



RESOURCES



INDIGENOUS PATIENT TRANSPORT

**Aboriginal Health Centre
Wheel for Seniors** (48 hours notice
is required to book a ride)
905-544-4320 ext. 234 or ext 212

Niagara Region Native Centre
905-688-6484

Métis Nation of Ontario
905-682-3487 ext. 303

Indigenous Services Canada
1-800-881-3921

Medevac Canada
416-704-2353 ext. 1

NON-URGENT PATIENT & MEDICAL TRANSPORT

Voyager Medical
1-855-263-7163
voyagohealth.ca/gopatient



RNR Patient Transfer
1-866-567-1001
[rnrpt.com/online-booking/
patient-transfers](http://rnrpt.com/online-booking/patient-transfers)



CTG Medical
1-800-650-5035
ctgmedical.ca/services



Seniors for Seniors
(905) 937-3677 or
1-800-889-9482

Canadian Cancer Society
1-888-939-3333

PUBLIC AND COMMUNITY TRANSIT

Central Taxi (Niagara Falls)
905-685-7343

St. Catharines Taxi 905-341-7811

Welland Taxi 905-735-4500

**Niagara Region Transit (Specialized
Transit) / Chair-A-Van**
1-833-678-5463

Pelham Cares 905-892-5300

Canadian Red Cross 1-844-843-7331

**Community Support Services
Niagara Grimsby, West Lincoln,
Lincoln:** 905-563-9501 ext. 753

**St. Catharines, Thorold, Niagara
Falls, Fort Erie:** 905-682-3800 ext. 709

**Welland, Pelham, Wainfleet, Port
Colborne:** 905-788-3181 ext. 773

Phoenix Patient Transfer
1-877-288-9871



GETTING HOME AFTER YOUR HOSPITAL STAY

Please plan your transportation early.

Discharge can happen at any time and you are responsible for arranging your own ride home. Let your care team know your plan as soon as possible. If you need community transportation, a list of options is provided in this pamphlet.

DISCHARGE TIME

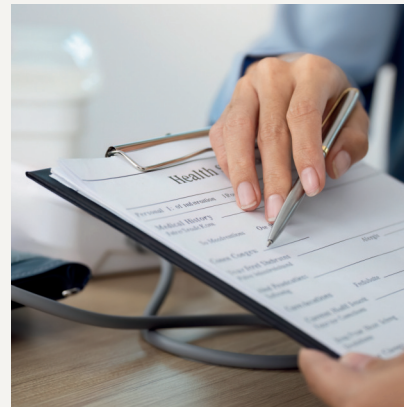
- Staff will give as much notice as possible about your discharge date
- We cannot hold your bed if travel arrangements are delayed
- OHIP coverage ends at discharge. Any stay beyond that time is subject to a \$400 per day charge

NON-URGENT MEDICAL TRANSPORTATION

Most patients arrange their own transportation home after discharge. Niagara Health (NH) covers transportation only when your healthcare team determines it is medically necessary. For all other situations, you are responsible for the cost of returning to your residence. This includes travel to your home, assisted living, long-term care, retirement or rest homes, appointments that are not medically necessary and any request to go to another NH site for reasons not related to your care.

For stretcher or wheel chair transportation (non-urgent ambulance with crew assistance), you or your Substitute Decision Maker must pay the provider directly and provide a credit card when booking.

If you no longer need a booked trip, cancel right away. Most companies charge if cancelled less than two hours before the scheduled time. If you cannot book transportation on your own, NH can assist. In these cases, you will be billed the transportation cost plus an administration fee.



ADDITIONAL COSTS

Extra fees may apply based on:

- Weight over 250 lbs / 113 kg
- Use of oxygen
- Infection control precautions
- Wheelchair needs (ask if a wheelchair is supplied or if you must provide your own)

Please confirm all fees directly with the transportation provider before booking.

If you require any assistance, please reach out to your healthcare team.

PATIENT DISCHARGE TRANSPORTATION PLAN

Name: _____ Phone Number: _____

Discharge Date: _____ Transportation Pick Up Time: _____

Patient Pick Up NH Site, unit and room:

Transportation Plan (family/ community):

Transportation Contact Number: _____

Vehicle Type: ☐ Wheel Chair ☐ Stretcher ☐ Broda Chair

Confirmed Pickup Time: _____

Reason for Transport: ☐ Discharge ☐ Appointment

Height and Weight: HT: _____ cm WT: _____ kg

Required medical equipment (e.g., oxygen):

Allergies: _____

Code status: _____

Isolation concerns (contact, droplet, airborne):