



# VETERANS MEDICAL TRANSPORTATION



## Veterans Medical Transportation

### What is Veterans Medical Transportation?

Laketrans, in partnership with the Lake County Veterans Service Commission and Lake County Commissioners, provides Lake County veterans with free Dial-a-Ride transportation to any medical or adult day care appointment and any VA location. Veterans must register with the Lake County Veterans Service Commission to be eligible for free medical transportation.

#### Locations including, but not limited to:

##### Lake County Veterans Service Commission

105 Main Street, Painesville, OH 44077

##### Department of Veterans Affairs Outpatient Clinic

35000 Kaiser Court, Willoughby, OH 44094

##### Louis Stokes Cleveland VA Medical Center (Wade Park)

10701 East Boulevard, Cleveland, OH 44106



#### Did You Know?

Laketrans provides over 6,000 free Dial-a-Ride trips to Lake County veterans each year.



## Veterans Medical Transportation also serves the following Cuyahoga County medical facilities:

- Cleveland Clinic Main Campus
- UH Cleveland Medical Center
- All medical facilities served by Cuyahoga County Medical Service (listed on page 17)

Laketrans Dial-a-Ride service travels to the University Circle area Monday–Friday for medical appointments. Customers choose from three daily departure times and five daily return trips. Laketrans will pick you up during the pickup windows listed to guarantee you arrive downtown on time for your appointment.

Home Pickups begin	Arrive at University Circle	University Circle Departures
6:15 a.m. - 6:45 a.m.	8:30 a.m.	11:30 a.m.
9:15 a.m. - 9:45 a.m.	11:30 a.m.	12:30 p.m.
12:45 p.m. - 1:15 p.m.	2:30 p.m.	2:30 p.m.
		3:30 p.m.
		4:30 p.m.

## Veterans Transportation Reservations

### Making a Reservation for Veterans Medical Transportation

Veterans Medical Transportation reservations can be made by calling Laketrans Customer Service 2-12 business days in advance of your trip at 440-354-6100, toll-free 1-888-LAKETRAN, or online at [www.laketrans.com](http://www.laketrans.com) with Request-a-Ride.

Reservations to Cuyahoga County medical facilities book very quickly and it is recommended to make your reservation as early as possible.

When scheduling a reservation, tell your Customer Service Representative that you are a veteran and if an attendant will be riding with you. One attendant can accompany you for free.

Before you call, please have the following information ready for the person who will be riding the bus:

- Doctor's name
- Name of medical facility
- Doctor's address with room number, building name and/or building entrance.
- Doctor's phone number
- Appointment time

If you need to cancel a reservation, call the 24-hour cancellation line at 440-350-1099. Cancellations must be made 2 hours before the beginning of your pickup window or it is counted as a no-show.



#### Did You Know?

To thank our veterans, Laketrans offers free Local Route and Park-n-Ride service on Veterans Day.