

**COMMUNITY
SUPPORT
CENTER**

eldercare.org

Information, Services
and Support for:

- Older Adults
- People with Disabilities
- Caregivers

Our office is open
Monday to Friday,
8 a.m. to 5 p.m.

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Somerville-Cambridge
Elder Services, Inc. and
its programs are
funded, in whole or in
part, by contracts or
grants with the
Massachusetts
Executive Office of
Elder Affairs, the Older
Americans Act, local
funds, foundations,
and private
contributions.

For statewide
resources, contact
800AgeInfo at:

1-800-243-4636 or
www.800ageinfo.com



Medical Escort Program Client Fact Sheet

What is the Escort Program?

The Escort Program provides a trained volunteer to accompany you as you travel to or from your medical visits. The role of the Escort volunteer is to assist with transportation so that you arrive at your destination safely. When it is workable, callers are encouraged to accept a pickup only, rather than round trip assistance, in order to be considerate of our volunteers' time.

Who is eligible to use the Escort Program?

Residents of Somerville or Cambridge, age 60 and older, can request an escort volunteer for doctor, hospital or dental appointments. This program often assists patients who are required by a physician to have an escort accompany them home.

Who will be my escort?

Somerville-Cambridge Elder Services Escort volunteers have completed an application and CORI background check, and they have ongoing support from the network of professionals at SCES. Volunteers are assigned based on their availability for the time of your scheduled appointment.

(over, please)

How do I arrange for an escort volunteer?

Call the Somerville-Cambridge Elder Services main line at 617-628-2601 and ask for "Medical Escort program." Please give as much notice as possible when requesting a volunteer. 7 to 10 days is required, and we cannot guarantee that we will be able to schedule appointments with less than a week's notice. Appointments must take place on weekdays during SCES business hours (8 am to 5 pm).

Who arranges the transportation?

A volunteer may drive some community members in the volunteer's own personal vehicle. If, however, transportation is needed, call our main line or our direct transportation line at 617-440-0995.

An SCES Transportation Dept. staff member will discuss with you the transportation needed. Round trip transportation will be provided either through Medicaid or by SCES. Please refer to our transportation sheet for more specifics.

How often can I have a volunteer escort?

This program can support one appointment per month, per caller, and can't provide a dedicated person to assist with frequent appointments. If you need a higher level of support, our Health Advocate volunteer program may be appropriate, or you may like to speak with our Community Support Center about our services.

Please note that volunteers are not allowed to accept tips or donations directly.

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