## **Enhancing Dialysis Patient Transportation:**

Key Strategies for Collaboration Between Dialysis Facilities and Transportation Providers





**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.



- 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.





- 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.

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