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”
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**
Coordinated Care Line

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.

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
   goRide
Demand

* 19,500 successfully reached appointments over years

![Graph showing the demand for appointments over years with a significant increase towards 19,500 appointments by Year 5.]
Demand

* 19,500 successfully reached appointments over years

![Graph depicting demand, successfully reached appointments, and associated costs.](image-url)
Revenue Model

5 Year Local Investment ($424,722)

- Major Healthcare Providers: $212,361
- Insurance Companies: $127,414
- State Agencies: $42,472
- Community Clinics: $21,238
- Local Government: $21,237

Revenue Model
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.

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
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