

# What is VTS?

VTS is the Veterans Transportation Service.

VA's VTS program is used to pick up Veterans and take them to their VA Medical Facility for appointments.

Many times, we are the first and the last person Veterans see from the VA on their appointment day.



respect

VTS Staff are there to provide transportation assistance to Veterans to the local Medical Center or Clinic.

VTS works to get Veterans safely to medical appointments with efficiency and respect.

standard of care

The Veterans Transportation Service is a network of transportation service providers including:

- Veteran Service Organizations (VSOs);
- Community and commercial transportation providers;
- Federal, state and local government transportation services
- Non-profits, such as United We Ride, operating within each Veterans Integrated Service Network (VISN) or local facilities.

efficiency



## ***This initiative will create a state of the art access system***

***using 21st Century technology including ridesharing software. We will improve the quality of life for Veterans by improving their health through supporting early identification and treatment of health problems and well as ongoing treatment of existing problems. We will also provide opportunities to interact with other Veterans and VHA staff to which Veteran might not otherwise be connected and by increasing access is prevention.***

## ***VA is sensitive to the problems Veterans face in traveling***

***to access their VA health care benefits, particularly those who are visually impaired, elderly, or immobilized due to disease or disability, and those living in remote and rural areas. Through the years, Disabled American Veterans (DAV) and other Veteran Service Organizations (VSOs) have met the needs of these Veterans in getting to their health care appointments by providing transportation services. VTS in no way replaces those services -- but complements them. VTS joins with Voluntary Services to support VSOs, and provides enhanced transportation options for Veterans, especially those with disabilities and in remote areas.***

### ***Veterans Transportation Service***

## ***VTS is:***

- ***Safe***
- ***Caring***
- ***Convenient***
- ***Reliable***
- ***Consistent***
- ***Efficient***
- ***Patient centered***

### ***Veterans – Let the VA do the Driving!***

***The Department of Veterans Affairs has launched transportation service to VA Medical Centers and Community Outpatient Clinics (CBOC's)***



***For program information, contact:***

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## ***Veterans Transportation Service***

***Expanded Healthcare  
Access for Veterans***

***Including Disabled and  
Rural Populations***