



modivcare



## RIDER RESPONSIBILITIES

### Information

You are responsible for providing correct and complete information to SoonerRide when you schedule your ride with **Reservations: 877-404-4500**.

Your transportation provider may or may not call you the night before your appointment to confirm your pickup time.

If you think you will need to pick up a prescription at a Pharmacy after your doctor's appointment, you may schedule that at the same time as you book your appointment or you may call SoonerRide from the doctor's office to add it on. **Where's My Ride: 800-435-1034**

### Cancellations

You are responsible for calling SoonerRide if you need to cancel your trip. If possible, please call at least 24 hours prior to your ride so SoonerRide can tell the transportation provider. **Where's My Ride: 800-435-1034**

### Pick-Up Times

You are responsible for being ready at your scheduled pick-up time. Your driver will not wait more than fifteen (15) minutes past your scheduled pick-up time. After fifteen (15) minutes you are considered a "no-show" for your ride. Your ride will be cancelled at that time.

### Appointment Time Running Over

If your appointment is running longer than expected and you will not be ready at your scheduled pick up time, please call the **Where's My Ride: 800-435-1034** line. Your pickup will then revert into a "Will Call Return".

### Returning Home

You are responsible to call SoonerRide if your ride is later than fifteen (15) minutes past your scheduled return time. Do not call your driver or the transportation provider, call SoonerRide's **Where's My Ride: 800-435-1034** line.



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### **Will Call Return**

You are responsible to call SoonerRide if you have a “will call” or open return time. A “will call” return gives a transportation provider one (1) hour to arrive to pick you up from the time you call. **Where’s My Ride: 800-435-1034**

### **Hospital Discharges**

Your nurse or discharge planner must call SoonerRide to advise that you are being discharged and need a ride. There is a three (3) hour time frame in which transportation can arrive to pick you up from the time of the request.

**Reservations: 877-404-4500**

### **Transportation**

You are responsible for obeying all state and local laws by wearing the provided seat belts or safety straps. You must obey all requests from your driver regarding safety. You must follow posted signs regarding safety.

No unscheduled stops will be authorized for things such as fast food, grocery shopping or restroom. All stops are based on prescheduled, medical needs only.

### **Respect**

Your driver has a right to be treated with respect. Your driver should not be discriminated against by you or other riders or escorts. You must not use vulgar or offensive language. Your driver and other riders must be treated with respect.

### **Packages**

SoonerRide offers transport of you and your medical equipment, such as a wheelchair, walker, or oxygen. You may not bring packages, like groceries or shopping bags on the vehicle.

### **\*\*Drivers are responsible for the following:**

**Assist rider with getting in and out of the vehicle**

**Assist rider with securing seatbelts**

**Assist with wheelchair securements**