

How Do I Find Out More about Volunteer Transportation Assistance?

If you're a veteran who needs transportation to get to or from a VA medical center, there are several ways to find out what is available. You may seek assistance from your VAMC social worker or primary care team, or you can phone one of the medical center points of contact (POC) listed on the back cover of this brochure. Many POCs have contacts with county veterans' offices that can assist in providing transportation. Local veterans' organizations in your community may also provide travel support.

Volunteer Transportation Program Points of Contact (POC's)

Site	VA Medical Center Staff POC	Volunteer Transportation POC
Altoona	Cynthia Eaton 814-940-7833	Yvonne Luciano 814-940-7821
Butler	David Virag 724-285-2576	Dan Gitzen 724-477-5010
Clarksburg	Patricia Wilson 304-623-7621	Norman E. McElfresh 304-623-7623
Coatesville	Jeffrey Fitzsimons 610-384-7711 x-2233	Lynn Jamison 610-384-7711 x-3368
Erie	Karen O'Neal 814-860-2454	Norman Geist 814-860-2095
Lebanon	Kathy Trostle 717-228-6030	Phil Arnold 717-272-6621 x-4596
Philadelphia	Melissa Edonick 215-823-5800 x-6830	"Beneficiary Travel" 215-823-5800 x-2545 or 2546
Pittsburgh	Patricia Caldwell 412-688-6222 David Tomayko 412-784-3510	William Anderson 412-784-3952
Wilkes-Barre	Kimberly Hoge 570-821-7237	Paul Hankey 570-824-3521 x-7925
Wilmington	Karen Cavanaugh 302-994-2511 x-4061	Margo Brennan 302-994-2511 x-5414

VA Stars & Stripes Healthcare Network (VISN 4)

U.S. Department of Veterans Affairs

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Volunteer Transportation Services for Veterans in Need of VA Health Care



U.S. Department of Veterans Affairs



Each of the VA medical centers (VAMCs) in the VA Stars & Stripes Healthcare Network offers some transportation support for veterans. Volunteer transportation services are available during normal business hours, Monday through Friday. This is usually arranged and provided through partnerships with veterans' organizations and community groups. For example, the Disabled American Veterans (DAV) plays a major role in providing transportation services for veterans who need care in our network and across the country.

There are nearly 100 transportation vans and over 500 volunteer drivers in our network.

How Does the VA Volunteer Transportation Program Work?

Each VAMC has a transportation program point of contact who serves as the coordinator for volunteer transportation to its facility. The transportation coordinator (typically a DAV hospital service coordinator) can also provide information to veterans who must travel outside of their local medical center's service area to another VA facility. VAMC voluntary program managers assist in recruiting volunteer drivers and checking for current auto insurance, a valid driver's license, and a safe driving record. Each driver must also complete a physical exam at the medical center prior to becoming a volunteer driver. Drivers are provided with training and orientation.

Who is Eligible for VA Volunteer Transportation Assistance?

Only veterans with scheduled appointments may utilize this program. Veterans seeking VA health care can be transported to VA facilities when medically indicated and when they have no other means of transportation. This service is based on need rather than convenience and may not be used for emergency transportation. (In an emergency, dial "911.")

