



Transportation Information Sheet

Transportation Coordinator:
Scott Rounds

Transportation Hours:
Monday - Friday from 7:30AM - 4:00PM

To Schedule a Ride:
Please Call **509-217-3351** or **509-482-8186 (Ext. 186)**
or email **srounds@riverviewretirement.org**

Riverview offers door-to-door service for medical appointments (and limited non-medical trips, space permitting) within Spokane County. Service runs Monday-Friday, 7:30AM-4PM (meaning appointments no earlier than 8AM, and no later than 2:30PM). On rare occasions, we can accommodate an earlier, later, or out-of-county ride. Please call the number above for inquiries about these exceptions.

Booking & Availability:

Rides are scheduled on a first-come, first-serve basis and can fill up fast! If possible, please give us 5 days' notice so that we can book your ride. Scott is happy to recommend alternatives or aid with rescheduling.

Companions:

If a resident requires assistance during the appointment (moving, relaying information, etc.), we encourage family members to attend. Scott can, in most cases, get residents to the front desk, but cannot stay with them for the appointment. If the residents' family member or advocate is unable to attend, an Aide can accompany you for a fee. Each ride can accommodate one resident (standard wheelchair or 4-wheel walker friendly) and one family member.

Details:

- You or a family member must make your medical appointment. It may be helpful to call transportation prior to making the appointment in order to learn available times.
- Please don't hesitate to call with any questions or concerns.
- Please let us know when scheduling if you use a wheelchair, a 4-wheel walker, or mobility aid.
- You will receive a reminder call within a few days of your ride.
- Village residents will be picked up outside of their home.
- Terrace residents will be picked up at the front entrance of the Terrace building.
- Scott will set the pick-up time with you when you book, likely between 15 and 20 minutes prior to your appointment. He will also give you a card with the number to call when you are ready to return.

Fees:

- \$40 round trip (or one-way) within Spokane county
- \$80 round trip (or one-way) outside Spokane county
- *Optional:* \$40 per 30-minutes Aide fee
- All applicable fees are charged to the resident's monthly account statement.