

South Burnett Patient Transport Service

Free patient bus service from South Burnett hospitals to Toowoomba Hospital

A bus service is available to patients with a medical or allied health appointment at Toowoomba Hospital and St Andrews Hospital. The bus service operates Monday to Friday (excluding public holidays and Toowoomba and Kingaroy show holidays).

The bus timetable aligns with the current renal bus service from Cherbourg to Kingaroy, stopping if required at Wondai, Murgon and Nanango hospitals.

How do I book a seat?

When you have your appointment date and time, contact Kingaroy Hospital on (07) 4162 0200 between 8am and 4pm Monday to Friday to book your seat. You will need to provide your appointment details and mobile phone number when you call.

Please note bookings for the bus service close at 1pm the day before travel. For patients being discharged from Toowoomba Hospital, a seat can be booked up until 12 noon on the day of travel.

Seats will be allocated on a first come, first served basis.

Can my carer come with me?

The service can support carer escorts if they are medically required to accompany you. You will need to provide a letter from your treating doctor to the patient travel office when you make your appointment.

All patients under the age of 16 must have an adult escort.

Can I take my children?

Kingaroy Hospital can supply car seats and baby capsules that meet safety regulations for use on the bus (private car seats/capsules cannot be fitted onto the bus). Only infants and toddlers under three years of age can be 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 accompany you as a passenger on the bus service. Our apologies for the inconvenience this may cause.

Can the bus accommodate wheel chairs?

The bus has capacity to transport two patients in their wheel chairs. Please ensure that you advise this requirement when you call to book.

Not all wheelchairs are compatible with the lockdown mechanism on the bus, however we will make sure all reasonable efforts are made.

Where do I get dropped off at Toowoomba Hospital?

Drop off and pick up is located at the ADTW (Admission, Discharge & Transition Ward) waiting area next to the chapel.

Contact our team

If you have any questions about the bus service, please contact Kingaroy Hospital on (07) 4162 0200, or email SBPatientTransport@health.qld.gov.au.



Resource #2527.v2. Reviewed 08/2023.
Contact ddh_design@health.qld.gov.au
for publishing information on this resource.



NSQHS Standard 2: Partnering with Consumers

We worked with our Darling Downs Health consumer group to create this resource for our communities.



Queensland
Government

I have never been to Toowoomba Hospital. Where will I go?

Toowoomba Hospital has a helpful 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. The Guiding Stars may also be reached on (07) 4616 6002.

What happens if I miss the bus?

It is your responsibility to be at the bus stop ready for departure as per the timetable. It is recommended that passengers are waiting at their designated stop 10 minutes before the bus departure time.

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.

Will the bus pick me up from home/shopping centre?

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

Can I visit my sick relative?

This bus is generally for patients and their medically required escorts to access services at Toowoomba Hospital. However, if you are one of the following for an inpatient and are required to attend the hospital to liaise with the treating team, a seat on the bus will be available.

- primary carer
- next of kin
- authorised person under a power of attorney arrangement.

A letter from the patient's treating medical officer or GP will be required to make the booking. This arrangement is 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.

Due to limited storage, patients are limited to one carry bag and one handbag per passenger. (Infants are entitled to a bag.) Items must be small enough to fit at the passenger's feet or on their lap.

Timetable:

South Burnett to Toowoomba

6.40am	Cherbourg Hospital Departs from front entrance
6.50am	Murgon Hospital Departs from front entrance
7.10am	Wondai Health Service Departure front entrance
8.00am	Kingaroy Hospital Departs from the bottom of the ramp leading up to main entrance at front of hospital
8.20am	Nanango Hospital Departs from carpark pergola at front of the hospital
10.15am	Arrival at Toowoomba Hospital

Toowoomba to South Burnett

1.15pm	Toowoomba Hospital Departs from ADTW (Admission, Discharge & Transition Ward) waiting area next to Chapel
1:30pm	St Andrew's Hospital Departs from bus stop on North Street (outside hospital)
4.05pm	Drop off at Nanango Hospital
4.30pm	Arrival at Kingaroy
4.30 - 5.30pm	Drop off at Wondai, Murgon and Cherbourg Hospitals

