



Transportation Services Rules for Patients

Carolina Family Health Centers, Inc. provides transportation services to its patients free of charge. We recognize that transportation can be a barrier to receiving health care services.

1. Call the office 24 hours in advance to cancel and reschedule your appointment.
2. The Driver will call you the day before your appointment. Failure to confirm your transportation appointment will result in the cancellation of the transportation services.
3. Be prepared at least 5 minutes in advance of the scheduled pick-up time.
4. You may be asked to ride share with other patients.
5. You must wear and fasten your seat belt while the vehicle is in motion as required by the North Carolina Seat Belt Law.
6. North Carolina Child Passenger Safety Law requires children less than age 16 to be properly restrained in an age, weight, and height-appropriate restraint. Parents or legal guardians must provide their own car or booster seat.
7. You must be able to board the vehicle without assistance and be able to sit in the seat.
8. Food and drinks are not allowed.
9. The use of tobacco, alcohol, or any illicit drug is prohibited.
10. The use of aggressive, threatening, or foul language is prohibited.
11. Guns or any instruments designed to be used as a weapon are not permitted.
12. Our drivers are not allowed to accept gifts, gratuities, favors, or anything for personal benefit.

Failure to abide by these rules or to keep your transportation appointment may result in the loss of your privilege to use this service.