

# Importance of Dialysis Transportation: Your Rides Save Lives



## The Transportation Services You Provide are Vital for ESRD Patients

Dialysis is a life-saving treatment for those with end stage renal disease (ESRD), and the transportation services you provide are essential so patients can attend their regular treatments. Without consistent access to transportation, patients risk missing treatments, which can lead to serious health complications such as hospitalization or death.

## Key Facts About Dialysis

### Purpose

Dialysis is a life-sustaining treatment that performs the functions of the kidneys.<sup>1</sup>

### Frequency

Most patients require treatment three times a week, with each session lasting around four hours.<sup>1</sup>

## Challenges Faced by Patients

- Patients often rely on non-emergency medical transportation services, public transportation, or family members to bring them to/from dialysis.<sup>2</sup> Unreliable transportation can lead to missed or shortened treatments.<sup>3</sup>
- Many patients on dialysis are elderly or have limited mobility and may require specialized or accessible transportation.<sup>3</sup>
- Frequent trips to dialysis can be costly, especially for those on fixed incomes.<sup>3</sup>

## How Transportation Companies Can Help

<b>Communication</b>	Ensure rides are on time, accessible, and accommodate patients' schedules. If a driver cannot complete a trip, notify patients and facilities immediately.
<b>Trust</b>	Work with facilities to understand patients' needs and build trust between transportation companies, patients, and dialysis facilities.
<b>Partnerships</b>	Develop partnerships with dialysis facilities and communicate with them about any issues impacting how transportation services work.
<b>Safety</b>	Provide reliable transportation to reduce the risk of accidents that may occur when patients drive themselves to/from treatment when they aren't feeling well.
<b>Empowerment</b>	Enhance patient quality of life by reducing stress and boosting patient confidence by providing consistent transportation. <sup>3</sup>
<b>Stability</b>	Improve patient's health management by improving regular dialysis attendance through dependable transportation. <sup>3</sup>

For more information on transportation and health equity, visit the ESRD NCC webpage at [www.esrdncc.org/HealthEquity](http://www.esrdncc.org/HealthEquity) or contact us at [NCCInfo@hsag.com](mailto:NCCInfo@hsag.com).

1. National Kidney Foundation. Dialysis. Accessed from: [www.kidney.org/atoz/content/dialysisinfo](http://www.kidney.org/atoz/content/dialysisinfo). Accessed on: May 14, 2024.

2. Chan K, Thadhani R, Maddux F. Adherence barriers to chronic dialysis in the United States. *J Am Soc Nephrol*. 2014; 25(11): 2642–2648.

3. Board TR, National Academies of Sciences E, Medicine. *Dialysis Transportation: The Intersection of Transportation and Healthcare*. The National Academies Press. 2019;148.