



Transportation Tip Sheet

Transportation is a foundational health-related social need. Reliable transportation is one of the seven vital conditions for health and wellbeing¹. Having reliable transportation is critical to patients with end-stage renal disease (ESRD) attending scheduled dialysis treatments, transplant meetings and evaluation, doctor's visits, physical therapy sessions, testing appointments, and many other important procedures to attain the highest level of health for all people.

This handout includes recommendations for dialysis facilities and transplant clinics to identify transportation resources in discussions with patients.

Person-Centered Discussions

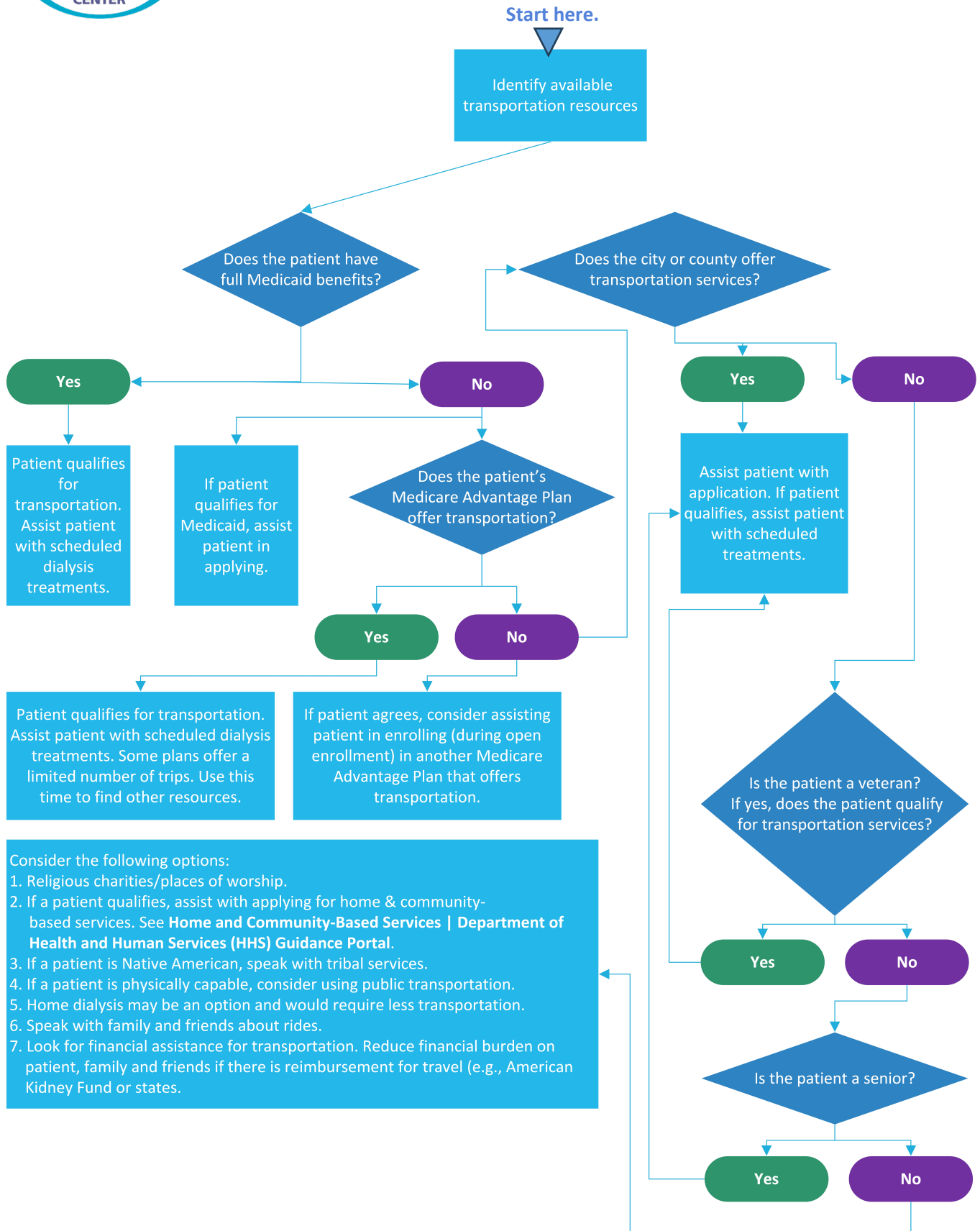
- Meet with patients on their first day of dialysis to assess what transportation resources they qualify for, regardless of whether they can drive themselves or have family, care partners, or friends that have offered to assist, as these resources can change. Knowing what options they qualify for will help prepare patients for their possible future needs.
- Collaborate with the patients' insurance companies on transportation benefits. Assist patients with filling out applications.
- Be transparent about restrictions on resources, such as waiting lists or limited funding, so patients have realistic expectations.
- Transportation resources are available based on where one lives, community resources, what type of insurance your patients have, and other qualifiers. See the Transportation Decision Tree on the next page of this handout.
- Be aware that patients' cultural beliefs may make them reluctant to ask for help. Let them know that people need help sometimes, encourage help-seeking behaviors, and reinforce that it is okay to use available resources.
- There may be times when there are no immediate available resources. Work with patients to engage families, neighbors, faith-based organization members, and others about rides.

Facility Activities

- Call on the administrative assistant to free up social worker time, e.g., have the administrative assistant set up rides and standing orders for patients, assist with applying for transportation programs, call for appointments, or follow up on necessary appointments.
- Call transportation companies to coordinate pick up and drop off, so patients do not wait. Help patients report transportation issues to the transportation company, as needed.
- Hold regular meetings with transportation companies to maintain good relationships and open discussions about issues.

1. Rear Admiral Dr. Paul Reed, the Deputy Assistant Secretary for Health, Department of Health and Human Services (HHS)

Transportation Decision Tree



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