

## VETERANS TRANSPORTATION NETWORK

The Veterans Transportation Network (VTN) has vans that originate in several areas to bring patients to the Martinsburg VA Medical Center for scheduled medical appointments. These vans are purchased by donations of Veteran service organizations and others in the area through a program sponsored by the Ford Motor Company and the Disabled American Veterans. The vans are driven by volunteers who generously give their time and service to our veterans.

### **Veteran Transportation Network Van Riders:**

For information or to reserve a seat on the van call the Transportation Coordinator at 304-263-0811 (Ext. 3732) or 1-800-817-3807 (Ext. 3732) or stop by the Coordinator's office in room 1C-119F.

### **Service Areas:**

- ✓ Chambersburg, PA (Monday, Tuesday, Thursday, Friday)
- ✓ Cumberland, MD (Monday through Friday)
- ✓ Elkton, VA (Monday through Friday)
- ✓ Frederick, MD (Monday, Tuesday, Wednesday, and Friday)
- ✓ Woodstock, VA (Monday, Wednesday, Friday)
- ✓ Franklin, WV (every Wednesday and 1st & 3rd Friday)
- ✓ Keyser, WV (Monday through Friday)

### **To ride the van a patient must:**

- ✓ Have a scheduled medical appointment (between the hours of 9:30 am and noon).
- ✓ Able to board and exit the van unassisted.
- ✓ Reserve a seat by calling the Veterans Transportation Coordinator at 1-800-817-3807 (Ext. 3732) or 304-263-0811 (Ext. 3732) and have your name added to the trip ticket. The van schedules are made up several days in advance and fill up quickly. So, the earlier you call the easier it is to get a seat on the van or to change your appointment to another day if necessary.
- ✓ A patient whose name is not on the trip ticket will only be allowed to get on the van if the patient has a VA appointment letter showing an appointment for that day and if a seat is available.
- ✓ The van driver may refuse to transport any veteran who he/she feels is too ill to ride the van or who is intoxicated, abusive or poses a threat to the driver or other passengers.

### **Rules of conduct for van riders:**

- ✓ Passengers are not permitted to smoke, chew tobacco/snuff, drink alcohol, use foul language, bring weapons, or use or bring any illegal substance on the van.
- ✓ Passengers must wear seat belts at all times.
- ✓ Individuals other than the veteran are not permitted to ride in the van except in rare instances when an escort is medically necessary. This escort must be requested by the doctor and arranged in advance.
- ✓ Passengers should not engage in any activity that will distract the driver's attention.
- ✓ Passengers will be provided with a VTN Van Rider badge. This badge must be worn while at the VA and returned to the driver when leaving.



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- ✓ Passengers need to check-in with the Transportation Coordinator in room 1C-119F when their appointment is complete so the Coordinator and the driver will know everyone is ready for the return trip.

### **VTN Volunteers:**

- ✓ Thank the volunteer who generously gives of his/her time to provide transportation for our veterans to and from the Medical Center for their scheduled medical appointments.
- ✓ We can always use qualified drivers. Would you like to become a member of the Martinsburg VA Medical Center's "Heroes serving Heroes" team? Help to ensure veterans are able to get to and from their medical appointments. These men and women, our veterans, flew over Germany during World War II, patrolled the mountains in Korea, fought in the jungles of Vietnam, and are now serving in the desert of Iraq and mountains of Afghanistan and many other places worldwide in time of war and peace.
- ✓ By volunteering one day a week, one day every two weeks, or even one day a month driving a VTN van in your local area, you would help us to ensure our veterans have access to excellent medical care and services offered at the Martinsburg VA Medical Center.
- ✓ Become a member of the "Heroes Serving Heroes" team by contacting Dottie Hough at 1-800-817-3807 (Ext. 3309) or Patricia DeHaven at 1-800-817-3807 (Ext. 3310).

### **Quick Facts:**

- ✓ Vans operate various days of the week from; Frederick and Cumberland, MD; Elkton and Woodstock, VA; Franklin and Keyser, WV and Chambersburg, PA.
- ✓ Veterans must have a scheduled medical appointment between the hours of 9:30 a.m. (8:30 a.m. for the Frederick and Cumberland vans) and noon (or 1:00 p.m. for those clinics that only meet in the afternoon)
- ✓ Call the Veterans Transportation Coordinator to reserve a seat on the van at 1-800-817-3807 Ext. 3732. Call early—vans fill up quickly.
- ✓ Patients must be able to board and exit the van unassisted.
- ✓ Patients being discharged may ride the van only if space is available. The patient must be ready when the van is ready to depart. A patient with an AMA (Against Medical Advice) or irregular discharge will not be transported.
- ✓ Be at the pickup point 20 minutes before the scheduled departure time.
- ✓ The van will not make a trip if road conditions do not allow for safe travel in the opinion of the driver or when the public schools are closed in the van's service area.
- ✓ The van is not equipped nor are the drivers trained or qualified to handle medical emergencies.
- ✓ Passengers not adhering to the regulations will not be transported and may be asked to leave the van.



# VETERANS TRANSPORTATION NETWORK

## Veterans Transportation Network Schedule Martinsburg VA Medical Center (As of April 1, 2010)

<b>Chambersburg, PA</b>	<b>Monday, Tuesday, Thursday &amp; Friday</b>	
Chambersburg	7:15 a.m.	McDonalds
Greencastle*	7:30 a.m.	McDonalds
Waynesboro	8:00 a.m.	McDonalds, E. Main St., Route 16
<b>Keyser, WV</b>	<b>Monday through Friday</b>	
Keyser	7:00 a.m.	McDonalds
Burlington	7:15 a.m.	Van Myra Inn
Ft. Ashby	7:20 a.m.	VFW
Romney	7:35 a.m.	McDonalds
Augusta	7:45 a.m.	Doodles
Capon Bridge	8:15 a.m.	Liberty Gas Station
<b>Cumberland, MD</b>	<b>Monday through Friday</b>	
Cumberland	7:00 a.m.	McDonalds at Value City
Flintstone	7:20 a.m.	Post Office
Orleans	7:25 a.m.	Belle Grove Service Station
Hancock	7:30 a.m.	Park & Dine Restaurant
Clear Springs	7:55 a.m.	Windy Hill Restaurant
Williamsport	8:15 a.m.	McDonalds
<b>Elkton, VA</b>	<b>Monday through Friday</b>	
Elkton*	7:00 a.m.	7-11 on Rt. 340
Shenandoah	7:10 a.m.	Wayne's on Rt. 340
Stanley	7:32 a.m.	Amoco on Rt. 340
Luray	7:46 a.m.	American Legion
Bentonville	8:10 a.m.	South River Market
Front Royal	8:25 a.m.	American Legion
Berryville*	9:05 a.m.	Food Lion
<b>Frederick, MD</b>	<b>Monday, Tuesday, Wednesday &amp; Friday</b>	
American Legion Post 11	7:00 a.m.	1425 Taney Ave
Catoctin View Apartments	7:10 a.m.	800 Motter Ave
McDonalds	7:30 a.m.	Jefferson St
Brunswick	7:50 a.m.	Roy Rogers
Charles Town	8:15 a.m.	Wal-Mart
<b>Woodstock, VA</b>	<b>Monday, Wednesday &amp; Friday</b>	
Broadway*	7:00 a.m.	Exxon, Rt. 259
Timberville*	7:10 a.m.	Exxon, Rt. 211 & Rt. 42
New Market*	7:20 a.m.	Johnny Appleseed
Mt. Jackson*	7:35 a.m.	Denny's
Edinburg	7:45 a.m.	VFW
Woodstock	8:00 a.m.	M & R Mart
Toms Brook	8:10 a.m.	Handy Mart
Strasburg	8:20 a.m.	American Legion
Middletown	8:30 a.m.	Middletown Court, Rt. 11
Stephens City	8:45 a.m.	McDonalds
Winchester	8:55 a.m.	Winchester Towers, Cameron St. side
<b>Franklin, WV</b>	<b>Wednesday, 1<sup>st</sup> and 3<sup>rd</sup> Friday</b>	
Franklin	6:15 a.m.	Pendleton Senior & Family Services
Petersburg	7:05 a.m.	McDonalds, Virginia Ave
Moorefield	7:35 a.m.	Hardees, beside Food Lion
Wardensville	8:15 a.m.	Ka-Ka-Pon Restaurant
Yellow Springs	8:25 a.m.	Riverside Service Center

\*The van only goes to these stops if someone is on the list.

