



## **RESERVATION & TRAVEL PROCEDURES**

**Telephone: (716) 205-6262**

Thank you for choosing True Wellness 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 charge 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:**



Standard Wheelchair



Tilt and Space Wheelchair  
(In upright position for loading)

### **CHAIRS NOT SUITABLE FOR TRANSPORT:**



"Office" Chair



"Geri" Chair



Scooter