

# **Your American Cancer Society Road To Recovery Rider Guide**



**Road To Recovery<sup>®</sup>**

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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.



# Introduction

## Types of rides

### **One-way Rides**

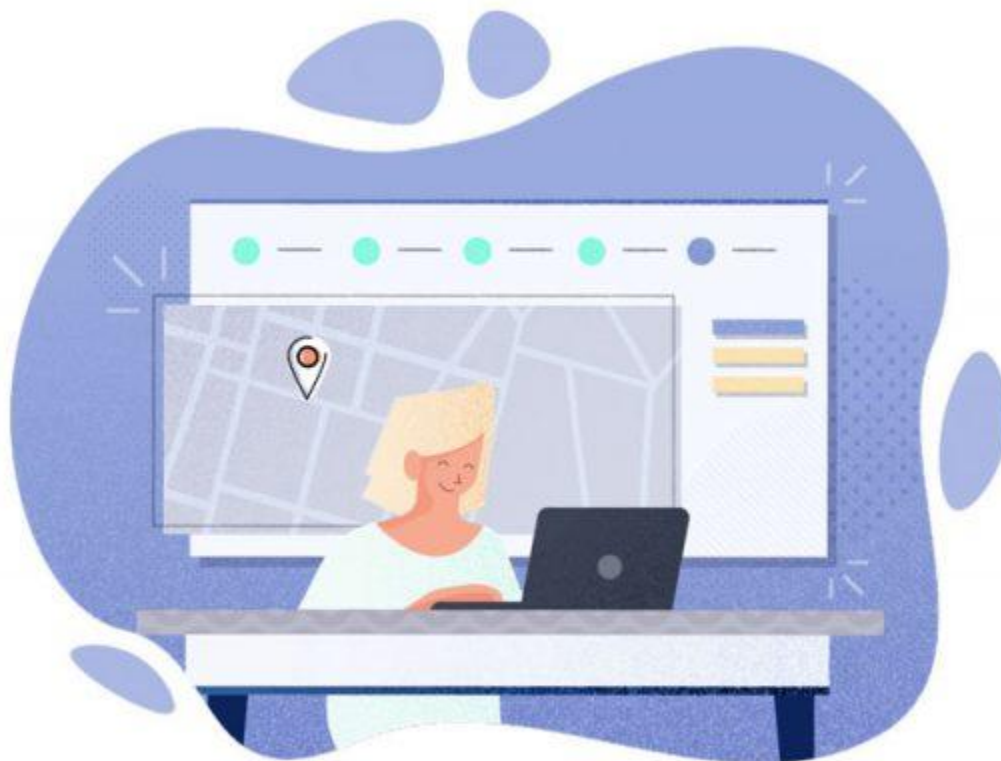
One-way rides are available in Roundtrip for trips that are only needed to or from the appointment.

### **Round-trip Rides**

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

### **Repeat Trips**

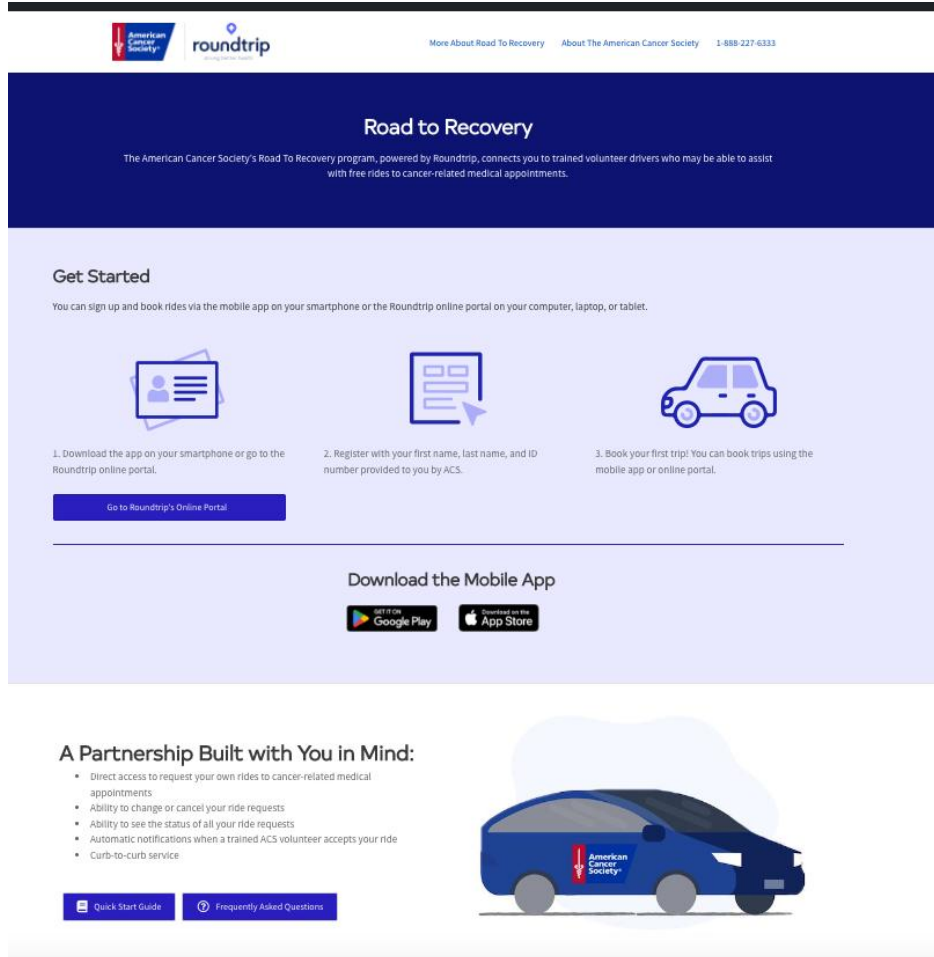
Roundtrip offers the option to schedule a repeating ride. This is helpful if you have recurring appointments. You can choose how often that trip should occur and when the series should end.



# Get Started

## Register

1. Visit [www.roundtriphealth.com/acs](http://www.roundtriphealth.com/acs) to **see an overview of the Road to Recovery program.**



2. You will register directly within the Rider App. You have two ways to access the rider app:
  - Online - 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.
  - Mobile – Download the Roundtrip app (instructions below)
  - Note: For registration, please have handy with you the email sent by the American Cancer Society which includes information you must use to register (First Name, Last Name, and American Cancer Society Member ID)

### 3. Download the Mobile App

- 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**.
- **Search for Roundtrip Health** and download the app with the blue cross icon.
- **Click 'GET' or 'Install'** to install the app. Once it is installed, click on the icon to open Roundtrip and log in.

# Get Started

## Register with Roundtrip

1. Download the mobile app or visit the online portal.
2. Create an account with your preferred email address and password.
  - a. Make sure your password has at least 12 characters and at least 3 of the following:  
lower case letter, upper case letter, numbers, special characters.

The image displays three sequential screenshots of the Roundtrip mobile app's registration interface. Each screen features the 'roundtrip' logo at the top and the title 'Create Your Account'.

- First Screenshot:** Shows the initial registration screen with an 'Email Address' input field, a blue 'Continue' button, and a link for 'Already have an account? Sign in'. Below this is a section with 'OR' and two buttons: 'Continue with Google' and 'Continue with AppleID'.
- Second Screenshot:** Shows the next step where the email address 'address@email.com' is entered. There is an 'Edit' link next to the email field. Below is a 'Password' input field with a toggle icon, followed by a blue 'Continue' button and the 'Sign in' link.
- Third Screenshot:** Shows the password requirements screen. The email is 'fm4iq@yahoo.com'. The password field is masked with dots. A list of requirements is shown: 'At least 8 characters', 'At least 3 of the following:' (with a checkmark next to 'Lower case letters (a-z)', and bullet points for 'Upper case letters (A-Z)', 'Numbers (0-9)', and 'Special characters (e.g. !@#%&\*)'). A blue 'Continue' button is at the bottom, along with the 'Log in' link.

3. Next, select “ACS Road to Recovery” then enter your first and last name and Member ID provided to you by ACS.

The first screenshot shows the 'Create Account' screen with the question 'Who is providing your rides?'. The options are 'Health Plan', 'ACS Road to Recovery' (selected), 'Paratransit', and 'Other'. A 'CONTINUE' button is at the bottom.

The second screenshot shows the 'Membership Lookup' screen. It asks for 'First Name', 'Last Name', and 'Member ID'. A 'CONTINUE' button is at the bottom.

The third screenshot shows a confirmation screen with a green checkmark and the text 'Good news! We have confirmed your membership and you are eligible to use the Rider app. Let's collect some final info to complete your registration.' Below this is a 'Ride Benefits' section showing 'UNLIMITED RIDES' and the 'American Cancer Society' logo. A 'CONTINUE' button is at the bottom.

4. Complete your registration by entering your phone number then accepting the Terms of Use and Privacy Policy. ACS has pre-filled your date of birth with 9/09/1999 to protect your privacy.

The first screenshot shows the 'Personal Information' screen. It has a header 'Onboarding for acstransition@gmail.com'. Below is a 'Phone Number' field with a US flag icon and the number '+1 646 703 1234'. There are radio buttons for 'Text Messages' (selected) and 'Voice Call'. A 'CONTINUE' button is at the bottom.

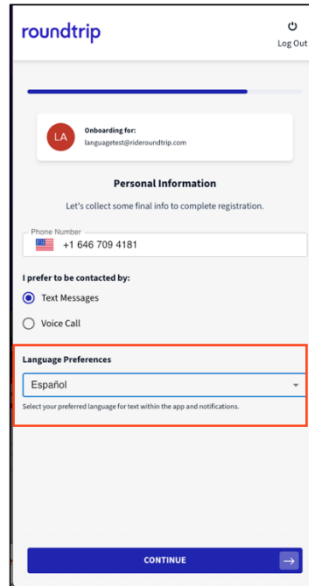
The second screenshot shows the 'Terms of Use' screen. It contains text about the contractual agreement between Roundtrip and the user. Below the text is a checkbox labeled 'I have read and accept the Terms & Conditions for creating a new account.' which is checked. A 'CREATE ACCOUNT' button is at the bottom.



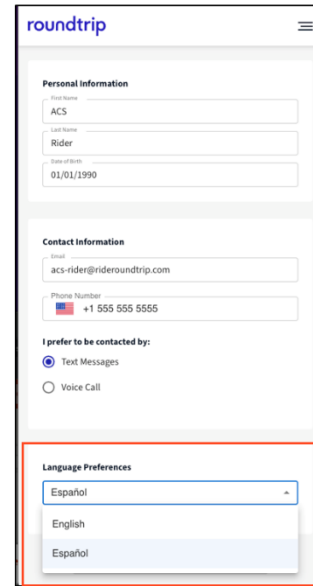
- The app is also available in Spanish. You can select and/or edit your language preference at the log-in screen, during registration, or within the app under My Account>Edit Profile.



**At Log-In Screen**

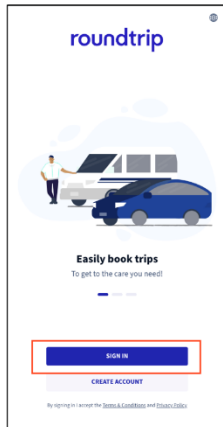


**During Registration**

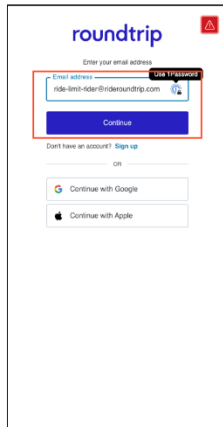


**Within Rider App**

- For future logins and forgotten passwords:



**To Login in future, click "Sign In"**



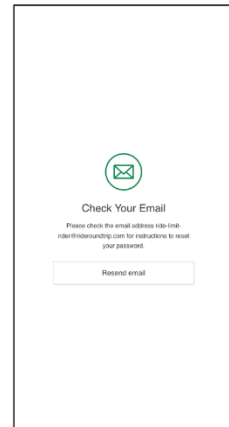
**Enter email you registered with and "Continue"**



**Enter your password and "Continue" OR "Forgot Password"**



**If password forgotten, rider enters email they registered with and "Continue"**



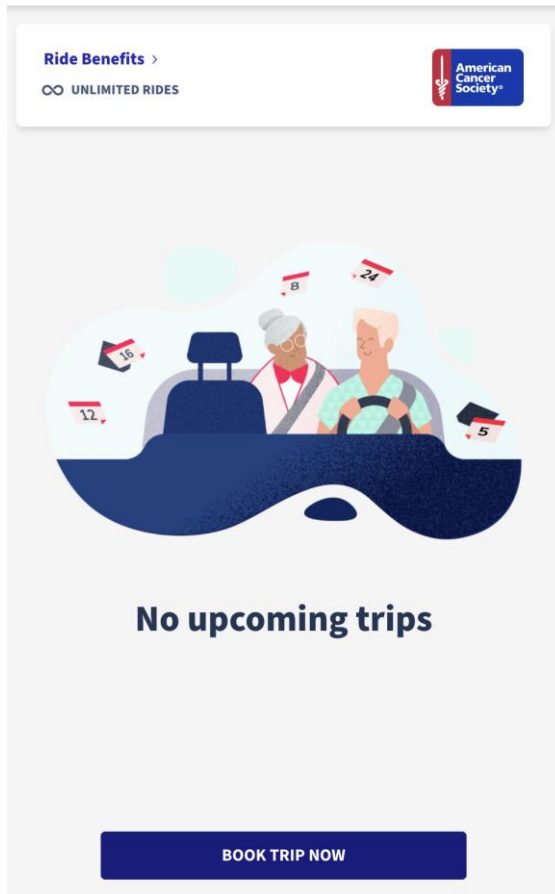
**Rider should then follow instructions provided via email**

**If you have trouble verifying your account, please call ACS for assistance at 1-888-227-6333.**

## Navigation

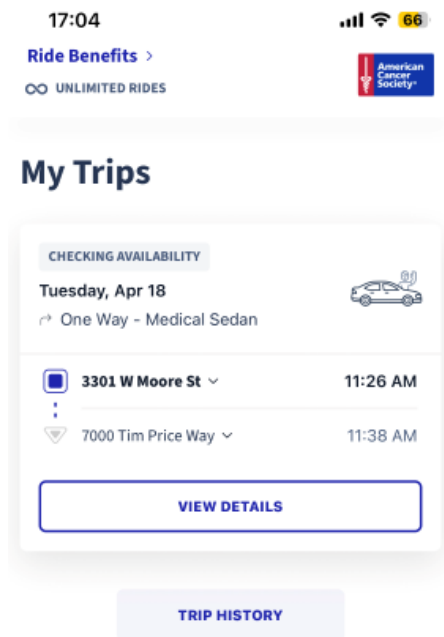
1. You can access the Roundtrip app via online web portal or mobile app. The experience on both is very similar, and the primary difference is the placement of the main navigation.

roundtrip



**On a browser online, the main navigation is collapsed under the menu with the three lines at the top of the page**

a.



**In the mobile app, the main navigation is at the foot of the page.**

b.

## My Account

1. You can find and edit your account information and settings by going to the main navigation under “My Account”.
  - Your **mobile number** is important to receive important notifications (via text or voice call) about the ride.
  - Note: ACS has pre-filled your date of birth with 9/ 09/1999 to protect your privacy. Please **do not update the date of the birth field** with your actual birth date as this information is not needed to provide transportation services.

roundtrip

☰

Personal Information

First Name

ACS

Last Name

Rider

Date of Birth

01/01/1990

Contact Information

Email

acs-rider@rideroundtrip.com

Phone Number

+1 555 555 5555

I prefer to be contacted by:

☒ Text Messages
 ☐ Voice Call

Language Preferences

Español

English

Español

Profile

Password

Locations

Your name

Laura

Kreiser

Date of birth

09/09/1999

Primary

(555) 555-1234

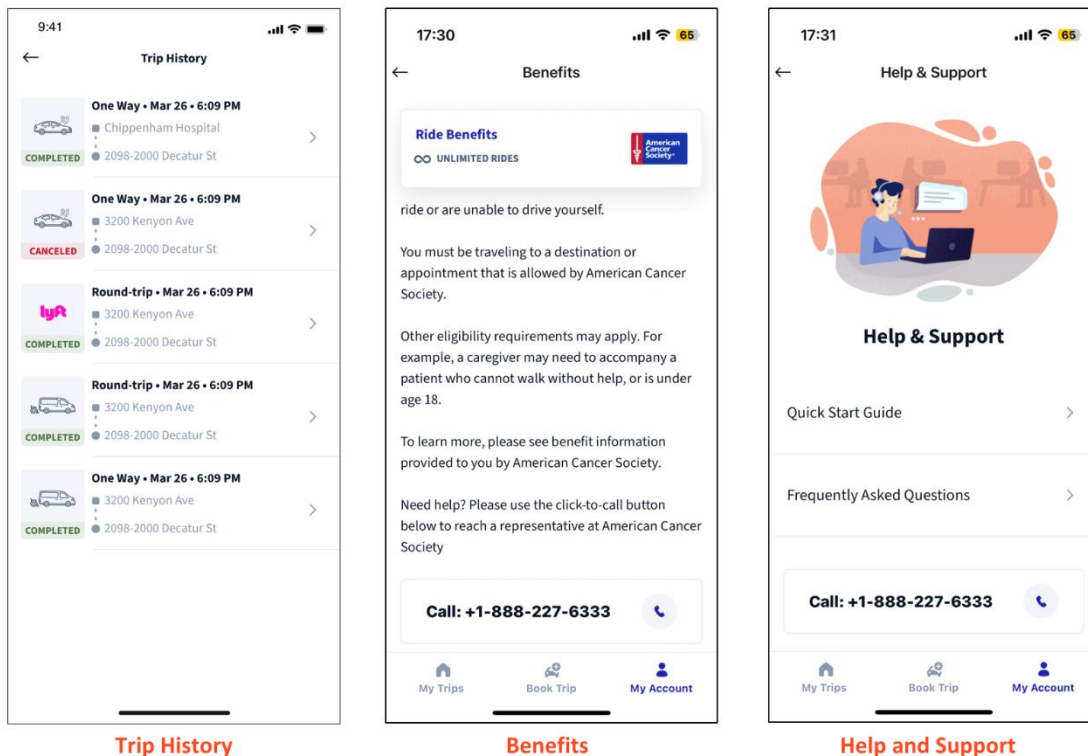
Standard text messaging rates may apply.

Time zone

(GMT-05:00) Eastern Time (US & Cana

Save

2. Under “My Account”, you can also view detailed trip history, benefits, and help and support.



## 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.

### 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 wheelchair or medical equipment (like an oxygen tank), you must be able to load it yourself or travel with a caregiver, since volunteer drivers cannot provide physical assistance. Some volunteers may help load canes or walkers, but you must notify ACS when requesting your ride.
- **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.

## Request a New Trip

1. Click **'Book a Trip'** to begin booking a ride. Enter your destination then your pickup address
  - 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.
2. Choose "Medical Sedan" as your vehicle of choice
3. Mark the **trip reason as 'Appointment'**.
4. Choose the date and time of your trip
  - Next, indicate if this is a **'One Way' or 'Round-trip'**.

STEP 4/4

test

test

ONE WAY

ROUND TRIP

Let's set the trip date

19 WED

20 THU

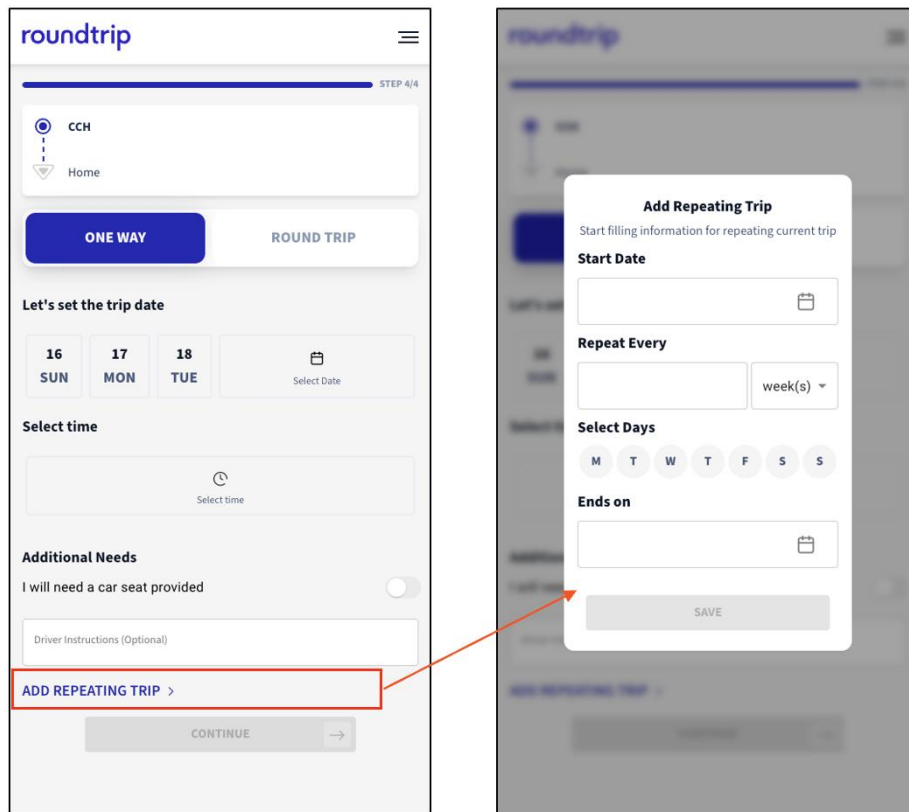
21 FRI

Select Date

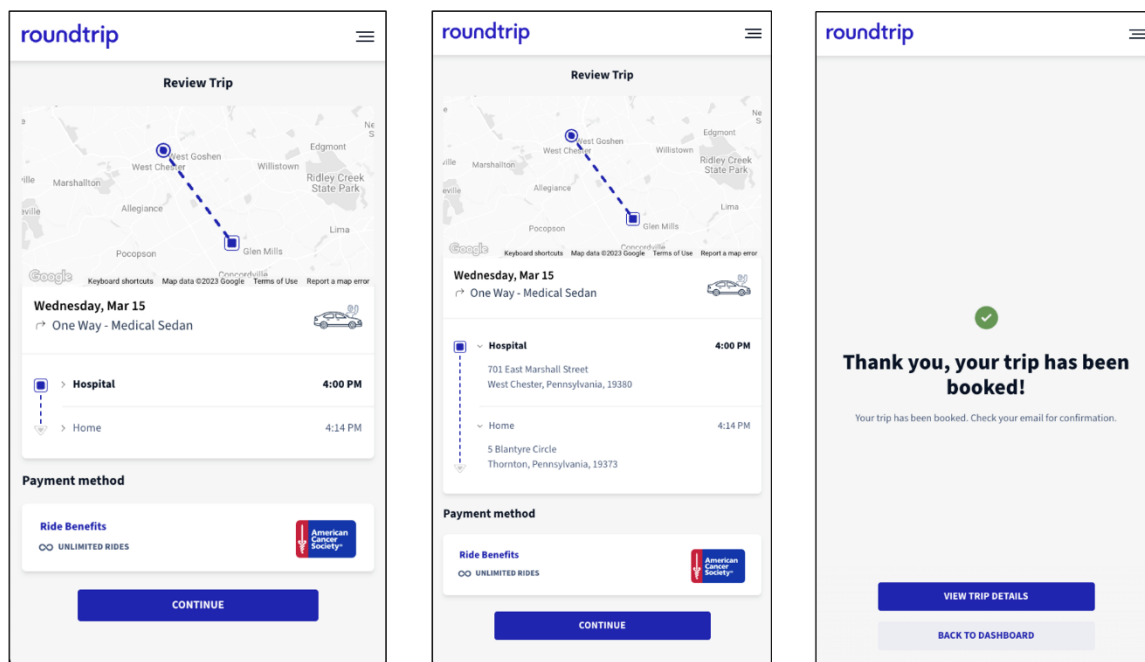
Select time

Select time

- a. 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.
    - a. Roundtrip recommends a minimum amount of advance notice to give transportation companies enough time to accommodate the ride request . ACS requires you request a ride with 25 hours advance notice.
5. If you have regular appointments you need rides for, you can set up repeating trips by clicking "Add Repeating Trip" to create a series.

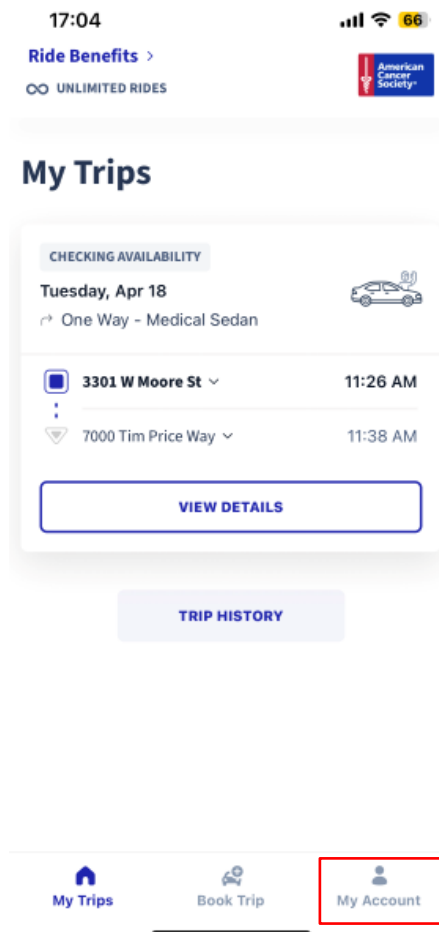


## 6. Review your trip and confirm



# Checking Status & Updating Rides

## My Trips



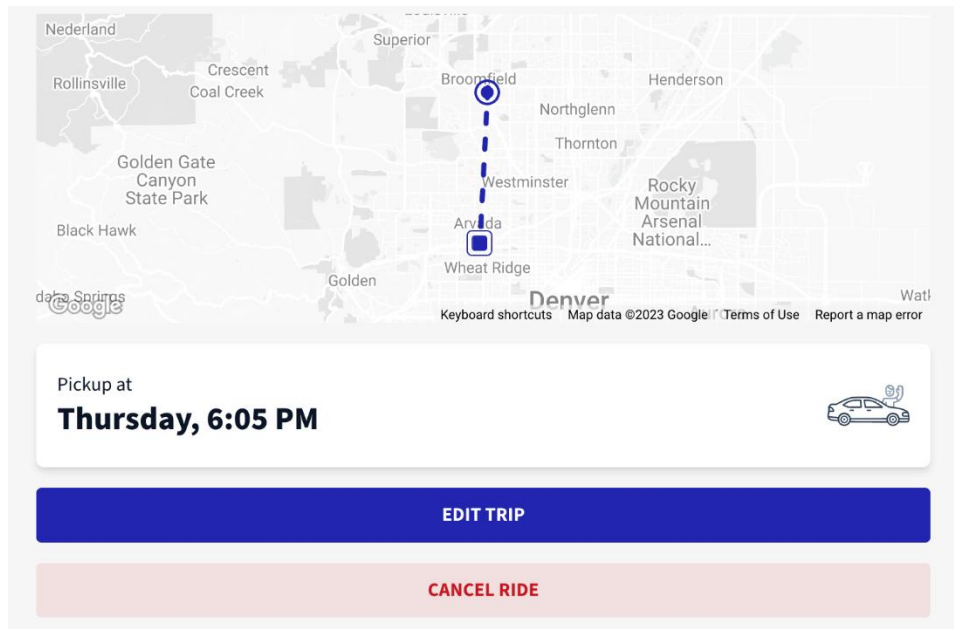
**You can access your currently scheduled trips under "My Trips." Here, you can see:**

- The current status of a trip
- Scheduled trip date and estimated ETAs
- Pick up and drop off

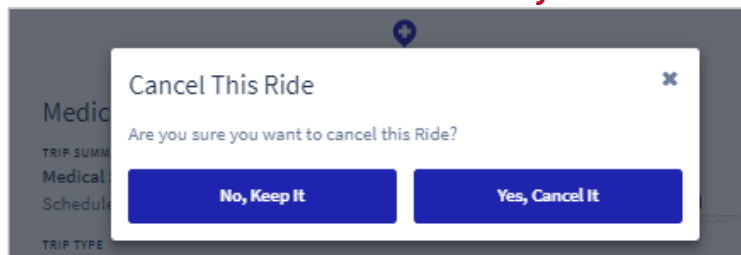
## Edit / Cancel trip

1. From your My Trips dashboard, click on the ride/trip you would like to update





2. If you need to edit a ride and the **pick-up time is scheduled to occur within the next 25 hours, 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 ride, if neither ride is still needed, you must **cancel both the outbound and return ride individually**.



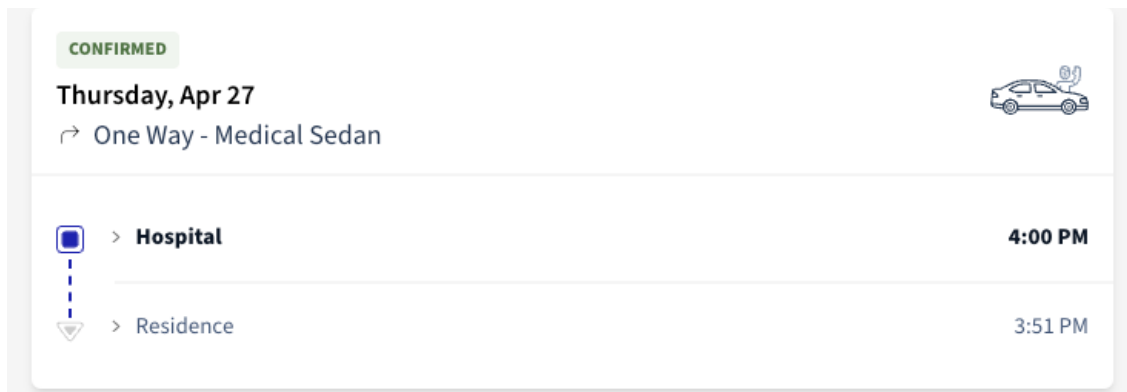
# Other Helpful Tips

## 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 '**Checking Availability**', which means the ride has been requested.



2. Once the ride is completed, you will see it in the '**Completed**' tab and will have the option to give feedback on the ride.





3. 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).

CANCELED


Thursday, Apr 27

➔ One Way - Medical Sedan





> Residence



> Hospital

5:45 PM

1:52 PM

19

[Click here to return to Table of Contents](#)

# Other Helpful Tips

## 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	<i>A ride has been requested for you at [pickup time] on [date]. We'll send you more information closer to the ride</i>
Ride time updated	<i>Your scheduled ride has been updated. It'll arrive around {pickup time} on {date}. We'll send you more info closer to the ride.</i>
Return ride scheduled	<i>You have a scheduled return ride. It'll arrive around {pickup time} on {date}. We'll send you more info closer to the ride.</i>
Return ride time updated	<i>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.</i>
Volunteer driver assigned	<i>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}.</i>
Day before ride reminder	<i>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}.</i>
Ride canceled	<i>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].</i>
Rider cancels ride	<i>This is to confirm that you no longer need your scheduled ride for {pickup time} on {date}.</i>
Ride running late	<i>Your ride is running late by {time}.</i>

No volunteer driver available	<i>Please make other transportation arrangements as no volunteer driver is available for your requested ride on {date} at {pickup time}.</i>
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