



## TRANSPORTATION FREQUENTLY ASKED QUESTIONS

We understand that life is unpredictable, and some changes are unavoidable. We will make every effort to work with you and your healthcare provider to make this process as stress free as possible. If you have further questions about the schedule, the program or Amador STARS, please do not hesitate to call the STARS office at (209) 267-1246.

1. Where do I catch the van?
2. Who arranges my transportation?
3. What do I do if my schedule changes?
4. Can I take my oxygen tank on the van?
5. What about holidays?
6. Can a family member ride with me?
7. Are the drivers paid for driving the van?
8. May I smoke in the van?
9. Are the vans wheelchair-accessible?
10. What do I do when my treatment series is finished?
11. Can I restart the van?
12. Can I take the van for chemotherapy treatments?
13. Can I arrange for a ride for other cancer-related appointments?

**1. Where do I catch the van?** The vans leaves from the STARS office at 60D Ridge Road in Sutter Creek. We are located between Barron's and Umpqua Bank, next door to Los Hermanos Mexican Restaurant, about 1/2 block east of the signal at Sutter Hill. You should plan to arrive at the office no later than 5 minutes before your scheduled departure time. The vans transport to El Dorado, Calaveras, San Joaquin, Sacramento, and Placer Counties as well as within Amador County. Amador STARS can transport to the greater Bay Area on occasion. Other destinations can be arranged with advance notice.

If you need transportation to chemo appointments, that can be arranged on a case-by-case basis. Please contact the STARS office.

**2. Who arranges my transportation?** You are responsible for calling the Amador STARS office at 209-267-1246 to sign-up for transportation. Please call the Amador STARS office as

soon as you know when your first treatment day will be, preferably at least one week in advance. Please be prepared to provide details of your appointments including location of treatments, starting date, appointment time, and length of series. We cannot put you on the van schedule without this information.

**3. What do I do if my schedule changes?** You are responsible for calling the Amador STARS office with any changes or cancellations in your schedule or if you have made other transportation arrangements for any length of time. The van drivers are not responsible for advising the office of changes. Please call and leave a message as soon as you are aware of any changes.

**4. Can I take my oxygen tank on the van?** Large oxygen tanks on wheels are not permitted on the van for safety reasons but small personal tanks are allowed.

**5. What about holidays?** Van transportation is available according to your treatment schedule. Check with your treatment center regarding holiday closures and contact our office.

**6. Can a family member ride with me?** Family members are welcome to accompany you as long as space allows. Always check with the Amador STARS office in advance. You will almost always be riding with other passengers.

**7. Are the drivers paid for driving the van?** No, they are strictly volunteers. Please do not offer to tip them or pay for gas. However, if you would like to show your appreciation for this service, you may make a donation to Amador STARS.

**8. May I smoke in the van?** Out of respect for others, no smoking is allowed inside or within 20 feet of the cancer vans.

**9. What do I do when my treatment series is finished?** Please call the Amador STARS office as soon as you know when your final treatment day will be.

**10. Can I restart the van rides?** Yes. You must call the Amador STARS office to be placed back on the van schedule so we can confirm all the details with you. Please do not just “show up” as we may not have space for you and it puts the drivers in an awkward position.

**11. Can I take the van for chemotherapy treatments?** Yes. STARS offers transportation to chemotherapy appointments. Please call the STARS office for more details.

**12. Can I arrange for a ride for other cancer-related appointments?** Yes! STARS offers rides for any cancer-related appointment such as blood tests, x-rays, shots, CT scans, PET scans or other doctor appointments.