



Rides2Wellness

Frequently Asked Questions



What is Rides2Wellness?

Rides2Wellness helps you get to your medical appointments by providing free transportation. This program will pick you up from your home and drop you off after the appointment. Rides2Wellness is NOT a taxi or limousine. It is a shared ride transit system that takes multiple passengers to different locations. Rides2Wellness coordinated with various transportation providers in the community. Valley Regional Transit will

schedule your ride with an available provider in your community.

Valley Regional Transit, St. Luke's, and Saint Alphonsus understand that in order for you to recover, you need to make your follow-up appointments. They have teamed together to bring the Rides2Wellness Program to participating clinics.

How do I schedule my ride and my appointment?

At least 48 hours prior to your needed appointment, call your healthcare provider. Say, "I am a Rides2Wellness patient." The scheduler will schedule your appointment. Next you will call Valley Regional Transit at 208-345-RIDE. Say, "I am a Rides2Wellness patient." The schedule will schedule you ride for you. You will need to know you clinic location and your appointment time. Once your ride is scheduled, you will receive a confirmation call the night before your appointment.

How do I know if I qualify for Rides2Wellness?

- ⇒ You are not eligible for Medicaid transportation
- ⇒ You do not have transportation to your medical appointment
- ⇒ You live in Boise, Meridian, Garden City, Eagle, or Star
- ⇒ Your appointment is at least two (2) business days after you call to schedule your appointment
- ⇒ Your appointment is at a participating clinic (see list on the other side of sheet)

Which are the participating clinic?

St. Luke's Health System

- ⇒ Internal Medicine
 1. Parkcenter - 208-381-6400
 2. Eagle (City of Eagle) - 208-473-3275
 3. Cloverdale - 208-706-8000
 4. Jefferson - 208-381-4100
 5. Meridian - 208-706-5100
 6. Robbins - 208-385-3329
- ⇒ St. Luke's Heart Health and Rehabilitation Center, Meridian - 208-706-5651
- ⇒ Idaho Cardiology Associate - 208-322-1680
- ⇒ Mountain States Tumor Institute (MSTI)
 1. Meridian - 208-706-5651
 2. Boise - 208-381-2711
- ⇒ Idaho Pulmonary Association - 208-323-3767

Saint Alphonsus Medical Group

- ⇒ Heart Care - 208-302-0000
- ⇒ Diabetes Care and Education - 208-302-0700
- ⇒ Pulmonary & Sleep Medicine - 208-367-8333
- ⇒ Extentivist Clinic - 208-302-5460



**For More Information call:
208-345-RIDE**

When can I call Valley Regional Transit?

You can call at least two business days prior to your anticipated appointment, 8am to 6pm, Monday through Saturday. You can schedule a ride up to one month in advance.

When should I be ready for my ride?

Please be ready at least one hour before your scheduled pick-up time. A Rides2Wellness provider will try to pick you up as close to your scheduled time as possible, but your ride may arrive up to one hour before your scheduled pick-up time. You may also be picked up from your appointment up to an hour after your appointment is finished. Please plan accordingly.

What happens if I can't make my scheduled ride or need to cancel an appointment?

If you need to cancel your ride, please call Valley Regional Transit or your specific Rides2Wellness provider. If you need to cancel your appointment, please contact your clinic.

Will someone remind me of my pickup time?

Yes, you will receive a reminder call the night before your scheduled pick-up.

