Elderly Transport Service (ETS)

(A) Introduction

1. Elderly Transport Service (ETS) is jointly provided by the Easy-Access Transport Services Ltd. (a subsidiary of the Hong Kong Society for Rehabilitation) and the Hong Kong Hospital Authority (HA). It aims at providing transport service to the elderly patient with mobility difficulties and their accompany people to attend medical treatments in the HA's hospitals and clinics.

2. ETS will only be provided to the ETS <u>members</u> and will charge fares for each travel. ETS do not provide the transfer service upstairs to/from home or hospitals/clinics.

3. In order to maximize the use of resources, ETS will arrange different passengers of similar routes together to take the same bus.

4. Elderly patients, who would like to be ETS members, have to meet the requirements listed below in this leaflet. Eligible patient can via the following ways :-

   A.   complete the application form and then return the form to us by mail/email/fax or

   B.   apply through the RiderWeb/ ecRide App

   We will inform to the successful applicant the membership number.

5. ETS member can book ETS **within 60 days in advance** before the medical appointment day via the following ways:-

   A.   through calling our service hotline 2348-0608 or

   B.   the Rider Web/ ecRide App

   We adopt the principle of "first-come-first-serve" for accepting the advance bookings. Members should tell the operators the membership no. for booking ETS.

6. Fax No.: 2348-0609

7. E-mail address : ets@rehabsociety.org.hk

8. Mailing address: Room 6, G/F., Lam Tin Complex, No. 7 Rehab Path, Lam Tin Kowloon.

9. Rider Web: https://ecride.hksr.org.hk/RiderWeb/#/orderservice

10. You can download the ecRide App from Google Play Store or Apply Play Store

(B) Eligibility of Membership

Applicant for membership must meet the following requirements:

1. Patient of HA's hospitals or clinics;

2. Age of 60 or above;

3. Have mobility difficulties, but can go to waiting point at the roadside with/without the accompany persons assistance to wait for the bus;

4. To attend the medical appointment at HA's hospitals or clinics; and

5. Willing to pay for the fare and follow ETS policies and regulations for members and passengers.

(C) Fare

1. Members have to pay the fare in cash or by Octopus of each single trip when getting onto the bus. No refund would be made on any unused services.

2. One accompany person will be free of charge for the trip in order to take care of members using the service.

3. Due to the limited compartment space and enable us to serve more members, members are required to make advance notification during service reservation if his/her accompany person needs to use wheelchair or walking aids.

4. HA's hospitals and clinics are divided into 7 clusters. Each cluster has specific area coverage of the Hong Kong Territories. ETS will charge the fare in accordance with the clusters to which the pick-up and set-down points belong. The details of fare are as follows:

Cluster of Pick-up point	Cluster of Set-down point							
	HK Island East	HK Island West	Kowloon East	Kowloon Central	Kowloon West	NT East	NT West	Latau Island
HK Island East	HK$15	HK$30	HK$70	HK$70	HK$70	HK$70	HK$70	HK$70
HK Island West	HK$30	HK$15	HK$70	HK$70	HK$70	HK$70	HK$70	HK$70
Kowloon East	HK$70	HK$70	HK$15	HK$30	HK$30	HK$70	HK$70	HK$70
Kowloon Central	HK$70	HK$70	HK$30	HK$15	HK$30	HK$70	HK$70	HK$70
Kowloon West	HK$70	HK$70	HK$30	HK$30	HK$15	HK$30	HK$30	HK$15
NT East	HK$70	HK$70	HK$70	HK$70	HK$30	HK$15	HK$30	HK$70
NT West	HK$70	HK$70	HK$70	HK$70	HK$30	HK$30	HK$15	HK$70
Latau Island	HK$70	HK$70	HK$70	HK$70	HK$15	HK$70	HK$70	HK$15

Note: The re-delineation of the cluster boundary between Kowloon Central Cluster (KCC) and Kowloon West Cluster (KWC) with effect from April 1, but the charges will remain unchanged until further notice.(Restructuring including the Kwong Wah Hospital, the Tung Wah Group of hospitals Wong Tai Sin Hospital, our Lady of Maryknoll Hospital and its general out-patient clinics of [Kwong Wah Hospital outpatient clinics, our Lady of Maryknoll Hospital family medicine Clinic, Robert Black general out-patient, Wang Tau Hom Jockey Club general outpatient, Wu York Yu clinic and the Li Po Chun general out-patient clinics] included in the Kowloon Hospital clusters.)

Easy-Access Bus

（Subsidiary of The Hong Kong Society for Rehabilitation ）

Elderly Transport Service Membership Application Form

Personal Data of Applicant: (Please fill in the blanks)

(All personal data will only be used for the provision of services and statistical use)

Name：_____ ID card no.：_____ x x x Date of birth：_____
（Please indicate the beginning letter(s) and first 3 digits） (year /month)

Gene：M / F Contact phone no. 1：_____ Contact person 1：_____

Contact phone no. 2：_____ Contact person 2：_____

Use of Mobility Aids：[ ] Wheelchair [ ] Walking Stick [ ]Walking Aids Self-care Ability：Y / N

Living Address：_____

Names of HA's Hospitals or Clinics that usually attend: (1)_____ (2)_____

Professional proving the applicant has mobility difficulties and whose data are correct:
(*delete not appropriate)

Name：_____ Signature：_____
(* Registered doctor / nurse / social worker /
 physio-therapist / occupational therapist)

Organization Chop:_____ Organization：_____ Phone no.：_____

N.B.: * Eligibility of Membership

  i. Patient of HA's hospitals or clinics;

  ii. Age of 60 or above;

  iii. Have mobility difficulties, but can go to waiting point at the roadside with/without the accompany persons assistance to wait for the bus;

  iv. To attend the medical appointment at government's hospitals or clinics; and

  v. Willing to pay for the fare and follow the Service policies and regulations.

* Eligible patient can complete the application form and then return the form to us by mail/email/fax or apply through the RiderWeb/ ecRide App.

* Service Hotline: 2348-0608 Fax No.: 2348-0609

* Appointment and enquiry ETS services period:

Appointment and enquiry ETS services period	Mon-Fri	Sat, Sun and Public Holidays
1) Hotline	09:00am to 01:00pm and 02:00pm to 04:30pm	Close
2) Rider Web / ecRide App	24 hours every day	

	Google Play Apple Play Rider Web
E-mail address：ets@rehabsociety.org.hk Address：Room 6,G/F.,HKSR Lam Tin Complex,No.7 Rehab Path, Lam Tin, Kowloon Website： http://www.rehabsociety.org.hk/transport/eab/zh-hant/ Rider Web：https://ecride.hksr.org.hk/RiderWeb/#/orderservice	

Channel to get your membership number (*Choose one ONLY)	【 】 E-mail　：
	【 】 Fax　：
	【 】 WhatsApp：

FEM/02/0320