

## Your options when it is time to leave the hospital

### Leaving the Hospital

When it is time for you to leave the hospital you must arrange for your own transportation (ride) home.

Our standard discharge time is 10:00am but discharge may occur at any time during the day. We try to give you as much notice as possible of your discharge date so that you can plan ahead with family or friends.

If you require special transportation, private transportation services are available at your own expense. These services include:

- Taxi or wheelchair taxi
- Patient transport services (if you require a stretcher)



### Transport Services Available

You may wish to use these companies or others that are readily available.

#### Taxi Services:

|                             |              |
|-----------------------------|--------------|
| Bell City Cabs .....        | 519-759-1300 |
| Brant Taxi .....            | 519-752-1010 |
| City Taxi .....             | 519-759-7800 |
| Grand River Cab .....       | 519-443-3334 |
| Paris Taxi Transport* ..... | 519-442-7873 |

#### Private Care Organizations

|                                        |                |
|----------------------------------------|----------------|
| Home Instead .....                     | 519-752-4663   |
| Seniors for Seniors<br>Toll Free ..... | 1-800-889-9482 |

#### Stretcher & Wheelchair Services

|                                                                  |                |
|------------------------------------------------------------------|----------------|
| RNR Patient Transfer<br>Services Inc** .....                     | 1-866-567-1001 |
| Spectrum Patient<br>Services .....                               | 1-844-339-8638 |
| Voyago - Voyageur<br>Medical Transportation**<br>Toll Free ..... | 1-855-263-7163 |

#### Application, Registration and Pre-Arrangement Options:

|                                              |                              |
|----------------------------------------------|------------------------------|
| Brant Lift* .....                            | 519-759-4150                 |
| Red Cross Volunteer<br>Drivers .....         | 519-753-4189                 |
| Brant E Ride .....                           | 519-770-8646<br>519-770-TOGO |
| Six Nations Medical<br>Transportation* ..... | 519-445-0410                 |



All taxi services accept cash, credit card and debit.

\* Wheelchair transport available

\*\*Hospital preferred vendors

## Frequently Asked Questions



### If I don't have someone to take me home will I still have to pay?

Yes. Transportation home is not covered by your provincial medical plans (OHIP).

- If you are on Ontario Works or Ontario Disability Support Program, contact your worker as soon as possible to ask about coverage
- Some patients may have coverage through Veteran's Affairs, Indigenous and Northern Affairs Canada or private insurance

### What if I have no money with me?

Most providers will accept cash, credit card or debit.

If at the time of discharge you are not able to pay for your transportation home (i.e. no access to cash or credit), the hospital upon request, may be able to assist you. If the hospital is required to support payment at discharge, a bill will be sent to the patient's address on record after discharge.

Please note that you will be charged an administration fee for this service. It will be less expensive to pay for transportation yourself at the time of transport.

### Can I use an ambulance to return home?

No. Ambulances are used to respond to emergencies and transfer patients who are critical. They do not provide this type of service.

### What if I need to attend an appointment when I am in hospital?

- If your appointment is not related to your medical care in hospital, please speak with your healthcare team.
- If your appointment is related to your medical care in hospital, your healthcare team will make arrangements for you.



**If you have any questions please speak with a member of the health care team.**

#### **Brantford General Hospital**

200 Terrace Hill Street  
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#### **The Willett, Paris**

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Paris, ON N3L 2M7



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