

Road to Recovery Frequently Asked Questions

Road to Recovery Mission Statement

Road to Recovery is an American Cancer Society service program that strives to improve the quality of life for patients undergoing cancer care by providing transportation for cancer patients to their treatments and medical appointments and home again. Transportation is provided according to the needs and available resources in the community.

What is Road to Recovery?

Road to Recovery is an American Cancer Society program that provides transportation for cancer patients to and from medical/treatment appointments. Rides are provided by volunteer drivers who donate their time and the use of their personal vehicle or drive an ACS owned vehicle.

Why is Road to Recovery necessary?

- Lack of transportation has become a major problem for thousands of cancer patients
- Many patients need daily or weekly treatment over the course of several months
- The treatments are usually provided on an outpatient basis
- Many patients do not have a car or are too ill to drive themselves
- Family and friends may not have the time or financial means to assume the burden of frequent trips to treatment centers

Who qualifies to be a volunteer driver?

Volunteer drivers are required to:

- Have a current, valid Pennsylvania driver's license
- Have a good driving record which will be checked by DMV
- Have access to a safe and reliable vehicle
- Maintain sufficient limits of automobile liability insurance for their personal vehicle
- Must be in good health
- Must complete the volunteer driver's application and attend a training/orientation

Who is eligible to use the Road program?

- Transportation is available for cancer patients to scheduled doctor's appointments and treatment sessions
- Cancer patients should be ambulatory. If a patient needs assistance walking or requires a walking aid (such as a walker or a wheelchair), and is unable to operate the aid by him/herself, the patient is required to be accompanied by another person that can provide assistance. The volunteer driver is not required lift a patient into or out of the wheelchair, or offer more than a guiding hand or arm to lean on.

- Drivers will not transport patients under the age of 18 unless a parent or other legally responsible adult accompanies the patient
- Availability of Road to Recovery is reliant upon volunteer base and may vary within regions. We will give priority to:
 - Patients in active treatment.
 - Cancer Treatment-Related Appointments (i.e. procrit, neupagen shots prior to treatment)
 - Follow-Up Cancer-Related Doctor Appointments (during the 1st year after diagnosis and recurrence and while in active treatment)
 - X-Rays, CT Scans, Cancer-Related Doctor Appointments (during the 1st year after diagnosis and recurrence and while in active treatment)
 - Depending on availability of volunteer drivers, we will offer Road to Recovery services for lab work that is prescribed by the oncologist.

**Exceptions can be made, depending on the patient's situation - they have no one who can take them; there are no local resources, etc. This exception can also include the 1-year after treatment time frame. This will be handled on a case-by-case basis.

What if a patient wants me to stop for groceries?

Transportation is available for scheduled doctor's appointments and treatment sessions only. Drivers may, if they choose, take the patient to the pharmacy to have prescriptions filled on the way home from the treatment session. Drivers are not authorized to drive patients on personal errands.

Whose responsibility is it if I have an accident?

All volunteers operating their personal vehicle at the direction of the American Cancer Society for the business of the Society become an additional insured on Society's commercial automobile liability policy, but only in excess of policy limits maintained on the volunteer's personal automobile. The American Cancer Society's insurance policy provides third party liability protection beyond the driver's own auto insurance. The American Cancer Society does not provide any insurance for physical damage (collision/comprehensive) to the volunteer's personal vehicle. For Road to Recovery drivers, this insurance is in effect only when driving a sanctioned trip scheduled by the American Cancer Society and under the guidelines of the Road to Recovery program.

Why do I need a motor vehicle check?

Motor Vehicle Record (MVR) checks must be performed on all drivers before they begin volunteering for Road to Recovery. At a minimum, MVR's should be randomly checked at least every 2-3 years after that. This is done for our insurance benefit.

Can I get reimbursed for tolls or for parking?

Yes, talk to your staff partner about the procedure for submitting expenses. Inform them if you are frequently having to pay for parking at a hospital as arrangements may be made.

What if a patient needs more services?

Frequently, a patient may discuss other needs they are experiencing in dealing with their cancer. Be aware of the many services the American Cancer Society can provide and keep brochures handy to share.

How are trips reported and tracked?

Volunteer drivers report trips provided to their coordinators on a monthly basis. Coordinators will then submit a report for the entire Unit/County to their staff partner. It is important that we have the patient's name, phone and address, as well as dates of service, so that we can accurately account for trips provided by volunteers.