

Free Fitchburg to Worcester Van Service

Reliant Medical Group provides free van service to Worcester for your specialty and diagnostic appointments. Van service operates **ONLY** on Monday and Friday from our **Fitchburg** site. If you need transportation on Tuesday, Wednesday or Thursday, please refer to the Van Services from our Leominster site. Reservations are required to reserve a seat.

Reservations:

You must call in advance to make your reservation. After making your reservation, you should receive a confirmation call from our office between 12 noon and 3:00pm the day before your appointment. If you don't receive a call by 3:00pm, please call us at (978) 466-3333. *Not receiving a call means you are not on the reservation list for the van service.* A friend or relative may accompany you to your appointment free of charge.

Cancellations:

Please let us know about any cancellations or changes to your appointment so we can inform NEED-A-LIFT van service.

Pick-up:

The van will pick you up at the **front entrance** to our **Fitchburg** offices. No check-in is necessary. You may wait inside for the van if you wish.

Return Service:

Ask the van driver for their business card when you board the van. After your appointment in Worcester is over, have the department secretary call the number on the business card and let the van service know you are ready to return to **Fitchburg**. The NEED-A-LIFT van service must be called to pick you up, otherwise they will not return. You may also call on your cell phone. The number for return rides is (978) 534-0041; press 10 for dispatcher for your **Return Ride Only**.

Handicapped Access:

The NEED-A-LIFT van is wheelchair and motorized scooter accessible.

Questions? Contact the Specialties Department at (978) 466-3333 for more information. Reliant staff may use ext. 53309.

Please be ready at the appropriate time for pickup:

If your appointment is between:	You should be ready at our Fitchburg front entrance at:	Van departs at:
10:00am – 10:55am	8:45am	9:00am
11:00am – 12:25pm	9:45am	10:00am
12:30pm – 1:55pm	11:15am	11:30am
2:00pm – 3:15pm	12:45pm	1:00pm

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