

My Transportation Information

Date of departure:

Time of departure:

Person taking me home:

Cell/phone number(s):

Backup ride:

Other important information:

London Health Sciences Centre
800 Commissioners Road East
London, Ontario
N6A 5W9
Phone: 519-685-8500
www.lhsc.on.ca

Transportation

when it is time to leave
the hospital

If you have any questions or concerns regarding your discharge, transportation or supports at home, talk to a health care team member.

Your Health care team is here to support you.



Preparing to Leave the Hospital

We hope that your experience at LHSC has been a positive one. As you prepare to leave, we encourage you to ask questions regarding any ongoing supports or contacts that you will need when you arrive at home.

Notification of Discharge

- Notification for Discharge occurs usually 24 to 48 hours prior and we would encourage you to be ready for the 11:00 am discharge time.
- Depending on the circumstances, there may be times when patients are notified the day of discharge.

Booking Transportation Home

- You or your family must arrange your transportation home. Please have alternate arrangements, if a family member or friend is unable to pick you up at your scheduled discharge time.



- Transportation **is not** provided by the hospital and **the hospital does not pay** for transportation when someone leaves the hospital to go home (including Long term Care, Retirement Homes, etc.)
- You can book a taxi or a wheelchair taxi. If you require a stretcher vehicle to take you home, you can call Voyago at 1-855-263-7163 or another company of your choice. We recommend you always obtain a price quote when booking transportation.
- Transportation **is not** covered by the provincial medical plans (OHIP).
- If you have 3rd party insurance, transportation may be covered. Financial support may also be provided by Ontario Disability Support Program (ODSP). If there are financial issues/concerns, please contact your area social worker.
- Contact your health care team if you need additional support or suggestions with these arrangements.

FREQUENTLY ASKED QUESTIONS

If I have a scheduled appointment (clinics, tests or procedures) not related to my hospital care after I am discharged, will I be able to go? What about transportation?

If you are well enough, you will need to make your own travel arrangements.

What if I have no money with me?

Please work with family or friends to bring in your credit card and/or to book your transportation. If you are unable to provide a credit card number, the hospital will book the transportation and then you will be billed.

If I am being transferred to another hospital, will I have to arrange and pay for my transportation?

No. This transportation will be arranged and paid for by the hospital.

Can I use an ambulance to return home?

No. Ambulances are used to respond to emergencies and to transfer people who are critically ill.

