Patient Transportation – In Everyone’s Best Interest

Mark Evanoff – President
The AlterNetWays Company
Introduction

• Who Am I? The AlterNetWays Company
• Mono County or How I Got Into This Business
• Helen Kerschner, PhD – National Volunteer Transportation Center – A CTAA Initiative

Assisted Rides Growth

- 2010 2011 2012 2013 2014 2015*

50,000 100,000 150,000 200,000 250,000 300,000 350,000 400,000 450,000
Demand for Programs is Increasing

• The Affordable Care Act
• 10,000 Americans Turn 65 *Each Day*
• Regional Transportation Agencies Feel Pressure
• Medical Establishments Need Transportation Options
• Retirement Communities Are Discovering Its An Issue
• The Veteran Administration Has A Huge Need
• Dialysis – The Bane of the 21st Century
The Impact Of The ACA - HIPAA – Implications

• The Affordable Care Act (ACA) incentives to keep patients out of the hospital
• Help patients keep medical appointments key
• HIPAA will be an issue in developing partnerships:
  – Proper handling of sensitive data
  – Need-To-Know Basis
  – Secured database, encrypted “hard” passwords
  – Nightly backups – contingency/emergency plans
Who’s Providing Rides?

• RTAs, AAAs, ADRCs Are Getting Into The Game
• Retirement Community HOA’s - RSVP
• LogistiCare & Others – Statewide Contracts
• Hospitals & Clinics Creating Their Own Programs
• New, Non-Faith-Based Organizations Springing Up
• The Villages & Staying-At-Home Movements
• Senior Centers Creating Transportation Programs
• American Cancer Society – Road To Recovery
• County / COG Programs
Should You Start A Transportation Program?

- If there is a volunteer driver program in your community, **partner with them**
- If you decide to start your own program:
  - Establish it as a separate volunteer program
  - Start with strictly volunteers driving their own vehicles
  - Per-ride charge? Driver reimbursement?
  - Liability Issues – Not just vehicle accidents
  - DMV checks
  - Labor intensive – calls, calls and more calls
  - Extensive reporting needed – destinations, miles, hours, client attributes (age, gender, low income, Medicaid, Medicare, etc.)
FAIRCHILD MEDICAL CENTER AUXILIARY
Patient Transport Program

Prepared for CAHHS Conference 2015
Presenter: Robin Watson, Immediate Past President, FMC Auxiliary,
Yreka, Ca
Home of Fairchild Medical Center
Partnering with Administration
CONCERNS
Cost
Operation of Program
Schedulers/Drivers
Scope of Service
Days/Hours
Marketing
Sustainability
RESOLUTION OF CONCERNS
EVOLUTION OF PROGRAM
Schedulers
Drivers
Program Manager
Increased Service
Protocols
Patient Utilization
KEYS TO SUCCESS
Support of Administration

Support of Auxiliary

Spirit of Cooperation
OTHER CONSIDERATIONS
Our Patients Speak......

Drivers are great, friendly, gallant and sweet

You are doing a great job!

Van is prompt; drivers pleasant

Please continue in every way

Great Service

I depend on drivers. Otherwise, I couldn’t get to appointments

Love the drivers
QUESTIONS????
Consider Becoming a Volunteer

More than eight billion men and women perform volunteer work at America’s hospitals every year. At Fairchild Medical Center, the Auxiliary is a strategic partner in furthering the mission of Fairchild Medical Center to provide health care services of exceptional quality to the community. The Auxiliary’s spirit of cheerful giving and sharing is evident in the number of hours the volunteers contribute every year, the patient focused programs the Auxiliary has developed and the successful fundraising events for the hospital.

The Auxiliary program is open to individuals 19 years of age and older and provides service to the following areas: Emergency Department, Outpatient Surgery, Medical/Surgical Unit, Gift Shop, and Transportation Program. The Auxiliary also has a Visiting Volunteer Program which provides visits to patients who may be long term patients, have no family or friends nearby, or who could just use a friendly smile.

For information about becoming an Auxiliary Member, please call 530.842.6363

By demonstrating compliance with the Joint Commission’s national standards for health care quality and safety, Fairchild Medical Center has earned the Joint Commission’s Gold Seal of Approval™.

Fairchild Medical Center
AUXILIARY

Patient Transport Program

Connecting the community to healthcare resources at Fairchild Medical Center, Fairchild Medical Center Clinic, and its affiliated physicians

Appointment Scheduling 530.841.2048
About the Program

The Patient Transport Program is a program designed to assist patients in need of transportation to appointments/services at Fairchild Medical Center, Fairchild Medical Center Clinic, or a physician’s office associated with Fairchild Medical Center. This is a courtesy program and there is no charge for this service.

Scheduling

Transportation can be scheduled by contacting Fairchild Medical Center Physical Therapy, 530.841.2048. The scheduler will need your name, appointment date and time, name of provider, and a contact phone number.

Guidelines for Riders

- Curb side service only. Drivers are not allowed to enter your residence.
- Transport is portal to portal. Additional stops (i.e., grocery store, drug store, post office) are not permitted.
- Wheelchairs and non-folding walkers cannot be carried in the van. If you need a wheelchair or have a non-folding walker, we ask that a friend or family member bring it to your appointment. If you need assistance getting in or out of van, a friend or family member may accompany you.
- Drivers are not permitted to transfer you out of or into a wheelchair. Please have a friend or family member available to assist you.
- No food or beverage is allowed in the van.
- Smoking is not permitted in the van. This includes e-cigarettes.
- Due to inclement weather or other safety issues, it is possible your pickup will need to be cancelled. If this should happen, you will be contacted as quickly as possible.