RIDE CARE PIONEER VALLEY

BUSINESS PITCH
Rose’s Story
Total number of Primary Care appointments at Baystate Healthcare = 100,000 per year (conservatively)

Average No-Show rate: 25%  
Total number of Missed appointments = 25,000 per year

Appointments missed due to Transportation Barriers: 20% of total = 5,000 per year

Loss per No-Show = $200

Total Loss to provider due to No-Shows = $5,000,000 per year

Loss to provider due to No-Shows because of Transportation Barriers = $1,000,000 per year
Our Team

• Pioneer Valley Transit Authority
• Baystate Healthcare
• Pioneer Valley Planning Commission
• Health New England
• Metrocare of Springfield
• New North Citizens Council
• Stavros
• Greater Springfield Senior Services
• Smith College

Special Thanks to: Caring Health Center
Our Idea: RideCare Pioneer Valley

RideCare – Introduction of Transportation Specialist for Provider Sites

Conveying info to patient

- Accessing Patient’s database: calendar, visits etc.
- Accessing transportation options
- Checking eligibility if required
- Assessing patient’s transportation + healthcare needs
RideCare Pioneer Valley
Model: Transportation Specialist for multiple PCP Offices
RideCarePV: Proposed Project

1) Proposal – Hire 3 Transportation Specialists (For approx. 100,000 annual visits)

2) Software Piece

3) Integration with healthcare
RideCarePV: Return On Investment

Loss of Revenue: $1,000,000

Year 1 Investment: $500,000

Year 2 Investment: $20,000
$180,000

Year 3 Investment: $20,000
$180,000

1st yr ROI = 200% (2 times)
2nd yr onwards ROI = 500% (5 times)