

HOW DO I USE IT?

Clients must request transport on the bus *at least 24 hours* before the trip, and up to **3 months in advance.**

If your looking to use the Medical Bus you must have a PATS eligible trip. If you are unsure if your trip is PATS eligible please contact the PATS office or contact our office with your enquiry.

To book, phone 1800 334 882 Weekdays 9am -3pm.
When booking, you will need to have the following:

Date of travel

Appointment time & duration

Address of appointment

Doctor/ward name

Contact phone number

We also encourage passengers to pre-pay their trips over the phone when making their booking, so have your credit/debit card details handy!

Your pick up time will be confirmed the afternoon before your trip.

Pick up times are calculated based on passenger locations and appointment times. Because of this we cannot determine a pick up time until all passengers are booked on for the service. We contact each client after 3pm the day before their trip to advise them of their pick up time. Pick up times are usually between 6am-8am each morning.

Bookings and general enquiries:

Riverland Transport

Shop 4, 30 Kay Ave

BERRI, SA 5343

Phone: 1800 334 882

Weekdays 9am - 3pm

Riverland Transport

Medical Bus



Is the medical bus for me?

How does the medical bus work?

How much does the medical bus cost?

How do I use the medical bus?

IS THE MEDICAL BUS FOR ME?

The Medical bus is one of several options to get to Adelaide for appointments.

Though the Medical Bus is an excellent service, it isn't for everyone. If you would like information about all options to attend medical appointments in Adelaide, we invite you to contact us to discuss the best option for you.

Riverland Residents with appointments that fit our schedule could consider using the Medical Bus for their trip.

The Medical Bus gets to the CBD of Adelaide no earlier than 10:30am, and leaves by 1:30pm. The Medical Bus does not operate on weekends. Patients with appointments at Flinders Hospital also need to consider the time it takes to travel between the CBD and Flinders Medical (approximately 30 minutes) .

A team of dedicated volunteers drive the medical bus each day.

Our volunteers are eager to please, however are not equipped to attend the needs of all clients. Clients who have specific needs are required to be accompanied by a carer. Examples include: clients requiring an interpreter, clients who require physical assistance to access vehicles, or those who may get confused in unfamiliar situations.

HOW DOES IT WORK?

The Medical bus collects clients from several Riverland towns, at the following locations:

BERRI: Senior Citizens Club

BARMERA: Visitor Information Centre

COBDOGLA: Cobdogla Club

RENMARK: Council Office & Renmark South Store

LOXTON: Visitor Information Centre & Loxton Nth BP

K-O-M: General Store

WAIKERIE: Post Office

If you are unable to get to one of these locations, you are invited to request local transport assistance through Riverland Community Transport, where your eligibility for local transport assistance will be assessed.

If you are deemed eligible for local transport assistance, this will usually be provided by way of a local community car transferring you to the Medical bus designated stops.

The trip down consists of a comfort stop at either Blanchetown or Truro before delivering passengers to their appointments.

Passengers will be set down at their appointment where possible, however wait times each day will vary depending on other passengers. Drivers usually take a meal break at Flinders Lodge and clients may also wait here before or after appointments.

HOW MUCH WILL IT COST?

Clients are asked to contribute \$40 whether returning or one way.

Your ticket on the medical bus can be pre-purchased with a credit/debit card over the phone when making the booking, or in person at our office at 30 Kay Ave, Berri. If neither of these options are possible, you may pay the driver when boarding the bus, however the drivers do not carry change, so you must have the correct money.

If you are unable to pay this fare, we invite you to contact us to discuss possible alternative payment options.

The SA Patient Assistance Transport Scheme (PATS) provides a financial reimbursement to eligible country patients.

Clients travelling on the medical bus may be eligible for a reimbursement through PATS. PATS is for patients travelling over 100kms each way to receive specialist medical treatment that is not available at a nearer provider. To be eligible for this scheme there are certain conditions & requirements. To discuss how to apply for PATS, whether your trip is eligible, how much and when you will be reimbursed, contact your regional PATS office at the Riverland General Hospital on 8580 2400.