

RESERVATION & TRAVEL PROCEDURES

Telephone: (770) 988-4419

Thank you for choosing Silver Street Transportation. We are pleased to provide quality assisted transportation to area seniors and those with mobility issues. To help facilitate a smoother reservation process and travel arrangements, we ask that you follow the below procedures:

When Making Reservations:

- To ensure availability and proper accommodations, please contact our office as far in advance as possible to schedule transportation. We welcome and are pleased to accommodate same-day and on-demand requests, but as to be expected, we cannot guarantee availability for trips not scheduled in advance.
- We understand that things happen and schedules change. In the event of a
 cancelation or need to reschedule, please contact us as soon as possible. If a driver
 has already been dispatching and is enroute or the trip is canceled upon arrival,
 there will be a charged in the amount of a one-way transport.
- When scheduling transportation, please confirm if the patient is bariatric, is using oxygen, is Covid positive, if an aide or attendant will be accompanying the patient, or you are requesting a driver wait for the patient during the appointment.

Upon Arrival:

- We welcome the opportunity to assist patients using walkers, canes, or an assisted device, but if the patient is unable to ambulate on their own, they must be transported by wheelchair.
- If coming from a facility, please ensure the patient is using a clean and serviceable facility wheelchair with working leg rests and locking mechanisms.
- If the patient/facility does not have a serviceable wheelchair, a Company wheelchair will be used for transport. However, to ensure availability for other transports, the patient may need to be transferred to another wheelchair upon arrival at the destination.
- To ensure patient safety, we ask that patients already be transferred into the wheelchair they will be using during transport. If a Company wheelchair is necessary, we ask that facility staff be readily available upon arrival to assist in transferring the patient.



Please ensure all necessary paperwork or items needing to accompany the patient during transport are properly prepared, organized, and ready upon arrival.

Requirements Suitable for Transport:

- Company vehicles are smoke-free to include no vaping.
- Leg and footrests must be attached to all wheelchairs.
- Seatbelts must be worn by all passengers at all times during transport.
- Patients must be able to self-regulate portable oxygen tanks or a licensed aide or family member must accompany the patient to assist with making adjustments. Company personnel are not authorized to adjust regulators.
- Oxygen tanks must be secured to wheelchairs.
- Patients must be secured in the rear of the vehicle. Only aides or attendants are permitted to ride in the front of the vehicle.
- Power wheelchairs must have a serviceable seatbelt, but the patient will also be required to use a seatbelt secured in the vehicle during transport.

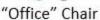
WHEELCHAIRS SUITABLE FOR TRANSPORT:





CHAIRS NOT SUITABLE FOR TRANSPORT:







"Geri" Chair



Scooter