

About Red Cross

The International Red Cross and Red Crescent Movement, was born of a desire to bring assistance without discrimination to the wounded on the battlefield. Red Cross endeavours, in its International and National capacity, to prevent and alleviate human suffering wherever it may be found.

The purpose of Red Cross is to protect life and health and to ensure respect for each human being.
It promotes mutual understanding, friendship, co-operation and lasting peace amongst all people.

The Seven Red Cross Fundamental Principles

Humanity

Impartiality

Neutrality

Independence

Voluntary Service

Unity

Universality

For more information, please give our volunteer convenor a call.

Patient Transport North East Service

0403 989 847

Monday to Friday



www.redcross.org.au



Australian Red Cross
THE POWER OF HUMANITY

Patient Transport Service



CRISIS CARE COMMITMENT



What is Patient Transport Service?

Red Cross Patient Transport Service provides transport for eligible persons to "essential" Hospital and/or Doctor's appointments.

"Essential" can be defined as a medical condition of a serious medical nature, test procedures associated with a possible serious medical condition. Examples include: chemotherapy, oncology and radiotherapy.

The service provides transport for up to a period of six weeks to allow sufficient time for clients to find alternative long term arrangements.

The Red Cross does **not** provide personal transport for recreation, shopping, banking etc.

Who is eligible?

To access Red Cross Patient Transport, patients must be:

- unable to access suitable public transport and/or live in an area that is remote from public transport;
- unable to drive or be driven by family/friends to appointments;
- living independently;
- not eligible for a DVA card or other schemes e.g. TAC or Workcover; and
- able to get in/out of a vehicle with minimal assistance.

Transport Request

A request requires the submission of a Patient Transport Service Referral Form completed by a registered Medical Practitioner, Health Professional or Transport Coordinator from the referring agency or Hospital. Self referrals from clients are **not** accepted.

Appointment times may need to be changed. Appointments in Melbourne must be between 10am - 2pm.

Bookings

All bookings are to be made at least **7-10 working days** in advance. The Red Cross Administration Volunteers will phone the client to confirm the booking and pick up time.

There may be times when Red Cross is unable to provide transport as there is only **one** car in each service area. This vehicle is often fully booked so it is essential to book as early as possible.

Cancellations

It is the responsibility of the client to confirm or cancel all bookings with Red Cross.

If the phone is unattended, please leave your name and phone number on the answering machine and your call will be returned as soon as possible.

www.redcross.org.au

Service Provision

As of 1 January 2009, the Red Cross Patient Transport Service is partially funded by the Australian and Victorian governments under the Home and Community Care (HACC) Program. This service takes clients from home to and from appointments and is provided by Red Cross volunteers driving a Red Cross fleet vehicle.

Clients may have to wait before or after an appointment as we endeavour to help as many clients as we can.

Our volunteer drivers are kind, patient and courteous. However our drivers are not "carers" and are unable to accept carer responsibilities.

Cost

There is no set charge, however recipients are encouraged to make a donation, if they are able to, to assist Red Cross to continue to provide this vital service.

A receipt will be issued to acknowledge all donations.

