

Accessible Medical Transportation

We can accommodate riders with:

Manual wheelchairs

To accommodate riders, we offer:

One-on-one staff assistance

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Voice announcements

Age Requirements

No Age Requirement

Intake Process

Please contact the office staff for more information or to schedule a transport.

Contact Medical Transportation at 540-980-7720.

Provider Refer

Yes

Report Problems

Call the Agency

Self Refer

Yes

New River Valley Senior Services

<http://www.nrvss.org/>

<https://www.nrvss.org/documents/ada-notice-title-vi.pdf>

Main

(540) 980-7720

6226 University Park Drive, Suite 3100

24141 VA

United States

Fee Structure

Sliding Scale Fee

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Call for Information

Payment Method(s)

Private Pay

Languages Spoken

English

New River Valley Senior Services (Senior Services) offers non-emergency medical transportation services for those with disabilities (physical or sensory). There are no age limits. Fees for this service will be calculated and discussed with clients prior to arranging transport. The vehicles have lifts for ease of wheelchair accessibility. The goals of Senior Services are to provide safe and efficient services with the major emphasis being placed on serving the elderly, disabled, low-income, and minority communities.

The program is similar to a taxi service. Individuals are picked up at their homes and taken to doctor's appointments. Senior Services operates 35 vehicles which include 13-passenger vans, minivans, and lift-supported vehicles to transport disabled individuals. All vehicles are equipped with safety equipment such as fire extinguishers, first aid kits, reflectors, and two-way radios.

Special arrangements may be made for treatment such as dialysis, cancer treatments, or other illness, which requires a set schedule for treatments. If you have Medicaid, please contact your Medicaid transportation provider as you are not eligible for non-emergency medical transportation through New River Valley programs.

The Med-Ride Program uses available volunteers to transport clients in the New River Valley. This service is available to those who have no transportation or cannot afford public transportation. It operates on a sliding scale (taking into consideration both income and expenses). There is a minimum fee of \$5.00 per trip.

Senior Services currently contracts with New River Valley Agency on Aging (NRAA) to provide transportation to participants of Friendship Cafes, both to and from a Cafe.

Shopping assistance to NRAA clients and the public age 60 years and older who have no other means of shopping transportation may be available. If space is available, individuals under 60 with a disability may be available.

The program operates in the counties of Pulaski, Giles, Montgomery, and Floyd, and the City of Radford.

Service Area(s)

Floyd County

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Giles County

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Montgomery County

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Pulaski County

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Radford City