

## Scheduling a Ride

Rides may be scheduled up to two weeks in advance. To reserve a ride, call 317.473.2323 (TTY 800.743.3333) Monday through Friday from 7 a.m. to 3:30 p.m.. Trips are scheduled on a first come, first served basis. Vehicles are wheelchair-accessible.

During business hours, voicemail is checked frequently. It's very important that you leave a message when calling to schedule a ride.

Information you'll need when scheduling a ride:

- Your name, birthdate, address and phone number
- Facility name and address of where you need to go
- Time you need to be at your destination
- Time you need to be picked up from destination

## Fare

Fare is \$5 one-way or round-trip. The fare must be paid at the time of pick-up. Drivers cannot make change. Children under 11 years of age must be accompanied by an adult.

## Hours of Service

Scheduling Monday–Friday 7 a.m. to 3:30 p.m.

Transportation Monday–Friday 6 a.m. to 6 p.m.

Riverview Health Rides does not operate on Saturdays, Sundays or major holidays.

## Passenger Feedback

Passengers may call 317.773.8781 and ask to speak with the director of transportation if customer service expectations are not met. We accept positive ideas for improvement as well.

This material is available in an alternate format upon request.

Riverview Health Rides, a service of Riverview Health, is operated by:

### Janus Developmental Services, Inc.

1555 Westfield Road  
Noblesville, IN 46062  
317.773.8781 [www.janus-inc.org](http://www.janus-inc.org)

To schedule a ride, call  
317.473.2323 Monday–Friday from  
7 a.m. to 3:30 p.m.

Fare is \$5 one-way or round-trip.  
We offer a \$20 pass that is good  
for four trips.



operated by



395 Westfield Road  
Noblesville, IN 46060  
T 317.773.0760  
[RIVERVIEW.ORG](http://RIVERVIEW.ORG)



# Riverview Health Rides

*Riverview Health Rides provides door-to-door, shared-ride transportation to medical appointments at Riverview Health facilities.*

## Riding the Bus

Please be ready to board at the time of your reservation. **The driver can wait only five minutes past your pick-up time.** The driver will wait at the curb or in a driveway. The driver is not permitted to enter your home. Upon request, the driver will assist (escort) you from the main entrance door of the origin to the main entrance door of the destination.

If the Riverview Health Rides vehicle has not arrived after 15 minutes from your scheduled pick-up time, call 317.473.2323.

The driver will ask you to fasten your seat belt. If you're in a wheelchair or three-wheeled mobility device, it'll need to be secured to prevent movement while the vehicle is in operation. Wheelchairs are required to be secured with a four-point securement system.

## Pharmacy Stops

Riverview Health Rides allows one pharmacy stop on your return trip. Your prescription(s) must be ready at the time of the pharmacy stop. When you call to make your reservation, please let us know if you'll need a pharmacy stop on your return trip and the location of your pharmacy. We'll accommodate unscheduled pharmacy stops if there's time in the schedule. It's best to request a pharmacy stop while making your reservation even if you're unsure if you'll need it.

## Infants and Children

Infants and children who are under the age of four or weighing less than 40 pounds must be in an approved child safety seat while being transported (an approved seat is one that meets federal safety standards). The child safety seat shall be secured in accordance with the manufacturer's instructions. The passenger must furnish the child restraint system and secure the child in a forward-facing seat; drivers are not permitted to secure the child restraint system.

## "No Show"/Cancellation Policy

**If your plans change, and you no longer need your ride, please call 317.473.2323 to cancel your reservation as soon as possible,** or at least two hours before pick-up. Please leave a message if voicemail picks up during regular business hours. Voicemail is checked frequently.

A "No Show" is when a driver arrives for a scheduled pick-up and you do not show up within the five-minute wait time, or you cancel at the door. Passengers with a "No Show" will be required to pay for the trip before any future rides can be provided.

You will be charged as a "No Show" if you cancel your ride less than one hour before the scheduled pick-up.

**Three "No Shows" within a 30-day period will result in a 30-day suspension from Riverview Health Rides.** Suspensions will not be imposed for circumstances beyond a passenger's control, such as a personal emergency, sudden or worsening illness, or late arrival of the Riverview Health Rides vehicle.

In the case of a suspension, passengers will receive a letter that includes the dates of any cancellations along with an appeal form. It'll also provide the date the suspension will begin. Passengers have up to 14 days after the date of the letter to appeal a suspension. If no appeal is made within 14 days, the suspension will begin on the date specified in the letter.

Excessive cancellations (six or more cancelled reservations in a 30-day period) will result in suspension from service for a 30-day period.

## Portable Oxygen Supply

Respirators and portable oxygen units are permitted. Units must be able to be secured.

## Personal Care Attendants

A personal care attendant is welcome to accompany a passenger at no charge. To ensure adequate seating, inform us about the attendant while making your reservation.

## Animals

Service animals are permitted to accompany passengers with disabilities. Pets are not permitted.

## Important Reminders

In order to ensure that the bus will be on time for other passengers, the driver cannot make unscheduled stops. Because Riverview Health Rides is a shared-ride service, the driver may be picking up or dropping off other passengers before reaching your destination.

Traffic, severe weather or other unexpected conditions may cause delays in pick-up and drop-off times.

Smoking is not permitted.

Service is provided without regard to race, color, religion, sex, sexual orientation, gender identity or national origin.

## Unsafe or Abusive Conduct

Passengers may be temporarily suspended from using Riverview Health Rides if they engage in unsafe or abusive conduct. Unsafe conduct is any act that creates the potential for injury or other risk to any passenger, driver or the general public. Abusive conduct is any disruptive or intrusive act toward any passenger, driver, office staff or the general public.

- 1st offense: results in a 30-day suspension
- 2nd offense within a one-year period: results in a 60-day suspension
- 3rd offense within a one-year period: results in a one-year suspension