

Rides to Wellness - Coordinated Care Line-

“You can provide the best care in the world, but it doesn’t matter if patients can’t get to it”



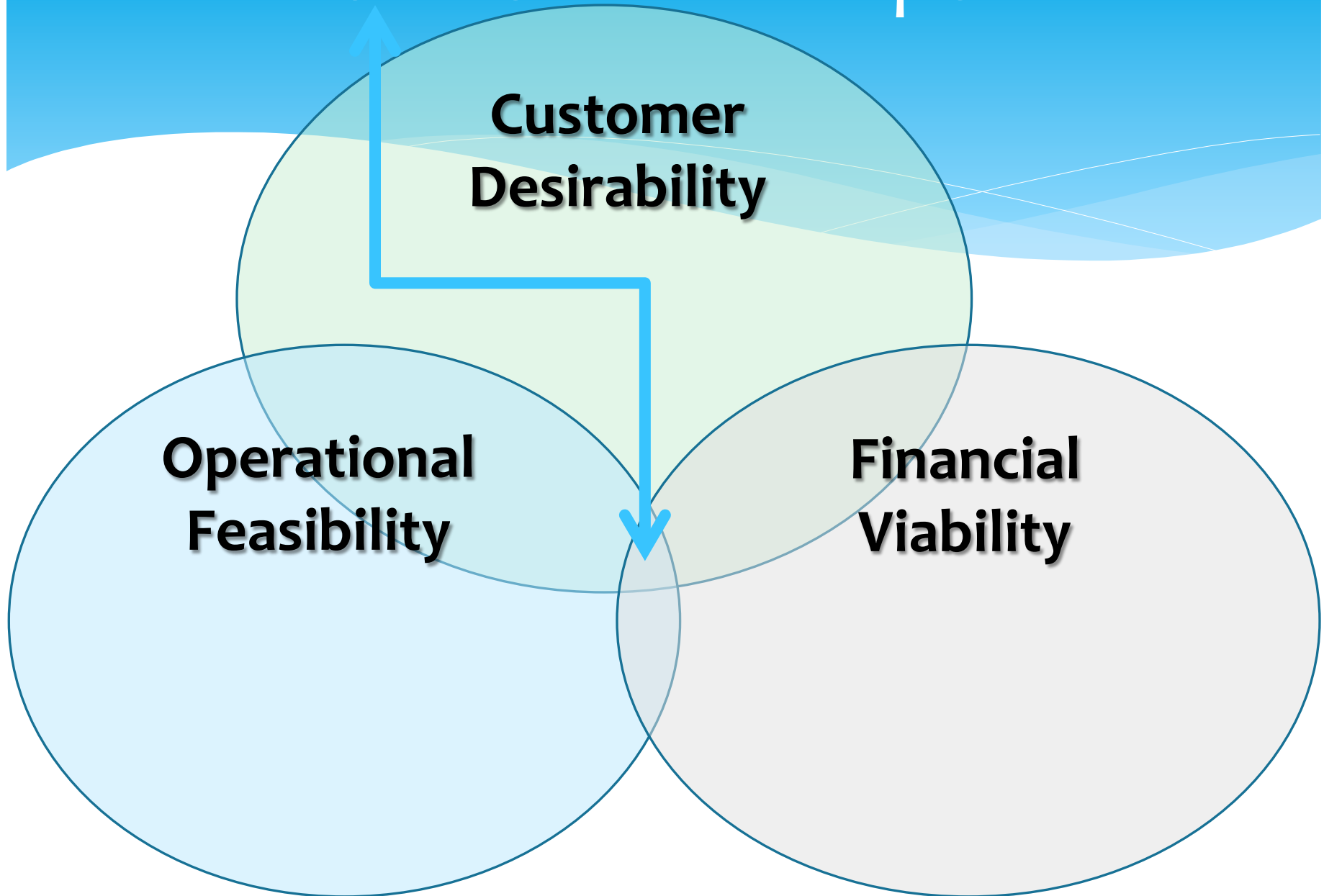
“Let’s try a little role reversal – just until you get here.”

Rides to Wellness Working Group

How do we reduce readmissions in Southwest Idaho?

- * Valley Regional Transit
- * St Lukes
- * St Alphonsus
- * Department of Health and Welfare
- * Terry Reilly Health Center
- * Idaho State University
- * COMPASS
- * Treasure Valley Transit

Solution Sweet Spot



**Customer
Desirability**

**Operational
Feasibility**

**Financial
Viability**

Coordinated Care Line

- * Easy Scheduling outlet for patients
- * Streamlined communication between: patients, healthcare providers and transportation providers
- * The **right trip** at the **right time** to the **right level of care**



1 Hospital Discharge



2 Scheduling a Follow-up Appointment

When a follow-up appointment is required, the patient will call their medical provider's scheduling service to set up an appointment.



3 Scheduling Staff Identifies a Need for Transportation

Scheduling staff may see a note in the patient's record that transportation may be required, or the patient may inform staff of the need.



4 Scheduling Staff calls Rideline Customer Service and initiates 3-way conference call with the patient.



Healthcare scheduler introduces the patient to the Rideline customer service representative (CSR). CSR and healthcare scheduler work with the patient to identify an appropriate and available ride.

ng outlet for patients

5 Appointment and Ride are Booked.

Once the appointment and ride are booked, the healthcare scheduler will confirm the appointment and then leave the call. The Rideline CSR may then make recommendations for any future healthcare trips and set up a travel plan or standing orders for those appointments.



6 Rideline Employee Summarizes Trip Details

CSR will also inform patient of the reminder call procedure and ensures all of the patient's questions and concerns have been addressed.



7 Scheduling Call is Complete

Any changes to trips will be communicated between Rideline and the healthcare scheduling service.

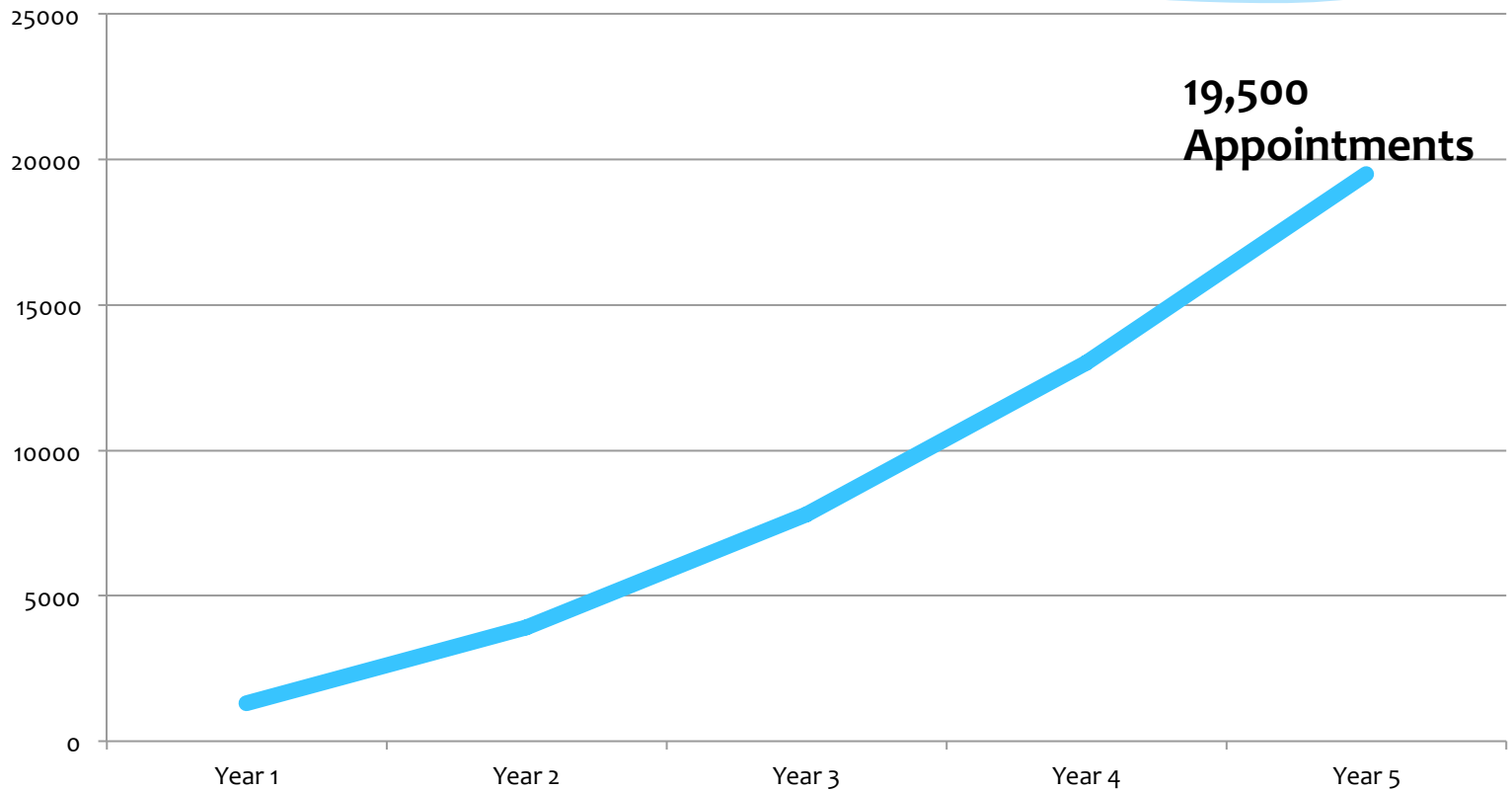
8 Ride is Successfully Provided



Demand

* 19,500 successfully reached appointments over years

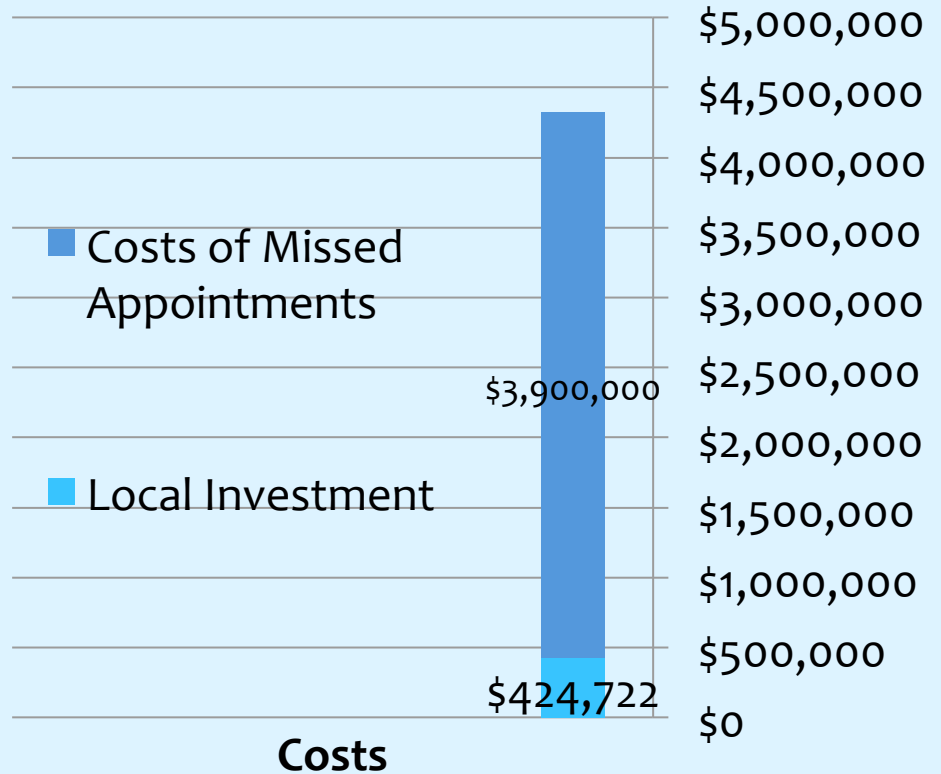
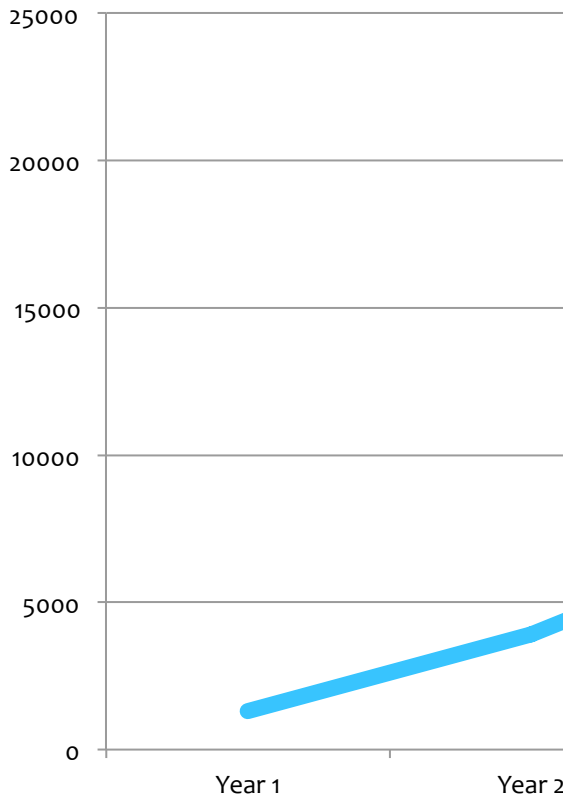
Successfully Reached
Appointments



Demand

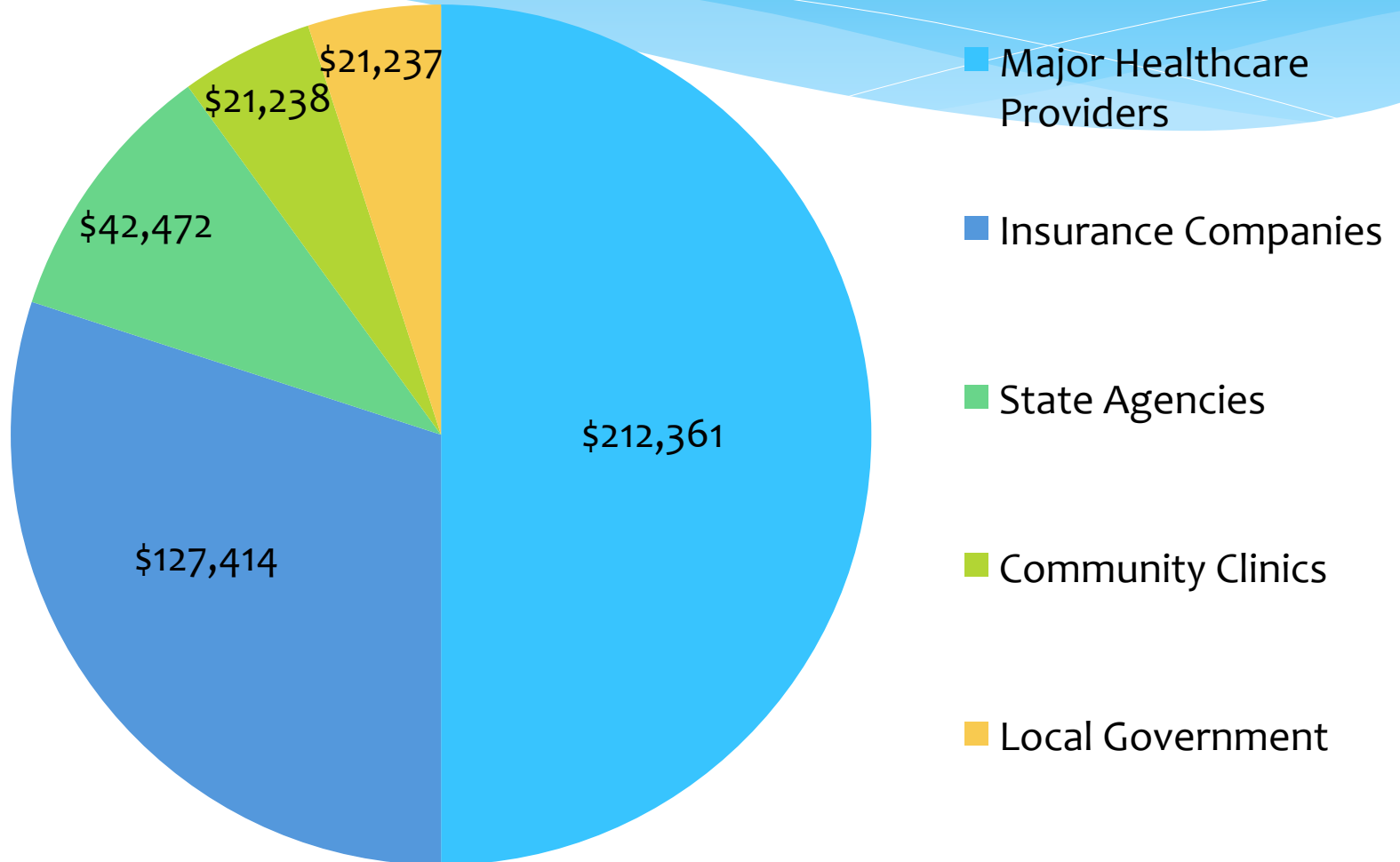
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Successfully Reached
Appointments



Revenue Model

5 Year Local Investment (\$424,722)



Work with us to help reduce readmissions in SW Idaho



1 Hospital Discharge

Before being discharged from the hospital, the patient will be provided with information about the *Rides to Wellness* program, as well as a phone number for their medical provider's scheduling service. Any necessary transportation needs will be discussed and added to the patient's file before they are released from the hospital. A consent form may need to be filled out and left with the discharge nurse to add to the patient's records.



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