

Enhancing Dialysis Patient Transportation:

Key Strategies for Collaboration Between Dialysis Facilities and Transportation Providers



Importance of Transportation

Reliable transportation helps dialysis patients attend their appointments. To make sure patients get the care they need, dialysis centers and transportation companies need to work together.

Key Strategies:

Identify Transportation Needs Early



- Screen for transportation needs in the first assessment.
- Help patients sign up for transportation services.
- Check to see if patients can use special services like paratransit.

Engage Patients Effectively



- Ask patients about their experiences with transportation.
- Teach patients why matching their treatment times with their transportation times is important.
- Help patients get transportation passes or vouchers.

Enhance Training and Foster Collaboration



- Teach transportation providers about why getting to dialysis on time is important.
- Look for ways that patients and transportation providers can share feedback.
- Keep open communication with transportation providers.

Collaborate with Transportation Companies



- Talk regularly with transportation providers.
- Ask transportation providers about any challenges they are having.
- Work with the state transportation organizations.
- If there is a problem, contact the transportation provider right away.
- If needed, set up regular meetings with the transportation provider.

Assess Resource Availability



- If insurance covers transportation, create a standing order.
- Find out what public transportation options are available nearby.
- Look for community resources like senior or tribal centers.
- Check if patients can get travel reimbursement.
- Try not to depend on family or friends if other transportation services are available.

For more information on transportation and health equity, visit the [ESRD NCC webpage](#) or contact us at NCInfo@hsag.com.