

CANCER SOCIETY AUCKLAND VOLUNTEER DRIVING SERVICE

Information for Patients

You have requested a volunteer driver to help you get to your cancer treatment. We hope this **free** service can make things a little easier for you.

Please read this information so you understand how the Driving Service works.

- The driving service office is based in the Radiation Therapy Department at Auckland City Hospital.
- Drives are arranged by two co-ordinators employed by the Cancer Society Auckland.
- Volunteer drivers use their own cars which are **smokefree**.
- Volunteer drivers undergo a recruitment process which includes interviews, police checks, orientation, and ongoing training.

KEY INFORMATION

- **Consent form** is to be signed by the patient using the service.
- **Provides patients with transport when possible.**
- **Prioritises those with the greatest need**, we encourage you to ask for and accept help from others, including friends and family.
- **We need between seven to ten working days to arrange drives.**
- Appointment times need to be between **9.30am and 2.30pm**. Please note that times for **distant suburbs** may be more restricted.
- **We can only drive you if you are mobile and well enough to walk to and from the car.**
- **We need you to keep us informed** about appointment dates, times, any changes or cancellations or if someone else can drive you.
- We ask only for necessary information and we treat all information confidentially. However, **if driving service staff find anything that concerns them they will pass this information on to hospital or Cancer Society nurses.**
- If you have any **questions or concerns** at any time please tell hospital staff or contact the Driving Office.

Hours: Monday-Friday 9am to 4pm (closed public holidays and between Xmas and New Year)

Visit the office: The Radiation Therapy Department waiting area, Auckland City Hospital Oncology Level 4; Building 8.

Phone: (09) 379 6352 **Mobile:** 027 898 2004

Email: Drivers@akcansoc.org.nz

Phone the service manager: (09) 308 0244.

OTHER THINGS YOU NEED TO KNOW ABOUT THE VOLUNTEER DRIVING SERVICE

- **You will have a different driver each day. They will phone you the night before your appointment** to introduce themselves and make sure they have your correct address and arrange a pick up time. Please tell us in advance **if you do not want the drivers to leave a message** saying who they are.
- We do not drive people living in **residential care**; people on **continuous oxygen**; or anyone **unable to use a seatbelt**.
- **You are usually welcome to bring one supporter** who is able to look after themselves or look after you if you need help. However, **you may have to share the car with other patients** and this may mean there is no room for your supporter. You may also need to wait for other patients who are being driven with you.
- **It is not possible for us to transport babies or children.**
- We ask those who are eligible for the **Ministry of Health Travel and Accommodation (NTA) subsidy** to complete the documents so that the Cancer Society can claim on your behalf for the drives we provide.

WHAT DOES THE VOLUNTEER DRIVING SERVICE ASK OF YOU?

- When your appointments are being scheduled please tell hospital staff that you are using the Volunteer Driving Service and **ask for appointment times between 9:30am and 2:30pm**.
- **Radiation therapy patients** need to let the driving service staff know their treatment times for the next week. Let them know about any **extra cancer-related appointments** that will extend your original appointment time.
- **Ask hospital staff how long your appointments are expected to take** so we can 'book' your driver for the right length of time. **If you are delayed** during your appointment please tell the staff that you have a Volunteer Driver waiting and to let us know you will be delayed.
- **When your appointment is finished tell the driving service staff** you are ready to go home.
- **Tell us if you need to cancel your drive.**
- Tell us anything the driver will need to know about **finding your street or house** and **tie up your dog** before the driver arrives.
- **Your volunteer driver takes you directly to and from your appointments only.** Please don't ask them to stop at shops or anywhere else as this is not part of the service.
- **If there is any reason why others may be at risk** if you travel in a volunteer's car (for example, you are unwell with an infectious illness) we will not be able to provide the service for you.
- **We ask for normal courtesy and respect for people and property;** especially for our volunteer drivers.
- **Please let us know if you have any concerns about a driver or the service provided.**