



Non-Urgent Patient Transport

What is “non-urgent” patient transportation?

- There are times during hospitalization when a patient may need to travel to either an appointment booked prior to hospital admission or to a place of residence (private home, nursing home, retirement home).
- When the need for this travel is not related to the care being provided to the patient by the Hospital, it is considered to be “non-urgent” transportation.

When do I use non-urgent transportation services?

- When a patient has booked an appointment prior to a hospital admission, they have the option to reschedule or pay for non-urgent transportation to the appointment.
- For patients requiring stretcher or wheelchair transport, patients, families or substitute decision makers must arrange transportation with a private transportation company.
- Patients pay the full fee for a non-urgent transportation service when the patient is discharged to their home or to a nursing or retirement home. (Call transportation companies for pricing. See page 5.).
- For patients with extended benefits, the cost of the patient transfer may be covered by their insurance.

When do I use non-urgent transportation services?

- For all appointments booked prior to hospital admission, the patient, family or substitute decision maker is advised to make transportation arrangements so appointments are not missed.
- When a non-urgent transportation service is required for discharge, a specific date/time for the transfer will be established and agreed upon by the patient or family, receiving facility (i.e. nursing home or family home), and the inpatient unit. The transportation service provider will bill the patient or family directly.
- Discharge time is before 11 AM so that patients waiting for a bed can be accommodated. Please arrange your transportation accordingly.
- Patients can decide on the appropriate mode of transportation based on their desired comfort level.
- Once transportation arrangements are made, please notify the unit ward clerk of the details.

The patient, family or substitute decision maker is responsible to pay for non-urgent transportation that is not medically required, for elective appointments and discharges to a non-hospital destination.

Private Transportation Companies

Call for pricing and to book non-urgent patient transportation.

Wheelchair Accessible

The Georgian Handi-Van (Meaford and area)

519-538-5577

Saugeen Mobility Regional Transit

1-866-981-2504

Owen Sound Specialized Transit

226-908-2827

Movin' GB Non-Emergency Accessible Transportation

519-370-0558 | 1-888-660-6048

Taxis

Please check local listings for services in appropriate community.

Other Useful Information

South West Community Care Access Centre 1-800-811-5146

Home At Last Program 1-800-265-3138 | 519-376-5895

Home and Community Support Services 519-372-2091 | 1-800-267-3798

When will Brightshores pay for transportation?

- Brightshores will pay for transportation (private patient transfer service) when an appointment is related to ongoing patient medical care (i.e. a specialist consultation at another hospital). If the patient is stable and not confined to bed, family or a substitute decision maker are encouraged to drive the patient.

When can I use an ambulance?

- An ambulance is used for Emergency, life-threatening and Urgent situations or when paramedic care is medically necessary.
- Patients who have a valid Ontario Health Card are required to pay \$45 of the \$240 cost for land and air ambulance.