Free Patient Bus Service from South Burnett Hospitals to Toowoomba Hospital

A bus service is now in operation and available to patients with medical, or an allied health appointment at Toowoomba Hospital. The bus service operates each day Monday to Friday (excluding public holidays - both Toowoomba and Kingaroy show holidays).

The bus timetable aligns with the current “Renal Bus Service” from Cherbourg to Kingaroy, stopping if required, at Wondai and Murgon Hospitals.

How Do I Book a Seat?
When Toowoomba Hospital sends a letter advising you of the appointment date and time, contact Kingaroy Hospital Patient Travel Office on 07 4162 9284 to book your seat. Alternatively, you can visit the office in person, to make your booking. A seat can also be booked via email: SBPatientTransport@health.qld.gov.au.

Please note bookings for the bus service close at 1pm the day prior to travel.

If Toowoomba Hospital telephones you to offer an appointment, you will be provided with information to access the free bus service.

For patients being discharged from Toowoomba Hospital, a seat can be booked up until 12 noon on the day of travel, with Kingaroy Hospital Patient Travel Office on 07 4162 9284 or via email SBPatientTransport@health.qld.gov.au

Please note seats will be allocated on a first come, first served basis.

Can My Carer Come With Me?
The service will support carer escorts where medically required to accompany the patient. All patients under the age of 16 must have an adult escort.

A letter from your treating doctor to advise an escort is required, must be provided to the Patient Travel Office to ensure an available seat on the bus for the escort.

Can I Take My Children?
Kingaroy Hospital will supply car seats and baby capsules which have been specially fitted to ensure the required safety regulations are met. Only infants can be comfortably transported in these baby capsules and car seats.

Please ensure you advise at the time of booking if a baby capsule or car seat is required.

Any other child under the age of ten cannot be a passenger on the bus service. Our apologies for the inconvenience this may cause, but it is a safety issue, for all passengers, in particular the children.

Wheel Chair Capability
The bus has capacity to transport two patients in their wheel chairs. Please ensure that you advise at the time of booking that a wheelchair place is required for this travel.

Where Do I Get Dropped Off In Toowoomba?
The bus will drop off and pick up from the front of the Toowoomba Hospital near the Emergency Department.
What Time Does the Bus Leave and Come Back?

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.40am</td>
<td>Cherbourg Hospital Departure front entrance</td>
</tr>
<tr>
<td>6.50am</td>
<td>Murgon Hospital Departure front entrance</td>
</tr>
<tr>
<td>7.10am</td>
<td>Wondai Health Service Departure front entrance</td>
</tr>
<tr>
<td>7.30am</td>
<td>Drop off of Renal Patients. Passengers going onto Toowoomba will be dropped at front of Kingaroy Hospital.</td>
</tr>
<tr>
<td>8.00am</td>
<td>Kingaroy Hospital departure - passengers to be collected at the bottom of the ramp leading up to main entrance at front of hospital.</td>
</tr>
<tr>
<td>8.15am</td>
<td>Nanango Hospital Departure – passengers to wait at the pergola at the front of the hospital.</td>
</tr>
<tr>
<td>10.15am</td>
<td>Arrival at Toowoomba Hospital</td>
</tr>
</tbody>
</table>

Toowoomba to South Burnett

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.15pm</td>
<td>Departure Toowoomba Hospital</td>
</tr>
<tr>
<td>4.05pm</td>
<td>Drop off at Nanango Hospital</td>
</tr>
<tr>
<td>4.30pm</td>
<td>Arrival at Kingaroy</td>
</tr>
<tr>
<td>4.30- 5.30pm</td>
<td>Drop offs at Wondai, Murgon &amp; Cherbourg Hospitals.</td>
</tr>
</tbody>
</table>

I Have Never Been To Toowoomba Hospital. Where Will I Go?

Toowoomba Hospital has a lovely group of volunteers, the Guiding Stars, located at the top of the escalator on Level 2, who will direct or assist you to your appointment. There is also a volunteer golf buggy shuttle service available to transport you to your destination. This shuttle operates between the hours of 8am and 4pm, Monday to Friday and is accessible by contacting volunteer driver on 4616 6003 or the Guiding Stars on 4616 6001.

What Happens If I Miss the Bus?

It is your responsibility to be at the bus stop ready for departure as per the timetable. Unfortunately if a passenger misses the bus, it is their responsibility to make alternate arrangements for transport. For consideration of all patients, escorts and clients, we must strictly adhere to the timetable outlined in this brochure. It is recommended that passengers are waiting at their designated stop 10 minutes prior to the bus departure time.

Will the Bus Pick Me Up From Home/Shopping Centre?

No. This bus provides patient transport from hospital to hospital. This bus service is a patient transport service, and is only authorised to collect and drop off patients at the hospitals in the Darling Downs Hospital and Health Service.

Can I visit my sick relative?

This bus is generally for patients and their medically required escorts to access services at Toowoomba Hospital. However in the situation of a family member being an inpatient and their primary carer/next of kin/authorised person under a power of attorney arrangement is required to attend the hospital to liaise with the treating medical officer in relation to the patient’s care, a seat on the bus will be available. Similar to a normal patient escort, a letter from the patient’s treating medical officer or General Practitioner will be required to enable the booking. This arrangement will also be limited to one carer per patient, and is subject to availability.

Additional Information

There is NO nurse escort travelling on this bus. The Driver has the right to refuse to transport a passenger based on passenger safety and comfort. Passengers are limited to one carry bag per passenger (infants are entitled to a bag), and one small handbag, as there is no luggage storage on the bus. Items must be able to sit at the passengers feet or on their laps.

If you have any more questions regarding the bus service, please contact the Patient Travel Office on 07 4162 9284, or via email SBPatientTransport@health.qld.gov.au

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