

Additional Information

- Please be ready 5 minutes ahead of your arranged pick-up time. The driver cannot wait for late arrivals.
- If you must cancel, please provide us with as much notice as possible, so that another client may book a trip.
- Due to unforeseen circumstances, or weather, the shuttle may at times be late, or require cancellation. Should this happen en route, passengers are responsible for their own accommodation and meals.
- Passengers are required to wear seatbelts at all times.
- Smoking is NOT permitted in the vehicle.
- Parents of young children must provide their own car/booster seat if required.
- The driver reserves the right to refuse service to passengers who are under the influence of alcohol or drugs, or who exhibit threatening behavior. This includes the return trip.
- Bookings are made on a first come first serve basis.
- Keep in mind that depending on the time of your appointment, you may have to wait a few hours before returning home.
- At the driver's discretion, there may be pick-ups at a central location.

One time seed funding
provided by:

North Western Local Health
Integrated Network



1 Health Care Crescent
Manitouwadge, ON P0T 2C0

Phone: (807) 826.3991
Toll Free: 1.888.626.3991
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Print Date: 04/20/09



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Brought to you by:

Manitouwadge General
Hospital



Quality Service, Pride, Trust & Teamwork

**DAYS OF SERVICE
AVAILABLE**

**Tuesdays,
Wednesdays
&
Thursdays**

Subject to Market Demand

How much will the shuttle cost?

From Manitowadge - \$139.00

From Manitowadge Junction/Hwy 17 - \$125.00

From Marathon - \$110.50

From Terrace Bay - \$67.50

From Nipigon - \$20.50

**All rates listed here are one-way trips to Thunder Bay*

How do I book a ride on the shuttle?

Booking transportation is easy! Simply call 826.3991 (toll free at 1.888.626.3991), or by email at info@medxpress.ca. Our Travel Team will be happy to book your trip.

How do I coordinate the travel with a specialist appointment?

When you visit your local doctor, ask them to refer you to MedXpress. Our Travel Coordination staff will take care of scheduling your specialist appointment, and arranging your transportation. They will then call you to confirm the details.

Where will the shuttle pick me up?

The shuttle will pick you up at your local hospital parking lot. If you have special needs, please advise us at the time of your booking.

Where will the shuttle drop me off?

You will be dropped off and picked up at your medical appointment, other destination such as the airport, or at your hotel, whichever you choose.

Where can I stay in Thunder Bay?

If you wish to stay until the next MedXpress travel day, booking accommodation is up to you...but we have negotiated discount rates at a few of the hotels in Thunder Bay. At the time of your booking, please let us know that you wish to spend the night, and we will get you the information.

Accepted methods of payment

Payment can be made by cash, cheque, or credit card. Payments must be received in full before at least one business day before you board the bus.



Privacy

Your privacy is important to us. The Manitowadge General Hospital's Privacy Policy will apply to MedXpress.

What is MedXpress?

MedXpress was created to meet the needs of a growing number of North Shore residents requiring transportation along Highway 17. The bus will travel from Manitowadge to Thunder Bay three times per week, with same day return.

I don't need to see a specialist, but I need to get to another North Shore community...can I take the shuttle?

Absolutely! The MedXpress will also include non-medical passenger transport, as well as parcel pickups.

What days will the shuttle be available?

The shuttle will depart from Manitowadge at 7am (or later if there are no early appointments booked!) on Tuesdays, Wednesdays and Thursdays, stopping at other communities en route as required.

MORE QUESTIONS?

*Please give our Travel Team a call,
they will be glad to answer any
questions or concerns you may have.*

MedXpress



**Travelling every
Tuesday, Wednesday,
and Thursday**

Subject to market demand

7 am departure time

- For Specialist visits
- Non-Medical passengers also welcome!
- Parcel pick-ups available

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Rates are one-way trips

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Brought to you by Manitouwadge General Hospital





QUESTIONS & ANSWERS

1. **Q** *Why is the bus not going every day?*
A The main reason is to reduce cost and concentrate passenger loads. There are only so many passengers who need service. By going every day, we increase the costs of the operation and dilute the number of passengers per trip. The concept is to concentrate as many passengers as we can in three trips so that the service has the best possible chance of success.
2. **Q** *Why go on Tuesdays, Wednesdays and Thursdays?*
A There are a few reasons, but the most important is that if someone has a long appointment or an early morning meeting, he/she can travel up one day and return the next. It reduces the chances of having to spend two nights in Thunder Bay vs one night. Also, some specialists do not work on Mondays and/or Fridays, and many stat holidays fall on those days. Therefore, this schedule should concentrate the number of trips on the days most likely to be required. Any requests for additional trips should be forwarded so that we can evaluate the need for additional travel days.
3. **Q** *The price seems somewhat excessive. Why is it set at those rates?*
A It is important to know that MedXpress must pay for all of its costs from passenger fees. There is no subsidy, and it is non-profit. If the service is not 100% self sufficient, it will be shut down. From Manitouwadge, the cost of going by MedXpress is \$278.00 return, and includes drop off and pick up at destination. If one went by bus, cab fare to Manitouwadge Corner would be \$57.00; bus ticket \$147.50 return; taxi from bus depot to appointment \$20.00; taxi back to depot \$20.00; and taxi from the corner to Manitouwadge \$57.00. Total: \$301.50
The bus leaves the corner at 17:35 (5:35 pm), returning at 9:15 the next morning. You would therefore have to add two overnight accommodations for another \$200.00. The total actual cost would be \$501.50. At \$278.00, with same day return service, MedXpress is an excellent value.
4. **Q** *Why can't the bus pick me up and drop me off around Thunder Bay?*
A Anyone picking up passengers for hire between two points in Thunder Bay needs a taxi license. If MedXpress picked up patients in Thunder Bay and dropped them off elsewhere in the city, we would be in violation of city ordinance, and could be fined.
5. **Q** *Can I take my hearing/seeing dog?*
A Service dogs can be taken along, but must be under control at all times. Other types of comfort animals may be approved for travel depending on the situation.
6. **Q** *I have an appointment on a day when MedXpress is not travelling. What can I do?*
A The intent is to concentrate travels on specific days to maximize passenger load. In future, let us book your appointment to ensure the bus schedule can meet your needs.
7. **Q** *Why can't the bus pick us up at home?*
A If each passenger was picked up at home, it could add up to an hour to the days' bussing operations, putting us too close to the daily maximum driving time permitted by law. It would also reduce the time available in Thunder Bay for appointments and meetings.
8. **Q** *I have a companion travelling with me. Do they have to pay?*
A Companions do have to purchase their own seat on the bus, at the regular rate.

More questions?

Please call us at:

(807) 826-3991, toll free at 1-888-626-3991

Or email us at info@medxpress.ca