Your ACS Road To Recovery Rider Guide
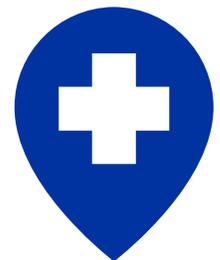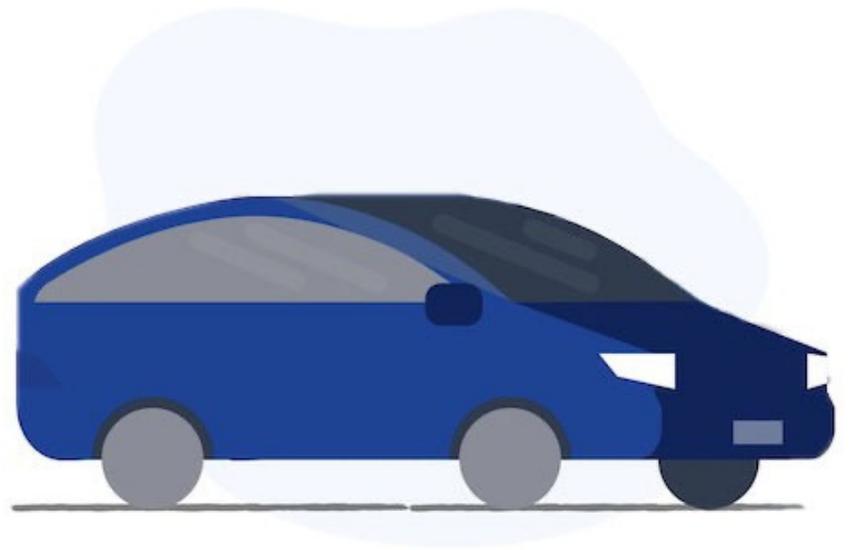
October 2021

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Introduction

Road To Recovery

Every day, thousands of cancer patients need a ride to treatment, but some may not have a way to get there. The American Cancer Society's Road To Recovery program provides transportation to and from treatment for people with cancer who do not have a ride or are unable to drive themselves.

Depending on your individual needs and what is available in your area, we may be able to coordinate a ride with an American Cancer Society volunteer driver to get you to a cancer-related medical appointment.

What is Roundtrip?

The American Cancer Society is proud to partner with Roundtrip, a mobile-friendly digital platform, to support our Road To Recovery program and streamline the patient-driver matching process. Roundtrip quickly and easily connects volunteer drivers to requested rides in their area. Volunteer drivers can accept ride requests in real-time, and if you match with an available driver, you will receive a notification that your ride to treatment has been confirmed.

Types of rides

One-way Rides

One-way rides are available in Roundtrip for trips that are only needed to or from the appointment.

Round-trip Rides

Round-trip rides are available in Roundtrip when a ride is needed to and from the appointment.
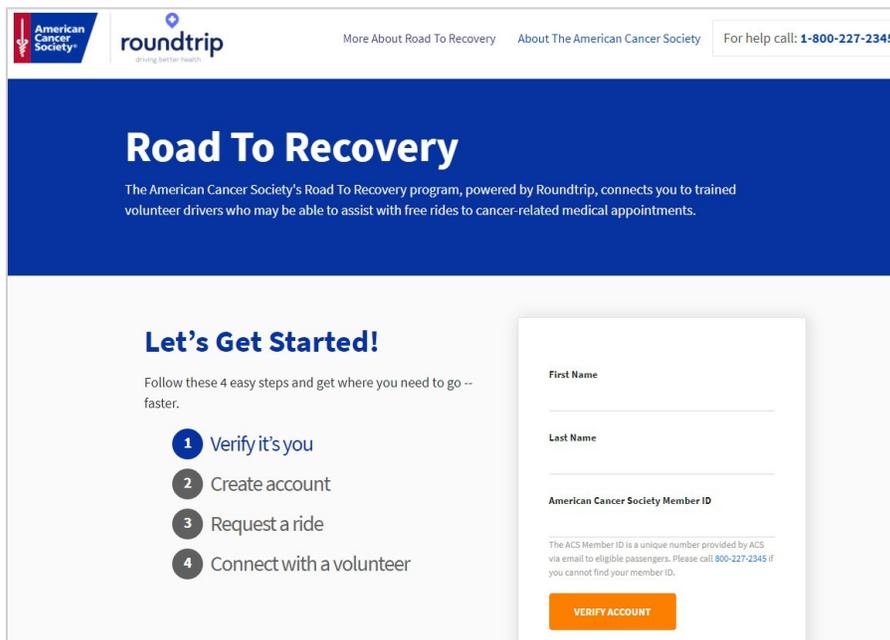
Repeat Trips

Roundtrip offers the option to schedule a repeating ride. This is helpful if you have recurring appointments. You can choose how often that trip should occur and when the series should end.

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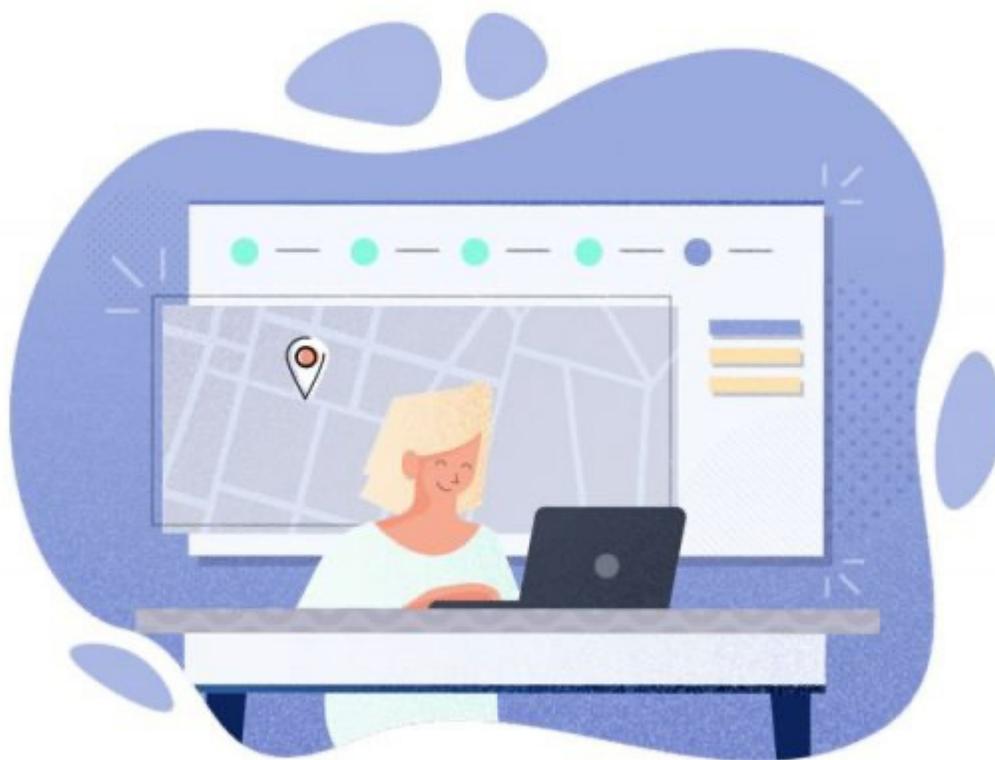
Get Started

## Verify your account

1. Visit www.roundtriphealth.com/acs to **verify your account**.

2. Reference the email sent by the American Cancer Society for the information you should enter in the First Name, Last Name, and American Cancer Society Member ID fields.
   - If you have trouble verifying your account, please call ACS for assistance at 1-888-227-6333

Get Started

Log into Roundtrip

1. If you already created and verified your Roundtrip account, you can log into https://ride.rideroundtrip.com/#/login to request your ride
   - Roundtrip can be accessed from any web browser and any web-enabled device, but we recommend Google Chrome. You can also bookmark/favorite this site for easy access.

2. Enter the **email address and password** that you signed up with to join Roundtrip and click **Login**.
   - If you have any trouble setting up your account or logging in, please call ACS for assistance at 1-888-227-6333.
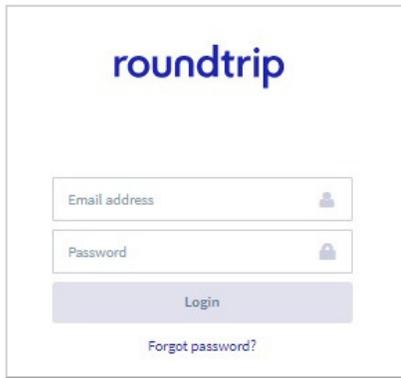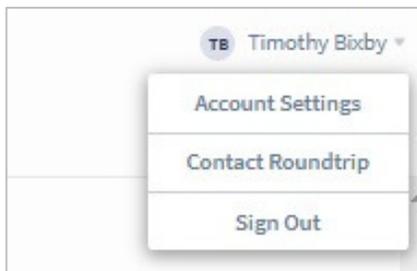
   roundtrip

   | Email address |
   | Password |
   | Login |
   | Forgot password? |

3. If you ever forget your password, click the **"Forgot Password?"** button, and enter your email address to receive instructions to reset your password.
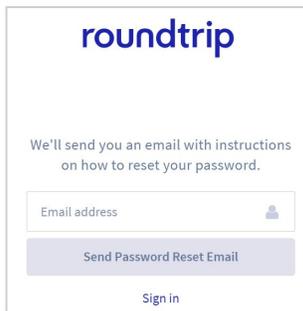
   roundtrip

   We'll send you an email with instructions on how to reset your password.

   | Email address |
   | Send Password Reset Email |
   | Sign in |

4. After logging in, make sure to **update your** Account Settings right away to confirm your phone number and time zone.

   TB Timothy Bixby
   Account Settings
   Contact Roundtrip
   Sign Out

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Get Started

Download mobile app

1. After creating and verifying your Roundtrip account, you also have the option to **download the Roundtrip mobile app**. Similar to Roundtrip online, you can request rides in this mobile app as well. Start by **going to the App Store**.

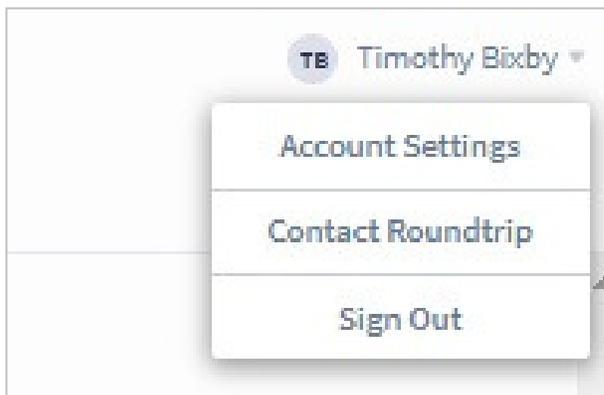2. Search for Roundtrip Healthcare and download the app with the blue cross icon.
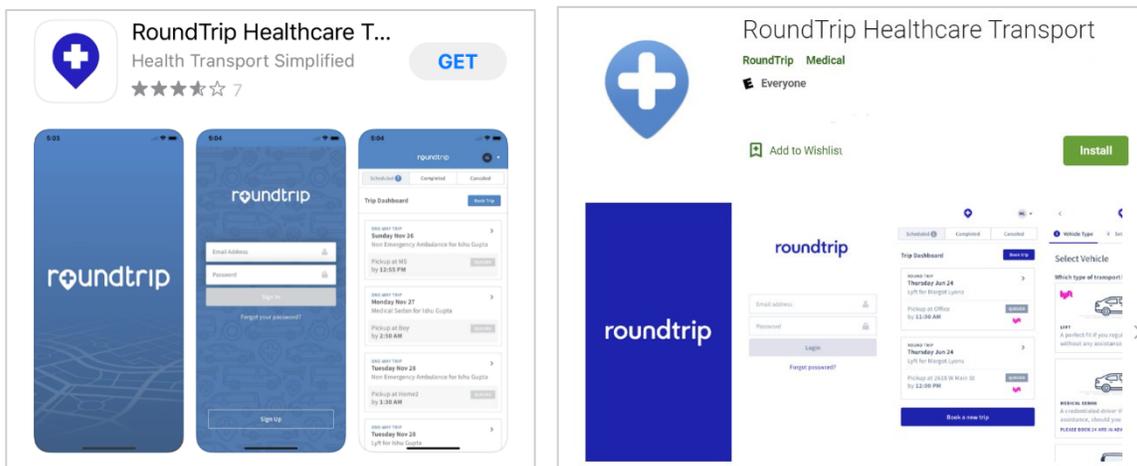
3. Click **"GET"** or **"Install"** to install the app. Once it is installed, click on the icon to open Roundtrip and log in.
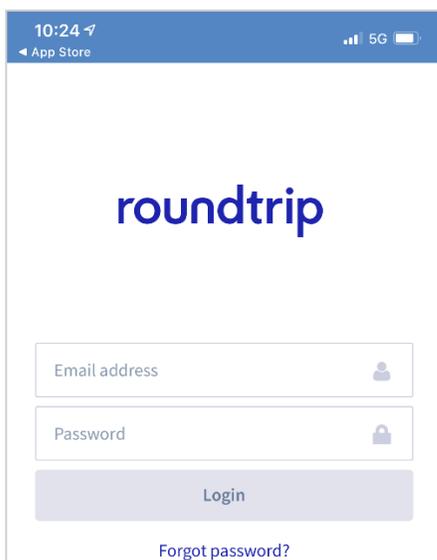
Account settings

1. In the top right corner, you will see your name and a dropdown arrow. You can **click the arrow** and then **"Account Settings"**.

2. You can update your **Profile settings**. Your **mobile number** is important to receive important notifications about the ride, and your **time zone** is crucial to request trips at the appropriate time.
   - Note: ACS has pre-filled your date of birth with 9/09/1999 to protect your privacy. Please **do not update the date of birth field** with your actual birthdate as this information is not needed to provide transportation services.
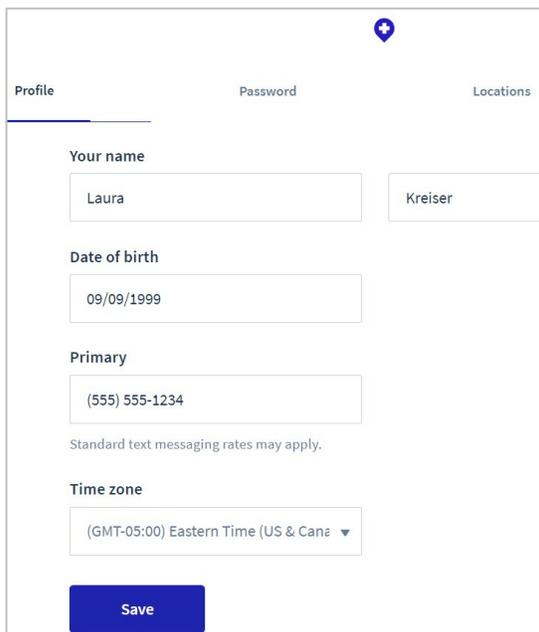
3. Click **"Save"** to save changes.

Account settings (cont.)

4. You can update your **password**.
   - Remember, if you forget your password, click **"Forgot Password"** on the login screen.
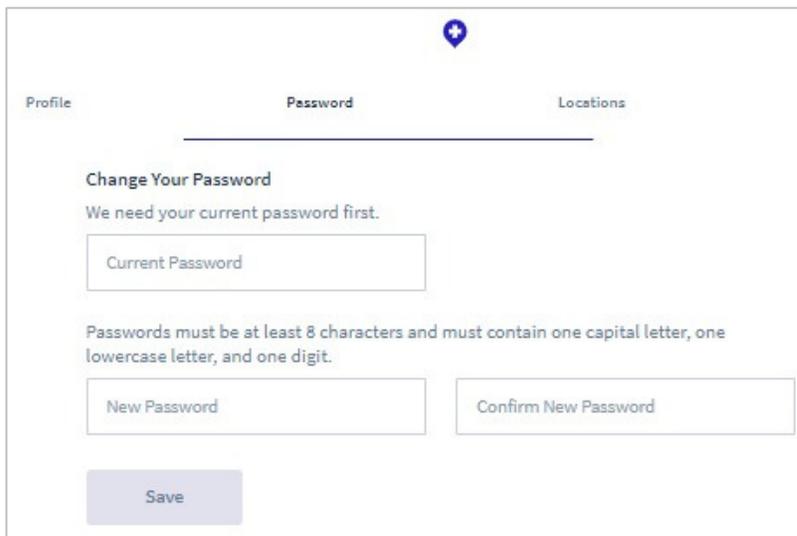
5. You can **edit or add Locations** that you would like to save to your account, so they easily appear when you are booking rides.

Eligibility Criteria

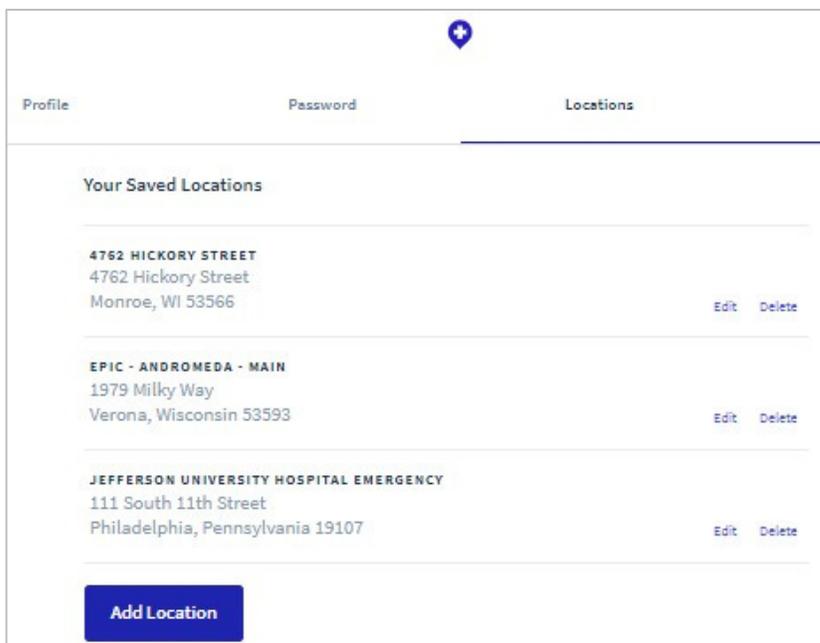The American Cancer Society Road To Recovery program helps people with cancer get to their treatment-related appointments. When you receive a ride, we want it to be a safe, positive experience for you and the volunteer driver. For that reason, we ask all riders to adhere to the following program and safety guidelines.

Program guidelines
We ask that you request rides at least 25 hours in advance and that requests only be made for rides to treatment-related appointments.

- Advanced notice: You should request a ride at least 25 hours in advance. For example, if you need to be picked up at 10:00am, you should request the ride by 9:00am the day before. By requesting a ride this far in advance, you increase the chances that a volunteer will accept your request.

- Appointment type: You must have a cancer diagnosis and need a ride to a cancer-related medical appointment. Road To Recovery drivers will not provide transportation to COVID testing or vaccine appointments, so please do not request a ride for this purpose.

Safety guidelines
We ask that all riders be ambulatory; at least 18 years of age; not emitting radiation; and not under anesthesia/sedation. These guidelines are designed to keep you and the volunteer driver safe.

- Must be ambulatory: This means that you must be able to get in and out of a car without help. If you use a walker, wheelchair, or cane, or if you travel with any medical equipment (like an oxygen tank), you must be able to put it in the car without assistance. If you need help to do these things, you should have a caregiver travel with you. Volunteer drivers are not allowed to help with these tasks.

- Must be 18 years of age or older to ride alone: If you are 18 years of age or older, you can ride in the car with the volunteer driver by yourself. Patients who are minors (less than 18 years old) should have a parent or legal guardian ride with them.

- Patients emitting radiation: Some cancer treatments or tests may cause patients to emit radiation. For the safety of our volunteer drivers, these patients cannot get a Road To Recovery ride until they are no longer emitting radiation. If you are unsure whether your treatments or tests may cause you to emit radiation, please ask your healthcare team.

- Anesthesia: You should not be experiencing the effects of anesthesia or sedation when receiving a ride. If your treatment requires anesthesia or sedation, you must be accompanied by an adult who will be responsible for you. The Road To Recovery driver cannot be responsible for you, nor can they sign you out of a facility.

Trips

Request a new trip

1. Once you have logged in, you will be on the **Trips Dashboard** where you can see your Scheduled, Completed, and Canceled rides.
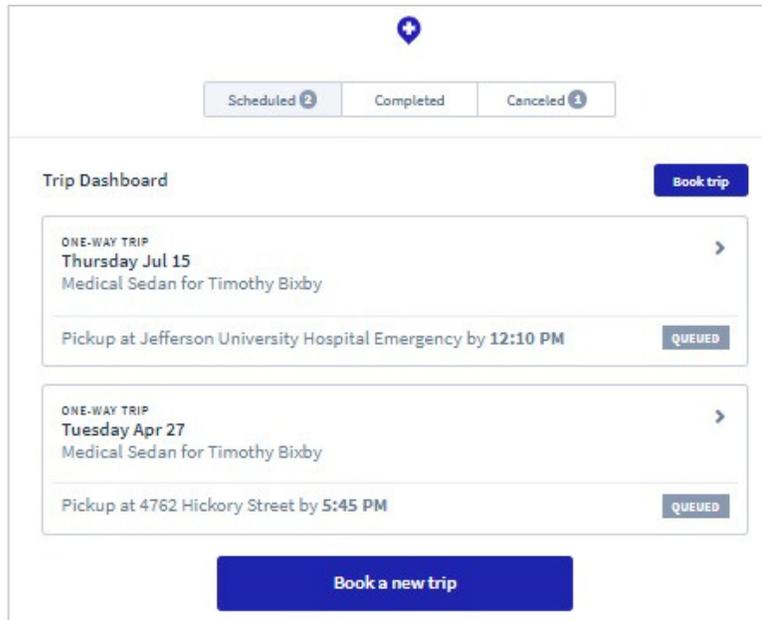
2. Click **"Book trip"** or **"Book a new trip"** button to begin booking a ride.

3. The first step is **vehicle type**. **Select Medical Sedan**. You have the option to provide **Driver Instructions** (e.g., any information necessary to help the driver locate you, any additional passengers or equipment you are bringing with you, etc.).
   - Remember, always try to request a ride at least 25 hours in advance.
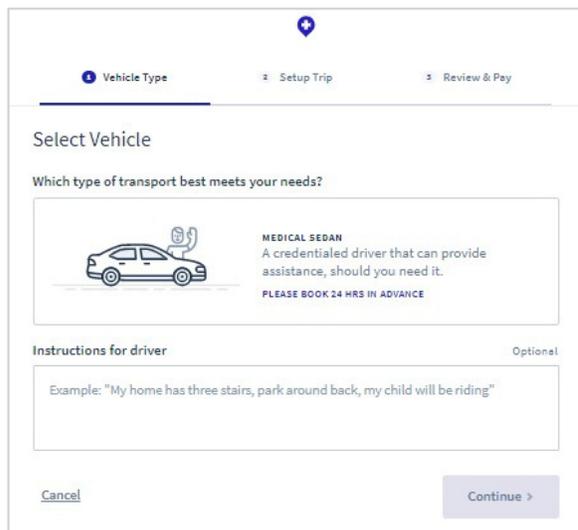
4. Click the **"Continue"** button to go to the next step to provide trip setup details.

Set up trip

1. First, click **"Choose Pickup Location"** and **"Choose Drop-off Location"**.
   - If you do not see the address already listed, click **"Add Location"**. Search for the address or name of the location. In the 'Location Name' field, you can name the location to easily identify it for future rides.
   - You can also include additional comments, such as **apartment or suite numbers** in the **"Location Name"**. Click **"Add Location"** when finished.
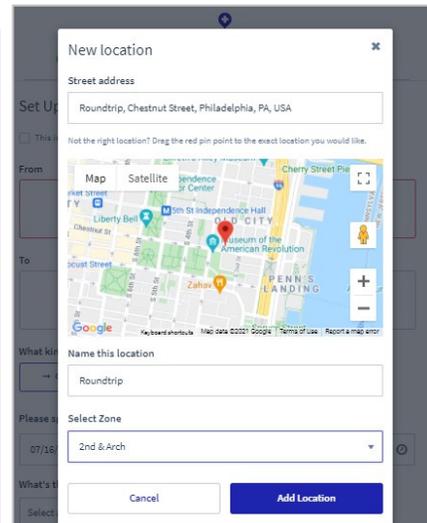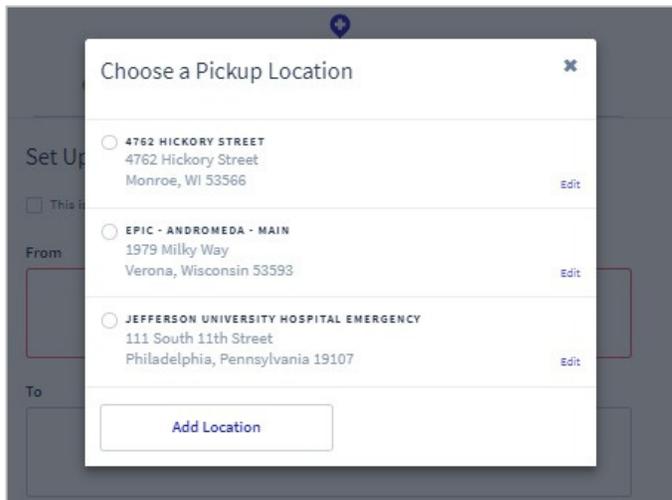
   - If this is a recurring ride, then **select the box** next to **"This is a Repeating Trip"** and enter the details for frequency and number of occurrences.
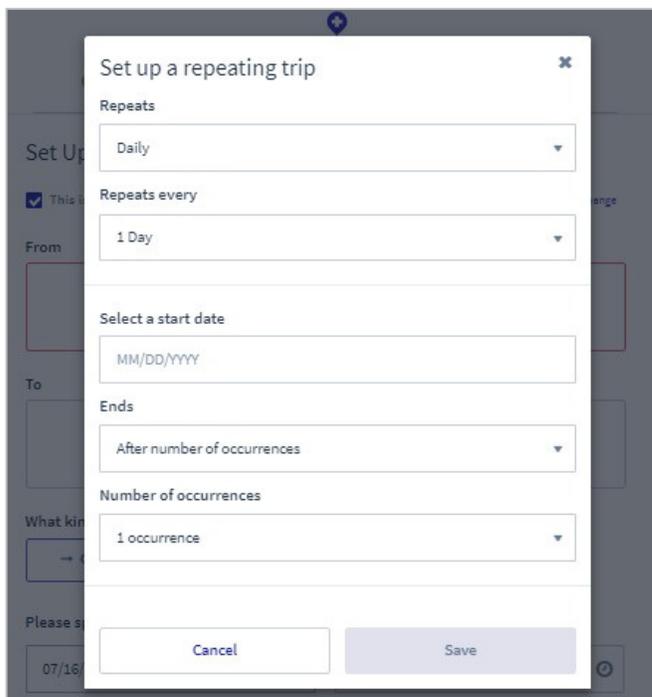
Trips
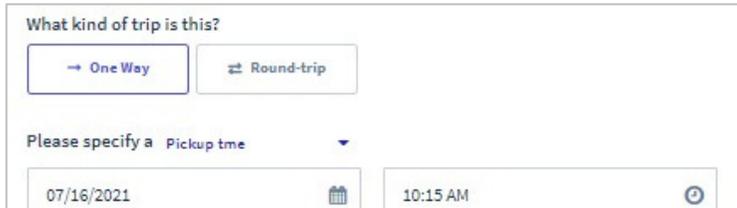
Set up trip (cont.)

2. Next, indicate if this is a **"One Way"** or **"Round-trip"**.

3. Specify the date and time needed for the ride. Keep it set to **"Pickup Time"** – the time when the driver will arrive to you. Please make it early enough to get to your destination on time.
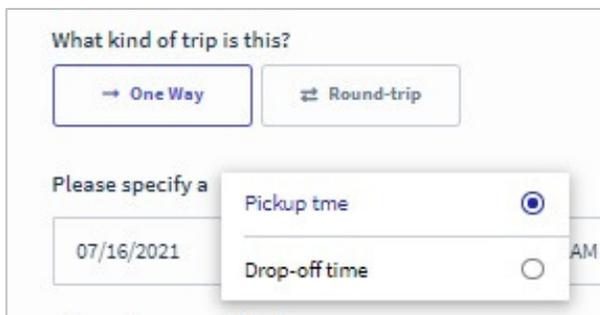
- You must request a pickup time that is at least 25 hours from the time of booking. If the requested pickup time is within the next 25 hours, the following message will appear:
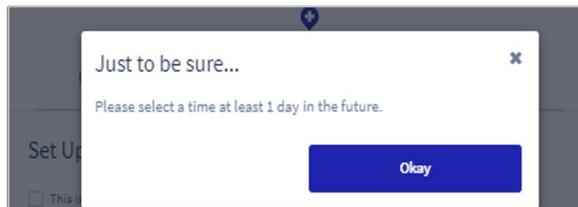
4. Mark the trip reason as **"Appointment"** and then click **"Continue"**.

Review & request trip

1. The final step is to **review all the trip details**. Make sure the date, time, and locations are correct.
   - As a reminder, because Road To Recovery is a volunteer driver program, there will be no payment required to book the trip.

2. If everything looks accurate, then click the **"Book Trip"** button at the bottom. This will alert volunteer drivers in your area of your ride request.

Edit / cancel trip
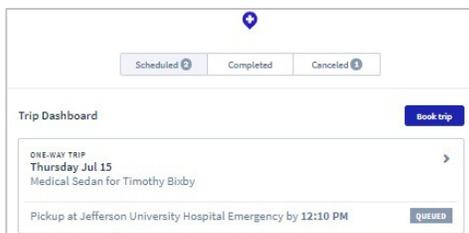
1. **Click on the ride in the Trip Dashboard** to view the trip details and/or edit or cancel the ride.

2. If you need to edit a ride and the **pick-up time is less than 25 hours away, please call the volunteer who claimed your ride** to see if they can accommodate the change, instead of editing the ride in the Roundtrip Portal. The volunteer driver's contact number can be found in the notification you received when the ride was accepted by the volunteer and in the ride details page when you click into the ride.

3. If the ride is more than 25 hours away from your pick-up time, you can click the **"Edit Trip" Button**, which will take you back through the booking steps, so you can make your update.
   - If a volunteer driver had previously accepted the trip you edited, they will be notified of the change and will have an opportunity to accept the ride again. If the volunteer is not available based on the change, the trip request will be sent back out to all drivers to see if anyone else is available.
   - Note: If you edit the pickup or drop-off location for one leg of a roundtrip ride, then the locations for the other ride will be automatically updated as well.
   - Note: If an address change is only needed for one leg of a roundtrip ride, cancel the leg of the trip that needs to change and submit a new request with the updated address.
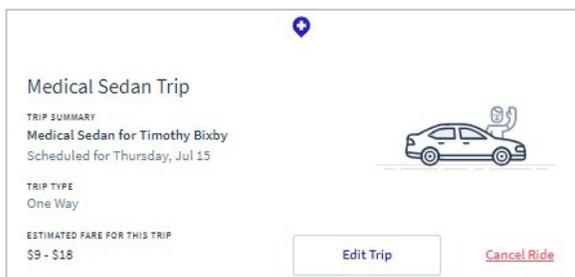

4. You can also click **"Cancel Ride"** if the trip is no longer needed. You will be prompted to confirm you want to cancel the ride.
   - Note: For a roundtrip, if neither ride is still needed, you must **cancel both the outbound and return ride individually**.
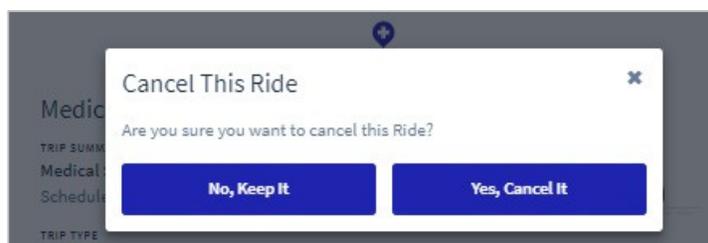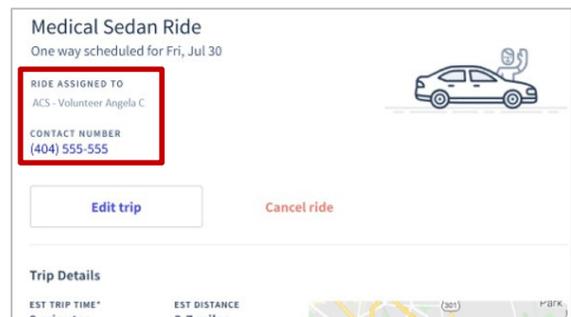
Other Helpful Tips

Ride statuses

1. After requesting a ride, you can see the status of the ride in the **"Scheduled"** tab. The first status you will see is **"Queued"**, which means the ride has been requested.
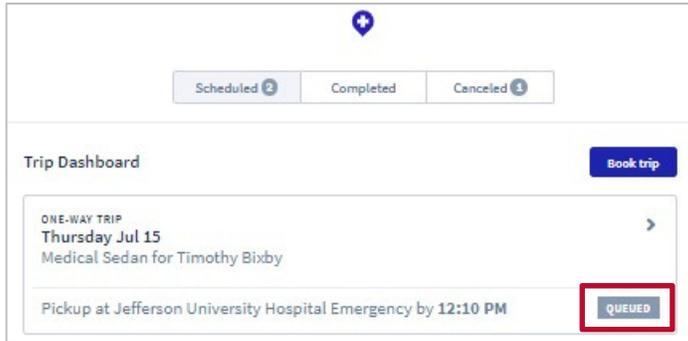
2. When a **driver accepts the ride**, you will see the name appear in the trip dashboard. When you click the ride, you will see both the driver assigned and a phone number on the ride details page in case you need to contact the driver.
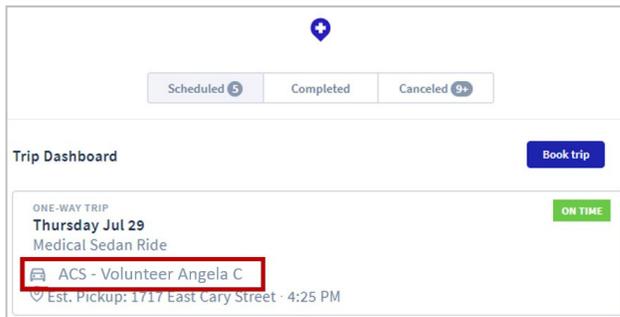
3. Once the driver is on the way, you may see **status updates** here, such as: On time, Late 15 min, Late 30 min, Late 45 min, Late 60 min and Late over 60 min.

Click here to return to Table of Contents

Ride statuses (cont.)

4. Once the ride is completed, you will see it in the **"Completed"** tab and will have the option to give feedback on the ride.
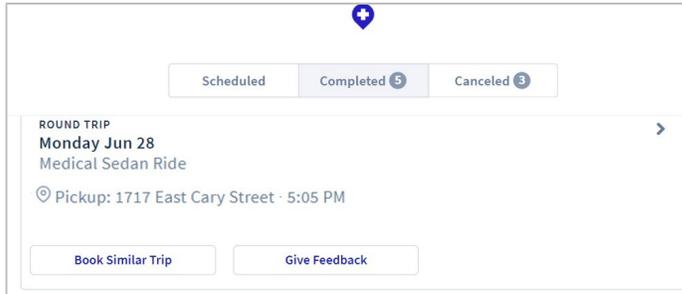
5. If the ride is canceled, you will see it in the **"Canceled"** tab along with the cancel reason (e.g. rider canceled or no drivers available).

Ride notifications

Riders will receive notifications for each ride scheduled. If this is a round-trip, the rider will receive notifications for both rides individually. If a notification includes a fare, please disregard since all ACS Ride To Recovery rides are provided to riders at no cost. If you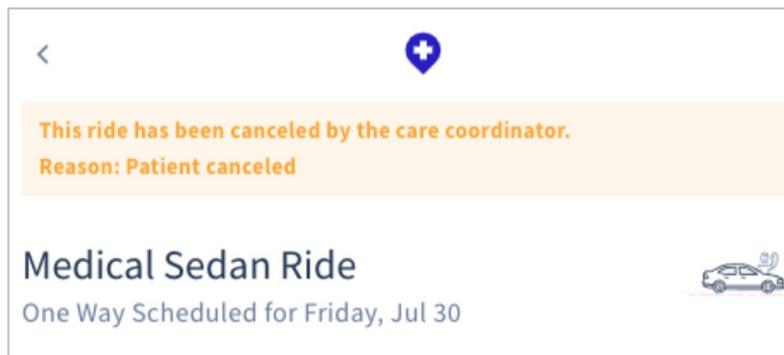 need to update your phone number to receive notifications for upcoming scheduled rides, please call ACS at 1-888-227-6333.

| Types of ride notifications	Message
Ride is booked	*A ride has been requested for you at [pickup time] on [date]. We'll send you more information closer to the ride.*
Ride time updated	*Your scheduled ride has been updated. It'll arrive around {pickup time} on {date}. We'll send you more info closer to the ride.*
Return ride scheduled	*You have a scheduled return ride. It'll arrive around {pickup time} on {date}. We'll send you more info closer to the ride.*
Return ride time updated	*Your scheduled return ride has been updated. It'll arrive around {pickup time} on {date}. We'll send you more info closer to the ride.*
Volunteer driver assigned	*The trip you booked for {date} to {drop-off location} is confirmed. {Volunteer driver} is scheduled to pick you up at {start time}, and you can contact them directly at {driver phone number}.*
Day before ride reminder	*One way trip: Your ride will pick you up tomorrow at {ride start time}. Round-trip: Your ride will pick you up tomorrow at {ride start time}, returning at {return ride start time}.*
Ride canceled	*Your scheduled ride for {pickup time} on {date} was canceled because [the appointment was canceled or changed / of a booking error / it is no longer needed / the rider found alternative transportation / another ride was already scheduled for the rider / the transportation company was late].*
Rider cancels ride	*This is to confirm that you no longer need your scheduled ride for {pickup time} on {date}.*
Ride running late	*Your ride is running late by {time}.*
No volunteer driver available	*Please make other transportation arrangements as no volunteer driver is available for your requested ride on {date} at {pickup time}.*

Resource center

In the bottom corner, you will see a blue icon. Clicking this icon will open the **Resource Center**. The Resource Center is accessible for you to easily search help articles, view this rider guide, and stay informed about important announcements.
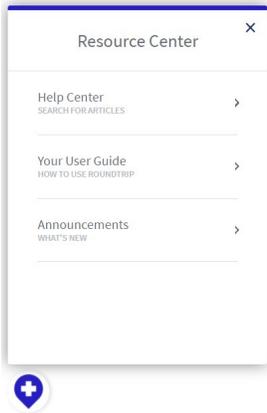
Help Center – if you have a question, you can start by searching the topic in the help center
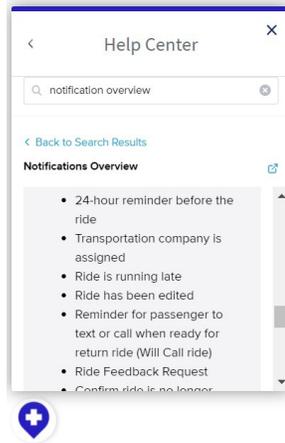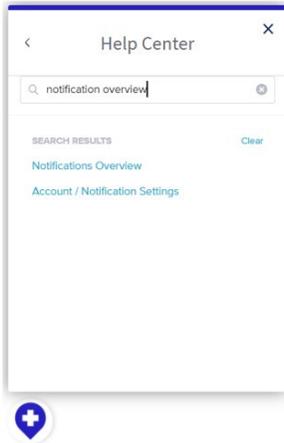
Rider Guide – to easily access the latest rider guide, you can click the **"Your User Guide"** section.

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