



# Alameda County Hospital Discharge Transportation Service



## About the Service

The Hospital Discharge Transportation Service provides same-day, door-to-door transportation for individuals who have a health or disability condition that prevents their use of public transit, and who have no other resources for transportation following discharge from the hospital. This service also helps riders whose mobility needs have changed connect to the local paratransit services that are available in their community.

The Hospital Discharge Transportation Service is a collaborative project between the Alameda County Transportation Commission (Alameda CTC) and area hospitals. It is supported by funds from Measure B, the transportation sales tax measure passed by Alameda County voters in 2000.



## Eligible Riders

- Riders must live in Alameda County and be unable to use public transit (a short-term or temporary disability is OK).
- Riders do not need to be enrolled in a Paratransit Program to use the service, but are asked to fill out an application for future services.



## Service Information

- The service is available 9:00am – 7:00pm, 7 days a week.
- Transportation is provided from a participating hospital to the rider's home or a Skilled Nursing Facility within Alameda County.
- A ride will be available within one hour of calling for a reservation.
- The service is operated using wheelchair-accessible vehicles, and a boarding chair is available on all vehicles.

- Transportation is provided at no cost to the rider.
- Riders who are not already enrolled in a Paratransit Program will be asked to complete Alameda County's Universal Paratransit Application (accepted by all city-based paratransit programs in Alameda County) and an ADA paratransit application, in order to provide for their future trips to and from medical appointments. Hospital staff or volunteers are asked to assist riders with completing these applications.

## Participating Hospitals

- Alameda Hospital – Alameda
- Alameda County Medical Center, Highland Hospital – Oakland
- Alta Bates Summit Medical Center – Berkeley and Oakland
- Eden Medical Center – Castro Valley Hospital
- Eden Medical Center – San Leandro Hospital
- Kaiser Permanente – Fremont
- Kaiser Permanente – Hayward
- Kaiser Permanente – Oakland
- St. Rose Hospital – Hayward
- Valley Care Medical Center – Pleasanton

For service at one of our participating hospitals, please contact your discharge planner.

*For additional information,  
please contact:*

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