

# RTD Care Connection Electronic Media



## RTD CARE CONNECTION+

### Non-Emergency Medical Transportation

#### Reconnect with Health on RTD

RTD Care Connection is a new program that helps facilitate transportation from patients' homes to their approved healthcare providers in Sacramento and the Greater San Francisco Bay Area.

#### Sacramento

RTD Route 163 \$7.00  
RTD Route 165 \$7.00

RTD optional connection service \$3.00  
RTD optional connection service \$3.00

#### Greater San Francisco Bay Area

RTD Route 150 to Dublin BART \$7.00  
ACE Train \$7.25 - \$14.50  
StaRT Medivan \$9.50 (coming soon)

RTD optional connection service \$3.00  
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RTD optional connection service sets up transportation from the patient's home to the pick-up location of the chosen RTD Care Connection transit service.



#### One-way Trip Fares

\$10 per passenger

\$4 per attendant

An attendant may ride when accompanying a paying passenger. If a passenger requires an attendant for assistance, please complete and return a Medivan attendant application form to:

Storer Transit Systems  
1214 Duker Drive  
Modesto, CA 95351

To request a form, please call:  
(800) 262-1516

\$3.00 connects you from your home to the Tracy departure location.

#### Reservations

Reservations are required and need to be made at least 72 hours in advance, especially if you require transportation from your home. Seating is limited. It is recommended that reservations are made two weeks before your appointment. Call (800) 262-1516 to make your reservation.

#### Cancellations

If you are unable to keep your appointment, please cancel your Medivan reservation by 12:00 p.m., one day before your appointment. Trips scheduled for Monday must be cancelled no later than 12:00 p.m. on Friday, or as soon as possible so others can reserve their seat. Call (800) 262-1516 to cancel your reservation.

#### Departure Time and Location

Bus departs at 6:40 a.m. Monday through Thursday.



#### How to Start

Download a registration form at [sjRTD.com/careconnection](http://sjRTD.com/careconnection)

#### For all other inquiries:

Mobility Department  
San Joaquin Regional Transit District (RTD)  
P.O. Box 201010  
Stockton, CA 95201

(209) 943-1111 (Press Option 2 then Option 4)  
(209) 948-3024 (Fax)  
[mobility@sjRTD.com](mailto:mobility@sjRTD.com)  
[sjRTD.com/careconnection](http://sjRTD.com/careconnection)



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#### Medivan Schedule

##### Livermore

Earliest appt. 8:30 a.m. / No later than 2:30 p.m.  
Departure: No later than 4:30 p.m.

- Livermore Veterans Administration Hospital

##### Oakland

Earliest appt. 9:30 a.m. / No later than 1:30 p.m.  
Departure: No later than 3:30 p.m.

- UCSF Benioff Children's Hospital Oakland
- Alta Bates Summit Medical Center
- Highland Hospital

##### San Francisco

Earliest appt. 10:00 a.m. / No later than 1:30 p.m.  
Departure: No later than 3:00 p.m.

- St. Mary's Medical Center
- St. Francis Memorial Hospital
- UCSF Medical Center
- Kaiser Permanente San Francisco Medical Center

##### Menlo Park

Earliest appt. 11:00 a.m. / No later than 1:00 p.m.  
Departure: No later than 2:00 p.m.

- Menlo Park Veterans Administration Hospital

##### Stanford

Earliest appt. 11:00 a.m. / No later than 1:00 p.m.  
Departure: No later than 2:00 p.m.

- Lucile Packard Children's Hospital Stanford
- Stanford University Hospital & Medical Centers

##### Palo Alto

Earliest appt. 11:00 a.m. / No later than 1:00 p.m.  
Departure: No later than 2:00 p.m.

- Palo Alto Veterans Administration Hospital

##### Redwood City

Earliest appt. 11:00 a.m. / No later than 1:00 p.m.  
Departure: No later than 2:00 p.m.

- Stanford Medicine Outpatient Center



#### Medivan Rules

- Anyone who refuses to observe the following rules may not be allowed on the Medivan.
- The Medivan only takes passengers to and from their scheduled medical facility.
  - Passengers MUST have a reservation.
  - Riders must pay in advance. Drivers cannot accept payment on the Medivan.
  - Passengers are responsible to confirm their reservations.
  - Passengers need to adhere to the Medivan service schedule indicated for each facility when scheduling appointments for departure times.

In collaboration with Stanislaus Regional Transit (StaRT), San Joaquin Regional Transit District (RTD) is happy to provide San Joaquin residents with Non-Emergency Medical Transportation (NEMT) services to the Bay Area using the Medivan. Our passengers will receive special discounted rate of \$10 per one-way trip for this pilot program.



#### What is Medivan?

The Medivan is a public transit service that takes passengers from Tracy to Bay Area Medical Centers, Monday through Thursday (except holidays). This service provides non-emergency transportation. The Medivan is NOT an emergency vehicle and does not serve individuals who require special medical treatment during transportation. However, the Medivan can accommodate people who use mobility devices and service animals.

Where do I start? Go to [sjRTD.com/careconnection](http://sjRTD.com/careconnection) and download the registration form. Questions? Call 209-943-1111 (Press Option 2 then Option 4)



Got a doctor's appointment in Sacramento or the Bay Area?  
RTD Care Connection can help you get there.

RTD cares. Learn more today, visit:  
[sjRTD.com/CareConnection](http://sjRTD.com/CareConnection)

(209) 943-1111 | [www.sjRTD.com](http://www.sjRTD.com) | [f](#) [t](#) [in](#) [v](#)



# RTD Care Connection Press



Caravan News / Thursday, April 5, 2018 / Categories: Latest News

## RTD Introduces Care Connection Transportation to Healthcare Facilities

Reconnect with Health on RTD

Beginning Monday, April 2, San Joaquin Regional Transit District (RTD) will expand transportation options for passengers who require advanced, specialized healthcare—even beyond the borders of San Joaquin County. Care Connection is a new program that facilitates transportation from patients' own homes to their approved healthcare providers in Sacramento. In May, connection service will extend to medical facilities in the Greater San Francisco Bay Area.

With funding from the State Transit Assistance Fund, RTD has developed additional transportation options that connect passengers with services such as the Altamont Corridor Express (ACE) train and RTD's daily Commuter bus services to Sacramento and the Dublin BART station. The cost to eligible passengers who require transportation from their homes to these services is only \$3.00 for the first and last-mile connection, plus the cost of each long-distance transportation service. For example, the cost of a trip from a patient's home to a medical facility in Sacramento using RTD would total \$10.00 one-way — \$3.00 for the connection service and \$7.00 for the Commuter bus fare. Connections to Medivan, a Non-Emergency Medical Transportation service operated by Stanislaus Area Regional Transit (STaRT), will begin in May.

“We are honored to be chosen by the County of San Joaquin to be the transportation provider of choice to help coordinate this very important program,” said RTD CEO Donna DeMartino. “Care Connection extends our commitment to extraordinary customer service to San Joaquin County residents who need medical care that can only be found in the Bay Area or Sacramento.”

Patients and referring healthcare providers may learn more about Care Connection by visiting [sjRTD.com/CareConnection](http://sjRTD.com/CareConnection).

San Joaquin Regional Transit District (RTD) is the regional transit provider for San Joaquin County. RTD's mission is to provide a safe, reliable, and efficient transportation system for the region. For more information, visit [sjRTD.com](http://sjRTD.com), follow RTD on [Facebook](#) and [Twitter](#), or call (209) 943-1111.