

Scheduling a Ride

Call Veteran Services NO LATER THAN **4:30 PM on Wednesday of the week before your appointment.** You do not need to wait until then to schedule a ride. We can schedule your ride as soon as you have made your appointments.

Information Needed

- Your Full Name
- The last four digits of your Social Security number
- The time of each appointment
- The clinic for each appointment
- Address where you want to be picked up
- Whether an escort will come
- Phone number that you can be reached at the day of your appointment

Pick Up Locations

Our van drivers will pick up Veterans at their homes or another location within McLeod County that is convenient to the Veteran.

Limitations

- You must be able to enter and exit the van without the driver's assistance.
- There is only room for 5 passengers, so scheduling is:

"First Come, First Served"

Some Simple Guidelines to Follow:

- *Turn your porch or house light on.*
- *Be ready to leave at your designated pick-up time. The van will wait 5 minutes before it must continue to remain on schedule.*
- *Transportation is from pick-up location to VAMC and back. The driver is not allowed to deviate from the scheduled locations.*
- *The driver will advise riders of the planned departure time for the return trip.*
- *If your appointment schedule changes, let the driver know.*
- *When the VA refers a Veteran to a non-VA facility and there is a parking fee for that facility, it will be the Veteran's responsibility to pay the parking fee.*
- *Family members visiting VAMC patients may also ride the van if space is available.*

Smoking and alcoholic beverages are strictly prohibited in the van at all times.



McLeod County Veteran Services

Veterans Van



Honoring All Who Served

**Call to schedule your ride!
320-864-1268**

**Toll Free County Switchboard:
(Hutchinson) 484-4399
(Stewart) 328-4413
(Winsted) 395-2568**

History

The McLeod County Veterans Van program began transporting veterans to and from the local VA Medical Centers in May 1992 following the purchase of a minivan by the newly formed McLeod County Veterans Association. Administrative responsibility for daily operations and maintenance is provided by McLeod County Veteran Services with the McLeod County Board of Commissioners providing funding for all preventive maintenance and operating expenses through the Veteran Services department budget.

The McLeod County Veterans Van program is supported primarily by donations from veteran service organizations, van riders and individual members of the local community.

Recommended Donation

The County Veterans Association asks for a round trip donation of \$10.00 for each Veteran and \$5.00 for each escort. This donation goes into a dedicated fund for the sole purpose of purchasing replacement vehicles.

Minneapolis VAMC

Our vehicle travels to the Minneapolis VAMC Monday through Friday on **even** numbered dates and Saturdays as needed. Please schedule your appointments for **8:15 a.m. or later**.

The **Minneapolis VAMC** is a single, multi-level building containing all primary and specialty care clinic facilities. Each clinic is designated by the floor it is located on and the clinic number (Ie: 2S-143 is on the 2nd Floor, Wing/Hallway S, Room 143).



Veterans are dropped off at the Emergency Room entrance and picked up at the Flag Atrium entrance.

Once all appointments are finished, meet the driver and any other passengers at the waiting area near the Flag Atrium entrance, unless told otherwise.

Non-VA Appointments

Transportation is available to appointments at non-VA medical facilities, specifically when they are referrals from one of the VA Medical Centers. Arrangements can be made on a case-by-case basis.

St Cloud VAMC

Our vehicle travels to St Cloud VAMC Monday through Friday on **odd** numbered dates and Saturdays as needed. Please schedule your appointments for **8:00 a.m. or later**.

The **St Cloud VAMC** is a multi-building campus, with most buildings connected by an indoor hallway. Each clinic has a designated building and room number assigned (ie: Building 48, Room 243).



Veterans are dropped off at the main entrance to Building 1. The patient check-in desk is located on the left as you enter the building.

Following your last appointment meet the driver back in the lobby area of Building 1, unless told otherwise.

- *Both VAMC's have canteens and gift shops. Please check-in with the driver if you plan on eating or shopping, since this may affect the departure time.*
- *Always remind your caregiver that you ride the Veterans Van when they discuss scheduling your next appointments.*
- *If for any reason you are not returning with the van, either you or your nurse need to make sure the driver is notified.*