



## Mercy Driving Lessons Program

### Frequently Asked Questions

#### What is the process to register a student?

Registration is a two-part process.

1. **Online Pre-Registration:** The first step is completing the online registration located at [www.mercy.net/driving](http://www.mercy.net/driving).
2. **Orientation Meeting:** The next step is scheduling an appointment for the orientation meeting. At this meeting we will make a copy of the student's permit, review and have the student and/or parent sign the contract, process payment and discuss scheduling options. The appointment will take approximately 30 minutes and the student does not have to be present as long as a parent or guardian signs the contract. You can contact the Injury Prevention Office to schedule this appointment by calling 417-820-7233. Appointments are scheduled during regular business hours Monday – Friday. Lessons cannot be scheduled until the orientation meeting is complete.

#### Who is eligible for the Driving Lessons Program?

Anyone that has a valid permit or license is eligible to participate in the program. Only those with a valid license, though, are eligible for the three-hour refresher course. Eligibility is not based on driving experience level (beginner, intermediate and advanced are all welcome to enroll).

#### What is involved in the Driving Lessons Program?

One-on-one driving lessons are provided by instructors certified by the Missouri Department of Elementary and Secondary education to teach behind the wheel driver's education. The curriculum includes 6 hours of driving lessons for \$330. The lessons are taught as 6 one-hour lessons. Additional driving lessons are available at a cost of \$55 per hour. We also offer a 3 hour refresher course for those established and licensed drivers that need a few hours of focused training. The refresher course is \$165. New in 2018, we offer court appointed driving lessons for licensed drivers. The price for the 4-hour court-appointed lessons is \$220.

#### When are driving lessons available?

The Mercy Driving Lessons Program is offered year round. Lessons can be scheduled 7 days per week. Appointments are available in the morning, afternoon and early evening. Lesson times vary each day, as the schedule is dependent on the availability of the driving instructors. A maximum of two lessons can be scheduled each week, and there must be two 24-hour days between each lesson (ex. If a student drove on Monday the next lesson could be on Thursday). Online scheduling is available and encouraged.

**Who provides the vehicle?**

Mercy provides a vehicle for the student driver that has a training brake, liability insurance and appropriate signage to designate it as a driver education vehicle. The vehicle is for the lessons only and cannot be used to take the driver exam.

**What is a level-building curriculum?**

The 6-hour program is “level building”, meaning the student must master each driving skill before moving to the next level. The lessons begin on the parking lot with basic vehicle maneuvers including starting the car, driving in a straight line, stopping and parking. The curriculum advances to residential driving, city driving, all types of parking, country driving including state lettered routes, and freeway or interstate driving. The last level includes a sample road test (similar to the driving test given by the MSHP) and parallel parking. A novice driver may need additional lessons to learn the basic skills necessary to operate a vehicle.

**Where is the sample road test?**

The sample road test is done in downtown Springfield. If you would prefer to have the sample road test in Nixa, Ozark or Republic there is an additional fee, and you must make arrangements with the Program Coordinator in advance in order to schedule the 2-hour lesson.

**How do I know if my student successfully completed a level?**

At the end of each lesson the parent will receive an update from the driving instructor regarding any skills that still need to be practiced and the skills that have been mastered. This is also an opportunity to ask questions that are pertinent to the student’s driving ability.

**How long will it take to complete the program?**

The full 6-hour program typically takes 3-6 weeks to complete depending on the skill level of the student and their busy schedule. The 3-hour refresher can be completed much quicker.

**Where does the student go for the lessons?**

All lessons begin and finish at our office. We are located in the Mercy Home Health Building in Suite 110 near the corner of Kansas and Battlefield in Springfield.

- If a lesson is between 8:00 a.m. – 5:00 p.m. Monday through Friday then the student will enter the building and check in at the front desk.
- For lessons that are after 5:00 p.m. or on the weekend, the building is locked, so the student will meet the driving instructor outside the office front doors.
  - Please note that if you are waiting for a student to finish a drive you will only be able to wait inside the building until it is locked at 5:00 p.m.

**How do I pay for the program?**

Payment is accepted at the orientation meeting. Acceptable forms of payment include credit/debit card, check and cash (must be for the exact amount). Payment cannot be made online. Once the initial package is purchased, additional lessons can be purchased by using a credit/debit card over the phone or by scheduling an appointment with the Driving Lessons Program Coordinator.

**Do Mercy co-workers get a discount?**

Yes, Mercy co-workers, their children or a spouse may receive the 10% discount, which is applied at the orientation meeting. The co-worker badge must be provided at the orientation meeting, and a copy will be kept in the student's file.

**How do I cancel or reschedule a lesson?**

Canceling or rescheduling a lesson must be done at least 24-hours in advance online or by calling the Injury Prevention Center office and speaking to a staff member. Failure to cancel or reschedule using either one of these formats will result in the forfeiture of the lesson or a rescheduling fee. Written or verbal confirmation of the cancellation or rescheduled lesson must be received in order to avoid this penalty. Just leaving a voicemail message is an insufficient method to cancel or reschedule a lesson.

**Will lessons occur in bad weather?**

Yes, we will drive in the rain and other inclement weather as we feel this is good practice for the students. If the weather has advanced to a level that we feel is unsafe to drive, we will notify you that we are canceling any drives. This is our right of decision and notification. Please note that if Springfield Public Schools are closed due to the weather then driving lessons are automatically canceled and will be rescheduled at a later date.

**How does a student complete the program?**

Students have successfully completed the program when they have mastered all six curriculum levels. Completing all six lessons does not guarantee that a student has completed all six levels. Students will receive a certificate of completion and driving lessons objectives form by email within one week of completing the final level.

**Will completion of this program result in a lower vehicle insurance rate?**

Please check with your insurance provider to determine if an insurance discount is available.

**What is the Alive at 25® course?**

Alive at 25® is a National Safety Council defensive driving course. This classroom course will be available to any student age 15-24 currently enrolled in the Mercy Driving Lessons Program. The 4-hour class will be offered at least once each month and helps young adults under the age of 25 take greater responsibility for their driving by focusing on behavior, judgment and decision making. Alive at 25® is proven to help teach young adults to drive safely and responsibly. There is no additional charge to participate, and a certificate of completion will be presented to each student at after completion of the class. The course is optional, but students are highly encouraged to attend.

**What if I need to contact the office after regular business hours?**

You can leave a message by contacting the main line at 417-820-7233 or by emailing [MercyInjuryPreventionOffice@Mercy.net](mailto:MercyInjuryPreventionOffice@Mercy.net). We will get back with you during regular business hours.

If you need to cancel or reschedule a drive, please do so by logging in at [www.mercy.net/driving](http://www.mercy.net/driving) using your personal user name and password. Failure to cancel or reschedule a lesson with at least a 24-hour advance notice will charge your account a \$55 rescheduling fee. Please note that sending an email or leaving a voicemail is NOT a substitute for canceling a lesson and your account will be charged.

----- Revised 1/11/18 -----