.

## **7. Pack a Snack**

Some dialysis riders may need to eat soon after their treatment. If you bring a little food with you, then you will be prepared if your vehicle is delayed, or if other riders need to be dropped off first. We do our best to avoid unnecessary delays on dialysis return trips, but no rider can be guaranteed a direct trip home. Please note that snacks must be eaten before you get on the Paratransit vehicle. Eating and drinking are not permitted on the vehicles.

## **8. Let us know as soon as possible if your dialysis treatment schedule changes**

If you have a subscription with us, and the clinic changes the schedule of your dialysis treatments, you must call our office immediately to let us know. If we send a vehicle for you based on your old schedule, you will be considered a "no show."

Also, if you are going to be missing treatments for a few days, for example while in the hospital, you must call to suspend your subscription. If we send a vehicle and you are not there, you may be no showed multiple times and possibly penalized. If you suspend your subscription it can be started again. On holidays, your dialysis clinic may operate on a different schedule. Check with the dialysis clinic staff before a holiday. If the dialysis clinic will be operating on a different

schedule, the staff may have changed your reservation with VITRAN Plus Paratransit for trips during the holiday.

## **Can I get more information on how to use VITRAN Plus Paratransit?**

All certified riders are given a "Rider's Guide" that has many details about using VITRAN Plus Paratransit service. Riders may request materials in accessible formats, including large print, Braille, audiotape, or computer disc. If you have misplaced your Riders' Guide, call the certification department to ask for another copy.

### **How to contact VITRAN Plus Paratransit:**

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# **ENJOY YOUR RIDE**