

# BOOKING A SERVICE

Bookings must be made by 12 noon at least 2 working days before your desired appointment to ensure we can meet your appointment requirements. i.e. if your appointment is for Monday you would need to book by 12 noon Thursday.

We are happy to take bookings months in advance so please call us as soon as you have made your medical appointment.

### Please let us know if:

- your appointment is likely to be lengthy
- you have more than one appointment or if you want to schedule in a quick shop, chemist stop etc.
- your spouse, carer or friend are also travelling
- you would prefer an unidentified vehicle (ie no HART Services signage visible)



Above left to right: Medical Coordinators, Gerry, Michelle, Fay & Barb

## HOW DO I ACCESS SERVICE?

Call your local HART Services branch office

**Lismore, Casino,  
Coraki & Nimbin**  
**02 6628 6000**

**Kyogle & Woodenbong**  
**02 6632 3751**

HART Services is an inclusive organisation that believes in equality of service. We are mindful of the needs of all in our community, welcoming clients who are Aboriginal & Torres Strait Islander, from the LGBTI community or from non English speaking backgrounds.

### Funded by



**Australian Government**  
**Department of Health**



**Family & Community Services**  
Ageing, Disability & Home Care



**Transport for NSW**

This Organisation is supported by Ageing Disability and Home Care, Family and Community Services

# hart

services

Home Assistance and

Regional Transport Services

## PERSONALISED MEDICAL TRANSPORT



## PERSONALISED

### MEDICAL TRANSPORT

HART Services provides high quality transport services for eligible people who are transport disadvantage living in the Lismore, Kyogle, Richmond Valley and surrounding areas. This includes transport to:

- GPs, Specialists, Hospitals
- Audiologist
- Diabetes Educator
- Exercise Physiologist
- Dietician
- Mental Health Worker
- Occupational Therapist
- Physiotherapist
- Podiatrist or Chiropodist
- Chiropractic
- Dentist
- Optometrist
- Osteopath
- Psychologist
- Speech Pathologist
- Remedial massage
- Naturopath
- Acupuncture
- Homeopathy or other places of importance to you

## TRAVEL COSTS

Passengers are asked to make a nominated contribution.

Your local coordinator will discuss this when you are arranging your booking.

The volunteer will collect your contribution on your day of travel. A spouse, friend or carer may travel at no additional cost.

If you are experiencing financial hardship please advise your local coordinator, as the contribution can be lessened or waived and service will not be declined.

## OUR DRIVERS

A friendly volunteer driver will provide door to door service from your home to your medical appointment and back home again. Our clients speak very highly of our drivers and the services they provide.

These quotes from a recent client survey speak for themselves;

“All the drivers are very easy to talk to, it takes the stress out of getting to and home again from medical appointments”

“The drivers are magnificent and helped me after major surgery on my knee, it was very much appreciated as I could not drive my car”

“The drivers have been very helpful and pleasant”

## LONG DISTANCE TRIPS

### TO HEALTH FACILITIES

Long Distance Trips to health facilities out of the local area, e.g. Southport, Brisbane are available on a Cost Recovery basis.

Please discuss with your local coordinator and take into account travel time when making your appointment i.e. not too early in the morning or late in the afternoon.

## WAR VETERANS'

### TRANSPORT

DVA provides funding to transport War Veterans to attend medical appointments.

## TELEHEALTH

Telehealth participating specialists can avoid the time, travel and cost of long distance travel by having an appointment in your home via video conferencing.