

# Ride Information Sheet for Dispatchers creating profiles and booking rides (only bottom part needed if existing passenger)

Ask Passenger: Is this your first ride with STARS? Yes \_\_\_ No \_\_\_

If YES, complete all information and create a new Passenger Account in STARS before booking the ride.

Ask if the passenger is mobile before proceeding. We cannot drive passengers in a wheelchair.

## Passenger Account Information: (Passenger Status is "Active" on profile)

Name \_\_\_\_\_ DOB: \_\_\_\_\_ Veteran Y or N: \_\_\_\_\_

Nickname or name to be called: \_\_\_\_\_

Address \_\_\_\_\_

Telephone numbers:

Cell: \_\_\_\_\_ Land Line: \_\_\_\_\_

Email (please print/confirm) \_\_\_\_\_ (Not Required – enter after profile created))

Conditions: Do you have medical conditions causing impairments we should know about? See profile dropdown to enter.

Mobility \_\_\_\_\_ Vision \_\_\_\_\_ Hearing \_\_\_\_\_ Respiratory \_\_\_\_\_ Seizures \_\_\_\_\_ Other \_\_\_\_\_

Mobility Aids: Do you have difficulty walking or getting in and out of vehicles and need assistance? \_\_\_\_\_

Are you aided by a mobility device? See dropdown to enter.

Cane \_\_\_\_\_ Crutches \_\_\_\_\_ Walker \_\_\_\_\_ Other \_\_\_\_\_

Do you have allergies to animals? Yes \_\_\_ No \_\_\_ Will you have a service animal accompanying you? Yes \_\_\_ No \_\_\_

## **Emergency Contact:**

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Phone: \_\_\_\_\_ EMAIL: \_\_\_\_\_

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## **Passenger Appointment Information** (Please explain WAIVER to new passenger. In the new Profile, put "WAIVER NEEDED" in two blocks - Special notes and Special notes #1.

Medical Provider/Business Address: \_\_\_\_\_

Medical Provider Phone: \_\_\_\_\_ (Needed only if no favorite created)

Appointment Date: \_\_\_\_\_ Appointment Time: \_\_\_\_\_

Requested Pick up Time: \_\_\_\_\_ Appointment Duration: \_\_\_\_\_

Does this ride include: **sedation/anesthesia**, passenger needing assistance, or passenger under 18? \_\_\_\_\_ (If yes, STARS will only provide a ride if you are accompanied by a companion rider and if they are not there, your ride will be cancelled)

Dispatchers add this info to comments box in ride:

Companion's Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Phone: \_\_\_\_\_

**Read to each passenger** "Please understand rides are based on volunteer driver availability. If you have not received a call from a driver by 3 pm the day before your appointment, please make alternate arrangements or reschedule your appointment and ride. We always do our best to make sure you get to your appointment. "

You may also ask if they need to be notified sooner and put that in the ride notes.