

Free to Patients

The Phelps Health patient transportation service is provided free to area patients, thanks to the generosity of Phelps Health, with the assistance of the Phelps Health Foundation and Phelps Health Auxiliary and Volunteer Services. The Phelps Health Foundation's Patient Transportation Fund provides transportation to patients within a 30-mile radius to necessary healthcare appointments and treatments. This fund helps purchase vans, provide ongoing maintenance and obtain other needed equipment.

Ride Reminders

If you would like to receive a reminder of your transportation appointment by text or email, please email OSTPatientRequest@phelpshealth.org.



For more information, or to schedule a ride to a Phelps Health location for an appointment, call (573) 458-7962.

1000 West 10th Street | Rolla, MO
(573) 458-7962

PHELPSHEALTH.ORG



PATIENT TRANSPORT SERVICE



Schedule a ride today! (573) 458-7962
OSTPatientRequest@phelpshealth.org



Phelps Health

Thank you for choosing Phelps Health's free, courtesy van service. The purpose of this service is to aid patients in transportation to and from their medical appointments.



How Phelps Health Courtesy Vans Can Help

Phelps Health courtesy van drivers will travel to any patient within a 30-mile radius of the medical center in Rolla, Missouri. The program helps patients who otherwise would not have the means or resources to get to their appointments.

As a Patient Using This Service, Follow These Guidelines:

- Be ready at your designated pickup time.
- Know your appointment times and location.
- No pets are allowed in the vehicles, except for service animals.
- Bring only what is necessary for your appointment.
- Phelps Health courtesy vans will NOT make additional stops. Drivers will only take you to and from your appointments.
- Do not bring along any unnecessary, additional passengers. Phelps Health courtesy vans may pick up more than one patient at a time.
- If you are bringing a child, please call (573) 458-7962 for arrangements. For safety reasons, Phelps Health limits transportation of young children.
- If you must cancel a pickup, please do so at least 24 hours in advance. The drivers are scheduled to pick up and drop off patients in a five-county area, and late cancellations affect the ability to provide this service to others. This service may be terminated for patients who cancel three times or do not show up as scheduled.
- Last-minute service requests may not be possible.
- Phelps Health courtesy van drivers can not accept tips. However, you may request a Guardian Angel nomination envelope (from your driver) and recognize your driver's exceptional service through the Phelps Health Foundation.

Meeting Your Needs

Phelps Health has wheelchair accessible vans. Please give at least three days' notice (72 hours) before scheduling a pickup. The courtesy vans are available Monday through Friday from 7:00 AM to 3:00 PM.



To see if a van is available on the date of your appointment, please call the Phelps Health patient transportation message line at (573) 458-7962.

Phelps Health and its affiliates are committed to ensuring that no person is excluded from participating in transportation programs or activities on the basis of race, color, religion, sex or national origin, as protected by Title VI and Title VII of the Civil Rights Act of 1964.