

# WHAT TO EXPECT GUIDE

## For Long Distance Ground Transportation State-to-State



Call us at 1-800-550-1025

Call our team of Professional Transport Specialists, 24 hours a day, 7 days a week. It would be helpful to be prepared to provide the following to the ACC Medlink Transport Specialist:

**Caller's Info** – your contact information (to include local contact information).

**Please provide the following patient information:**

- Name & Contact Information
- Pick Up Facility
- Receiving Facility
- Physical Condition: Weight, Height and Ability to Move or Sit
- Medical Condition: Feeding Tubes, Special Diets, etc.
- Does Patient Require Special Equipment, i.e. Oxygen?
- Passenger Information

The Transport Specialist will be happy to assist with anything you may require – please just ask! After the review of information the Transport Specialist will provide a proposal of services.



## Long Distance Transport Vehicles

Customers are transported in our **Large Medical Transport Vehicle**. This vehicle has standing headroom and access to all sides of the patient, so we can provide the maximum comfort for the patient. Our state-of-the-art vehicles are newly-designed for *multiple patient transports* over long distances. Our large medical transport vehicles offer up to 3 comfortable bed accommodations for patients or family. The patient will rest on a comfortable bed that offers a hospital bed style mattress with 8" of comfort. On board entertainment is provided which includes Internet access via WiFi and a 28" flat screen TV/DVD for watching movies or TV. The vehicles are designed for safety and meet or exceed the ADA and DOT standards for commercial medical transport vehicles with an extra emphasis placed on the patient's comfort. We are not an ambulance, as an ambulance would be far too uncomfortable for long distance transports.



**Note: We NEVER use a small mini-van for long distance medical transports as that is unsafe and very uncomfortable.**

**ACC MEDLINK**

**Experts in Long Distance  
Medical Transportation**



1.800.550.1025 | Fax 941.761.5838 | [www.ACCMedlink.com](http://www.ACCMedlink.com)

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### Services During Transport

Our team will assist with feeding (meals, snacks and drinks are included), take care of shifting and turning patients, personal care such as cleaning, diaper changes or maintaining a catheter (if needed), and assisting the patient with their prescribed medications. We do require that the patient has at least a 2 day supply of all medications or more for longer transports. Please notify the staff when booking if you require oxygen during the transport.



### Passengers

Passengers may travel along if desired, at no extra charge, but must be arranged prior to transport. ACC Medlink offers comfortable bed accommodations for passengers or family to travel with the patient. While en-route, our patients and/or passengers have the option of surfing the Internet or viewing DVD movies.



### Booking Travel

24 hours notification is typically desired prior to your pick up date and time; however, we can normally accommodate most transports with less notice. Booking early will guarantee your transport date and time.

**Note: If your insurance company covers our service you will have to invoice your provider after service.**



### Our Expert Transport Team

Our employees have extensive medical backgrounds and include Registered Nurses and Paramedics; medically trained personnel are utilized for their expertise in handling customers with a wide

variety of conditions, ranging from stroke to dementia patients. We are not licensed to perform emergency care in our long distance medical transport vehicles. ACC Medlink Medical Transport is not an ambulance service.



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