

Tips for DIALYSIS RIDERS



East Bay PARATRANSIT

March 2020

To our Dialysis Riders

This pamphlet is specially designed for East Bay Paratransit riders who go to dialysis treatments. It offers some tips on how East Bay Paratransit service works and how dialysis riders can get the most from the service.

Do I get different service from others because I go to dialysis?

No, the same rules and procedures apply to all East Bay Paratransit riders. This brochure will help dialysis riders make sure their rides to the clinic go smoothly.

What key facts do I need to know?

1. Consider setting up a “standing order” for your dialysis trips.

Many dialysis riders set up a standing order for paratransit service. Once this order is in place, we regularly send a vehicle for your trip and you no longer have to call each time you want to go to dialysis.

Check with East Bay Paratransit’s customer services center for information about standing orders. It usually takes about a week to set up a standing order. Sometimes the exact pick-up time you want may not be available, but we will do our best to set up a schedule that works for you.

2. Know the pick-up window for both your trip to dialysis and your return trip home.

Be aware of your scheduled pick-up windows. East Bay Paratransit has a 30-minute pick-up window and **you must be ready to go at the start of that window**. The vehicle might arrive any time in the 30- minute window. Drivers have to follow a schedule because they have other riders to pick up and drop off. They cannot wait more than five minutes for you at your home or at the clinic.

3. Be sure the driver can find you.

Drivers cannot enter buildings beyond the ground floor lobby, to look for riders. If your apartment building or dialysis clinic has more than one entrance, make sure East Bay Paratransit knows the entrance where you will be waiting for your ride. Wait where the driver can find you without going past the door.

4. If you won't be ready for your return trip, ask the clinic staff to call East Bay Paratransit.

If you need extra recovery time or you have not stopped bleeding, and are worried you may miss your scheduled return ride, be sure the clinic calls East Bay Paratransit's customer services center as soon as possible. This will give us more time to work on getting you another ride.

If you find that you are not ready to go at your scheduled pick-up time more than a couple of times, talk to the clinic staff about changing your return time. Building in a little slack in your schedule is better than a long wait you may have if we need to send a second vehicle to pick you up at the clinic.

East Bay Paratransit cannot transport you if you are bleeding. If you start bleeding while you are getting into the vehicle, the driver will return you to the dialysis clinic. If you start bleeding after departure from the clinic, the driver may contact emergency personnel (911) who are equipped to handle medical emergencies.

5. Do not try to make arrangements with the driver to come back for you.

If you are not ready when your driver comes for you, you must call East Bay Paratransit's customer services center to arrange another ride. Do not ask the driver to return. The driver has a schedule to follow and must proceed on his or her route. A different driver will normally be sent to pick you up.

6. Call us if your ride has not arrived within your 30-minute pick-up window.

If your vehicle has not arrived within your scheduled window, ask the clinic staff to call East Bay Paratransit's customer services to check on your ride.

7. Pack a Snack.

Some dialysis riders may need to eat soon after their treatment. If you bring a little food with you, then you will be prepared if your vehicle is delayed, or if other riders need to be dropped off first. We do our best to avoid unnecessary delays on dialysis return trips, but no rider can be guaranteed a direct trip home. Please note that snacks must be eaten before you get on an East Bay Paratransit vehicle. Eating and drinking are not permitted on the vehicles.

8. Let us know as soon as possible if your dialysis treatment schedule changes.

If you have a standing order with us, and the clinic changes the schedule of your dialysis treatments, you must call our customer services center immediately to let us know. If we send a vehicle for you based on your old schedule, you will be considered a “no- show.” Also, if you are going to be missing treatments for a few days, for example while in the hospital, you must call to suspend your standing order. If we send a vehicle and you are not there, you may be no- showed multiple times and possibly penalized. If you suspend your standing order it can be started again.

On holidays, your dialysis clinic may operate on a different schedule. Check with the dialysis clinic staff before a holiday. If the dialysis clinic will be operating on a different schedule, the staff may have changed your reservation with East Bay Paratransit for trips during the holiday.

Can I get more information on how to use East Bay Paratransit?

All certified riders are given a “Rider’s Guide” that has many details about using East Bay Paratransit. Riders may request materials in accessible formats, including large print, Braille, audiotape, or computer disc. If you have misplaced your Riders’ Guide, call the certification department at 510-287-5000 to ask for another copy.

How to contact East Bay Paratransit:

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