

# Service Destinations

Van transportation is provided for non-emergency medical services only. **In an emergency, call 9-1-1.** Eligible clients may be transported to Southwest General facilities in the Health Center's primary service area, including the following destinations:

**Broadview Heights Physical Therapy**  
7000 Town Centre Drive, Broadview Heights

**Brunswick Medical Center**  
4065 Center Road, Brunswick

**Hinckley Physical Therapy**  
2546 Center Road, Hinckley

**LifeWorks of Southwest General**  
7390 Old Oak Boulevard, Middleburg Heights

**Middleburg Medical Center**  
18780 Bagley Road, Middleburg Heights

**North Royalton Physical Therapy**  
5340 Royalton Road, North Royalton

**Oakview Outpatient Services**  
18780 Bagley Road, Middleburg Heights

**Olmsted Medical Center**  
27076 Bagley Road, Olmsted Township

**Southwest General Health Center**  
18697 Bagley Road, Middleburg Heights

**Strongsville Medical Center**  
18181 Pearl Road, Strongsville

**Community Transportation**  
18697 Bagley Road  
Middleburg Heights, Ohio 44130  
440-816-4046  
[www.swgeneral.com](http://www.swgeneral.com)



# Community Transportation



# Southwest General Community Transportation

## Service

Southwest General provides many services to help assure that the health needs of community residents are met with dignity, professionalism and compassion. Southwest General is pleased to offer free, curb-to-curb transportation service through the Community Transportation Program.

Transportation service is available to those residents of Southwest General's primary service area (Berea, Brook Park, Columbia Township, Middleburg Heights, Olmsted Falls, Olmsted Township, Strongsville and Brunswick) who are unable to provide their own transportation to and from Southwest General facilities for medical services.

## Service Times

Our vans transport clients Monday through Friday with the earliest pick up at 8 a.m. and the latest return time at 4:30 p.m. Vans do not operate during inclement weather when local schools are closed.

## Van Features

All vehicles in our fleet are equipped with hydraulic wheelchair lifts. All vans are air conditioned. Drivers are in constant contact with a dispatcher. If a client needs special assistance at either end of the trip or during transit, the client must have an escort accompany him or her.

## To Schedule a Trip

To schedule a trip, call 440-816-4046. Van schedulers are available to take trip requests Monday through Friday, from 9 a.m. to 3 p.m. Appointments are necessary and are on a first-come, first-served basis.

Be prepared to tell us:

- Your name and phone number
- Date and time of your appointment
- Where you are going or doctor you will be seeing
- How long your appointment will be

## Pick-up Procedures

Please be ready to board the van 10–15 minutes prior to your scheduled pick-up time. Our driver will wait five minutes past your pick-up time and will attempt to reach you by phone. If you are not ready or do not respond, it will be necessary for the van to leave for the next person's appointment, and the driver may not be able to return to pick you up.

## We Look Forward to Helping You

For additional information on Southwest General's Community Transportation Program, call **440-816-4046** or email us at **[CommunityTransportation@swgeneral.com](mailto:CommunityTransportation@swgeneral.com)**.

Please note the following:

- Pick-up times are subject to change. We will call to inform you of any change.
- The driver is NOT permitted to enter your residence. You must be able to exit your residence on your own.
- Your property must be easily accessible and free of debris, obstacles and snow (if applicable).

## Return Trips

We will attempt to take you home as soon as possible after your appointment. We estimate one hour for physical therapy and doctor appointments. If you know that you will be done in less than an hour, or need more than an hour, tell us when you call to arrange your trip.

## Cancellation Policy

We realize you may find it necessary to cancel your trip from time to time due to emergencies or illness. Please attempt to give at least 48 hours notice when canceling a reserved trip. Timely cancellations allow us to plan and provide trips to others who are in need.