

## Breast Friends *To-Go Transportation*

### Requirements:

- Breast Friends must first have confirmation of breast cancer diagnosis and financial need for transportation. It is the responsibility of the patient to call for initial setup and each ride thereafter.

AUTHORIZATIONS FROM DOCTOR OR SOCIAL WORKER CAN BE SENT VIA:

**FAX:** (888) 880-8436

**E-MAIL:** [transportation@breastfriends.org](mailto:transportation@breastfriends.org)

- Appointments must be breast cancer-related ONLY: for chemo or radiation.
- Transportation is limited to **1 trip per week**. \*If the distance is **greater than 20 miles one-way**, the trip must be submitted for additional approval by Breast Friends before confirmed.
- We cannot provide service to Medicaid patients. Medicaid provides their own transportation service. If you need assistance, please contact your social worker.
- For special circumstances, requests must come directly from doctor or social worker.

### Procedures:

**BREAST FRIENDS OFFICE (404) 252-1061**

- Requests must be made **at least one day prior to appointment date (preferably 2-3 days ahead)**, between the hours of **9 am – 4 pm, Monday-Friday**. We will not be able to accept any requests outside those hours or same day – this enables us to arrange approval and schedule with our transportation company. *\*Also, please be aware of holidays and give yourself extra time to call.*
- Do not call the transportation company to schedule a ride, as they will not be able to accept requests without pre-approval from Breast Friends. **\*ANY ARRANGEMENTS NOT AUTHORIZED FIRST BY BREAST FRIENDS WILL NOT BE PAID UNDER THE BREAST FRIENDS ACCOUNT AND WILL BE THE FINANCIAL RESPONSIBILITY OF THE RIDER.**
- We schedule pick-ups approximately 1 hour before the appointment to allow for travel time. Please allow more time if you have a longer distance or anticipate heavy traffic.
- Please inform us of any disabilities or if needing a wheelchair-accessible van.
- You must notify Breast Friends of any changes, cancellations or additional passengers. No additional stops and no pick-ups or drop-offs **before 6 am or after 6 pm**. If the appointment time or date has changed and we are unable to notify the transportation company in time, we will not be able to reschedule that week.
- **Call the transportation company directly when you're ready to go home.** To ensure prompt pickup, please call 20-30 minutes before anticipated appointment end time. As a free service, we expect our riders to be courteous and patient with the drivers.

### Transportation Companies:

- ❖ **ACE SERVICES: (678) 969-0007**
- ❖ **ACT EXPRESS: (404) 875-8444**
- ❖ **VICTORY TAXI: (770) 428-2626**

\*For Victory Taxi ONLY, patient must sign the voucher slip from the driver; only if the amount matches that which is shown on the meter. DO NOT tip or pay any taxes. We have an agreement with them and you are under no obligation to pay.