

## A History of Service

**FAMILY SERVICES OF WESTERN PENNSYLVANIA** is a comprehensive human service agency that provides a wide variety of programs, services and activities for children, families, and adults living in the western Pennsylvania region. Family Services is committed to its mission...

***Empower people to reach their full potential.***

Our services are developed in accordance with national service organizations, the Alliance for Strong Families and Communities, and the National Council for Community Behavioral Health and are accredited by the Council on Accreditation of Services for Families and Children. Certification by the Council on Accreditation means that Family Services meets the highest national standards for professional performance in human services.

Personnel policies, procedures, and practices are designed and implemented to prohibit discrimination on the basis of race, color, religious creed, disability, ancestry, national origin, age, sex, or sexual orientation.



For more information about all of our programs and services, call toll-free:  
**1-888-222-4200**

3230 William Pitt Way  
Pittsburgh, PA 15238-1361  
Telephone (412) 820-2050  
Fax (412) 820-2060  
Website: [dreamagainpa.org](http://dreamagainpa.org)



**FAMILY SERVICES OF  
WESTERN PENNSYLVANIA**

**St. Margaret Foundation  
Free Medical Shuttle**



St. Margaret Foundation Free Medical Shuttle Program is a Free Rides Program providing non-emergency medical transportation service for residents of Allegheny County and Westmoreland County to UPMC facilities in the Alle-Kiski Valley

**Ph: 724-889-0029**

[allekiskifreemedicalshuttle@gmail.com](mailto:allekiskifreemedicalshuttle@gmail.com)

This service is provided by Family Services of Western Pennsylvania through a grant by



# *A free non-emergency, medical shuttle service for Alle-Kiski Valley residents*

Are you having trouble getting to or from a doctor's appointment? Call the St. Margaret Foundation Free Medical Shuttle Program and give us a try.

The St. Margaret Foundation Free Medical Shuttle Program is a free shuttle service operated locally by Family Services of Western Pennsylvania through a grant provided by the St. Margaret Foundation and is available to residents of the Allegheny and Westmoreland Counties who use UPMC facilities in the Alle-Kiski Valley and have no other transportation service in place.

## **How the service works:**

1. Call us at least 3 business days in advance of your appointment to schedule a ride.
2. Our phone number is **724-889-0029**.
3. You, or your doctor's office if located in a UPMC facility, can call to schedule your ride.
4. If your appointment is a follow up visit from a surgical procedure only, we will attempt to schedule your transportation with less than 3 days notice.
5. When scheduling for a Monday morning appointment, please call to schedule no later than the Wednesday before.
6. You will be asked to complete a form over the phone.
7. Please be ready one hour prior to your appointment.
8. If an escort is going with you, that person can ride for free.
9. Patients may utilize our services multiple times for one way as well as roundtrip needs throughout the year.

## **Benefits of using the St. Margaret Foundation Free Medical Shuttle Program**

- ★ Our drivers adhere to a higher standard of professionalism.
- ★ Your wait time from time of call to pick up after appointments is reduced and there are no restrictions based on out of county transportation needs.
- ★ As needed, staff will assist patients in and out of the vehicle and onto and off curbs.
- ★ While transporting individuals in our vehicle, our drivers are not to deviate from the course other than to drive them home or directly to their medical appointment. No exceptions.
- ★ Our drivers are not permitted to utilize their cell phone unless they pull off the road.
- ★ Our vehicle is cleaned daily after each use and our drivers are not permitted to eat or smoke in the vehicle.

## **Cost of Service**

This service is **free of charge** to residents of Allegheny County and Westmoreland County who utilize UPMC in the Alle-Kiski Valley.

## **Hours of Operation**

8:00 am or earlier as needed to 5:00 pm Monday through Friday.

Saturday transportation is provided on as needed basis. If staff is unable to answer your call, please leave a message with your name and phone number. We are committed to returning your call in a timely manner.

**Our phone number is 724-889-0029.**

## **Geographic Locations Served**

The St. Margaret Foundation shuttle services will pick up and drop off in the following locales only:

Arnold	Natrona
Brackenridge	Natrona Heights
Cheswick	New Kensington - includes Parnassus
Creighton	Springdale
Harmarville	Tarentum
Lower Burrell	

## **Disclaimers**

1. This service is available to all patients who utilize UPMC medical facilities in the Alle-Kiski Valley.
2. **We are not an Emergency transportation taxi. If you are in an emergency situation, dial 9-1-1.**
3. Our staff is not trained to complete medical emergency procedures.
4. Our transportation service has the discretion to cancel transportation due to inclement weather.
5. This is curb to curb service. Staff are not permitted to enter homes, or to assist patients in the absence of their crutches, canes or walkers during the entering/exiting of the vehicle.
6. Our vehicles are not designated as handicapped (wheelchair) accessible.

## **We do not operate during these holidays:**

- Easter
- Thanksgiving (includes the Friday and Monday after Thanksgiving)
- New Year's Day
- Christmas
- Martin Luther King Day
- Memorial Day
- Independence Day—4th of July
- Labor Day
- No Sunday transportation



Look for "St. Margaret Foundation Free Medical Shuttle" on Facebook