

Tips for DIALYSIS RIDERS



September 2023

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

What key facts do I need to know?

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

Many dialysis riders set up a standing order for paratransit service. Once this order is in place, you no longer have to call each time you want to go to dialysis. Your vehicle will arrive within the same pick-up window set up in your standing order.

Call East Bay Paratransit's Customer Service center for information about standing orders or visit www.eastbayparatransit.org to download a “Standing Orders” brochure. It usually takes about two (2) weeks to set up a standing order. Sometimes the exact pick-up window 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 trips to and from dialysis.

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 within the 30-minute pick-up window. Drivers must 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. Please wait where you will be able to tell the vehicle has arrived.

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 or losing sight of their vehicle.

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, and are worried you may miss your scheduled return ride, be sure the clinic staff calls East Bay Paratransit's Customer Service 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.

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 Service Center to arrange another ride. **Do not ask the driver to return.** The driver has a schedule to follow and must proceed on to their route.

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 Service Center to check on your ride.

7. Pack a Snack.

Some dialysis riders may need to eat soon after treatment. You are encouraged to bring a small snack with you, especially if your vehicle is delayed, or if other riders are scheduled to be pick-ed up or dropped off first. East Bay Paratransit does its best to avoid unnecessary delays, 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 the Customer Service Center immediately to let us know. If we send a vehicle for you based on your old schedule, you will be assessed 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 cancel your standing order trips. If you need to cancel more than two (2) weeks of your trips, you may ask to put your standing order “on hold”. If we send a vehicle and you are not there, you may be assessed no-shows possibly penalized. If you put your standing order on hold, it will be automatically re-started after the hold period.

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. 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:

East Bay Paratransit Office
1750 Broadway
Oakland, CA 94612

(510) 287-5000

Toll Free 1-800-555-8085

Fax (510) 287-5069

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