

The F.I.S.H. Request Process

- The client calls upon family, friends, and other sources to get transportation to the medical appointment. If none are available, he/she calls the **F.I.S.H. line (978-443-2145)** to request a ride, leaving name, phone number, date, time and destination of medical appointment. **The ride request must be made a MINIMUM of one full week prior to the appointment. For example, a ride request for a Wednesday must be made by Tuesday of the prior week.**
- The F.I.S.H. Coordinator returns the call to the client within 24 hours to confirm the details of the appointment, including asking if the client has any assistive devices (i.e. wheelchair) and/or handicap placard, as well as verifying emergency contact information.
- Once a volunteer driver is found for the rider, the driver calls the client to confirm details of the appointment and to set a pick-up time. (Note: If a driver cannot be found for the ride request, the client will be notified by the F.I.S.H. Coordinator no later than three days prior to the appointment.)
- The driver makes a reminder phone call to the client the day before the appointment.
- The driver picks up the client on the day of the appointment at the set time. The driver will be wearing a name badge indicating he/she is with the F.I. S. H. program.
- The driver takes the client home after the appointment is over. Note: Some rides are one-way due to the expected length of the appointment. For longer appointments there might be two drivers, one for drop-off and the other for pick-up. **No side trips are allowed.**

NOTE: If the client no longer needs a requested ride, he/she must call the F.I.S.H. line right away to inform the F.I.S.H. Coordinator.