

Transport Options for Dialysis Victoria



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Welcome

This package has been developed to provide information about how you can travel to your regular dialysis appointments, or home dialysis training and clinics.

Going to dialysis treatments three times a week requires commitment, and for many people this may mean using different transport throughout the week. Remember if travel is overwhelming Home Dialysis could be a better option for you.

Travel options start with driving yourself to dialysis which for many may require the help of friends or family members. Other options are using taxis, community transport, public transport, and using country travel assistance programmes. For those who cannot travel by routine transport, ambulance may be an option.

Every dialysis unit will be able to let you know if they have their own special transport such as their own dialysis bus or cars, but unfortunately this is usually restricted to those who have no other options.

Please note that the information provided in **this fact sheet is correct as of November 2012**. KHA do not accept any responsibility if information has changed. If further subsidies are determined or alter please notify KHA and all efforts will be made to update the information as appropriate.

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Driving to Dialysis

When driving the main consideration is parking which is needed for up to 6 hours. Many dialysis units offer free parking, however, some may not, so check with your unit for more information regarding where to park and the costs involved.

In the early stages of treatment it is recommended that you do not drive yourself home. As you get used to dialysis you may begin to drive yourself to and from treatment.



Public Transport

Public transport Victoria (PTV) provides a public transport service across the state. The PTV website has access to a journey planner, timetables, fares and other information regarding public transport. Visit ptv.vic.gov.au. For Brochures visit ptv.vic.gov.au/using-public-transport/brochures-and-guides/

Metlink provide the transport service across Melbourne. For more information, timetables and maps visit the Metlink shop

on the Corner of Swanston and Little Collins St; the Southern Cross Information Centre; or the Melbourne Visitor Centre. Visit: metlinkmelbourne.com.au or Phone: 131 638

Viclink is the train and coach provider for regional Victoria. For information visit viclink.com.au or Phone 136 196

If using public transport frequently, MYKI cards are a cheaper and simpler option to buying a ticket for each trip . See myki.com.au or Phone: 136 954 for more information

Taxi

Many patients use taxis to get to and from dialysis. To assist in taxi expenses many patients are eligible for the Victoria Multipurpose Taxi Programme.

- Vouchers are available providing a 50% discount off fares
- Maximum value is \$60 per trip
- Criteria for eligibility include severe disability, an inability to use public transport and a permanent residency in VIC. Must also either use a wheelchair all the time; hold an adequate pensioner or health card; or be able to prove financial hardship.

To apply you and your doctor must complete a Multipurpose Taxi Programme Application form. Completed forms must be sent to the Victorian Taxi Directorate (VTD). Contact your doctor or the VTD for a form; or download from www.transport.vic.gov.au/taxis/mptp/how-to-apply. Successful applicants receive a card from the VTD at a cost of \$16.50.

For more information visit

www.transport.vic.gov.au/taxis/mptp

Or call 1800 638 802

Ambulance (non-urgent)

Ambulances are usually restricted to those who are severely restricted with mobility, have dementia or reside in nursing homes. If you are applying on their behalf you need to consult with the doctor to determine if they are eligible and to get written medical approval. To use free ambulance cover for non-urgent use you must be over 65 and on an aged care pension.

The limit on private health insurance ambulance use is \$3000 per year. Ambulance fund membership averages up to \$100 per annum. Check carefully re eligibility to avoid unexpected bills.

Veterans Affairs

The Department of Veterans Affairs (DVA) provides benefits and services to veterans and their dependents for requirements related to injury or illness. Eligibility for benefits is dependent on the location and time of service. Gold card holders are transport eligible.

For more information visit www.dva.gov.au/Pages/home.aspx

Or phone: Local callers: 133 254

Regional callers: 1800 555 254



Victorian Patient Transport Assistance Scheme (VPTAS)

VPTAS can provide assistance towards financial and accommodation expenses to those who are eligible. To be eligible you must be a Victorian resident living in a Department of Health designated rural region; be receiving specialist treatment and have to travel more than 100km each way or an average of 500km per week for a minimum of 5 consecutive weeks.

To apply you must complete a VPTAS Claim Form. These have the option of being completed for single or multiple trips (up to 6 trips). Receipts of travel and accommodation expenses must be kept. Forms must be lodged within 12 months of receiving treatment.

Application forms are available from your regional Victorian Department of Health Office. Forms must be submitted to the VPTAS Office. For more information and to download a claim form visit: www.health.vic.gov.au/ruralhealth/vptas/patients.htm

More information can also be found on the KHA home dialysis website: www.kha.org.au/patient-services-support-travel-assist

Your Dialysis Unit

If you do not find a transport solution ask the social worker or the nurses at your dialysis clinic if there are any other options provided by your clinic. Sometimes this is just occasional for when the routine transport arrangements are not available.

HACC

HACC is the Home and Community care program which provides support and funding for services to elderly people, disabled people and their carers, assisting them to remain at home. Initially to become eligible, an eligibility test is conducted. This is based on information provided to the HACC assessment service over the phone, via letter or email. Once you have been granted eligibility, a face to face meeting is arranged to determine your specific requirements.

There are 100 HACC assessment centres located across Victoria. These include local councils; health and community health services; and nursing services. For a list of these services visit www.health.vic.gov.au/hacc/assessment and click on the HACC Assessment Services link at the bottom of the page. Or call Justin McDermott 9496 8424.

Commonwealth Carelink and Respite Centre

These centres provide information and support for elderly people, people with disabilities and carers. The centres provide information about the services available to you, costs, the assessment process and eligibility criteria. These centres can conduct HACC eligibility tests. There are many walk in centres located around the state. These centres are a good place to start when organising your travel and living arrangements.

To find your closest centre or for further information free call 1800 052 222

Or visit www.health.gov.au/ccsd/

LinC

Love in the Name of Christ is a National Church Services Network which supports local communities. One of the services which can be provided is transport to and from treatment. To receive this service you must be HACC eligible. Please contact your local LinC office for more information and to determine whether you're eligible for this service.

Eltham Phone: 9431 3022

Manningham Phone: 9841 4025

Northern Phone: 9470 2211

Whitehorse Phone: 9873 2293

Yarra Valley Phone: 5967 2119

Visit www.lincnational.org.au

Private Transport Agencies

Victoria are unique in their available transportation options for dialysis patients. Rather than Victorian hospitals using their own transport vehicles they outsource any patient transport to and from dialysis which they think is required to private companies. The hospital provides payment to these companies to create a free transport service available to dialysis patients who are unable to find their own transport. The choice of company is generally determined by your healthcare professional or hospital unit and the following table should only be used as a general information source.

Eligibility for this transport service is determined by your medical professionals and is generally based on your own personal health and circumstances. If you are in doubt, contact you local healthcare professional or social worker for more information.

All agency information is updated on a regular basis and can be found on:

Agency	Phone Number	Areas Covered	Cost	Additional Comments
G4S Health Services Australia Pty Ltd	03 8720 3900	Various Locations	Free	
Health Select Services	03 9874 4868	State-wide	Fee for Service	
National Patient Transfer	03 8588 4888	State-wide	Free	
Platinum Healthcare	03 8588 4888	State-wide	Free	Subsidiary of National Patient Transfer
Totalcare Patient Transport Pty Ltd	03 9484 7464	State-wide	Free	

Dialysis Units– Victoria

Below is a list of the Parent Hospitals throughout Victoria. Due to the large amount of units in this region, smaller satellite units have not been listed but can be found on the Kidney Health Australia website:

<http://www.kidney.org.au/ForPatients/DUGDialysisUnitGuide/tabid/607/Default.aspx>

Dialysis Unit	Phone Number
Eastern Health (Box Hill Hospital)	03 9091 8876
Alfred Health	03 9076 2891
Austin Health	03 9496 5843
Royal Children's Hospital	03 9345 9896
Melbourne Health (Royal Melbourne Hospital)	03 9342 7058
St Vincent's Hospital Melbourne	03 9288 4205
Western Health	03 8345 7271
Southern Health (Monash Medical Centre)	03 9594 3531
Barwon Health (Geelong Hospital)	03 5260 3493

