

# Patient Transport Update

AUGUST 2019

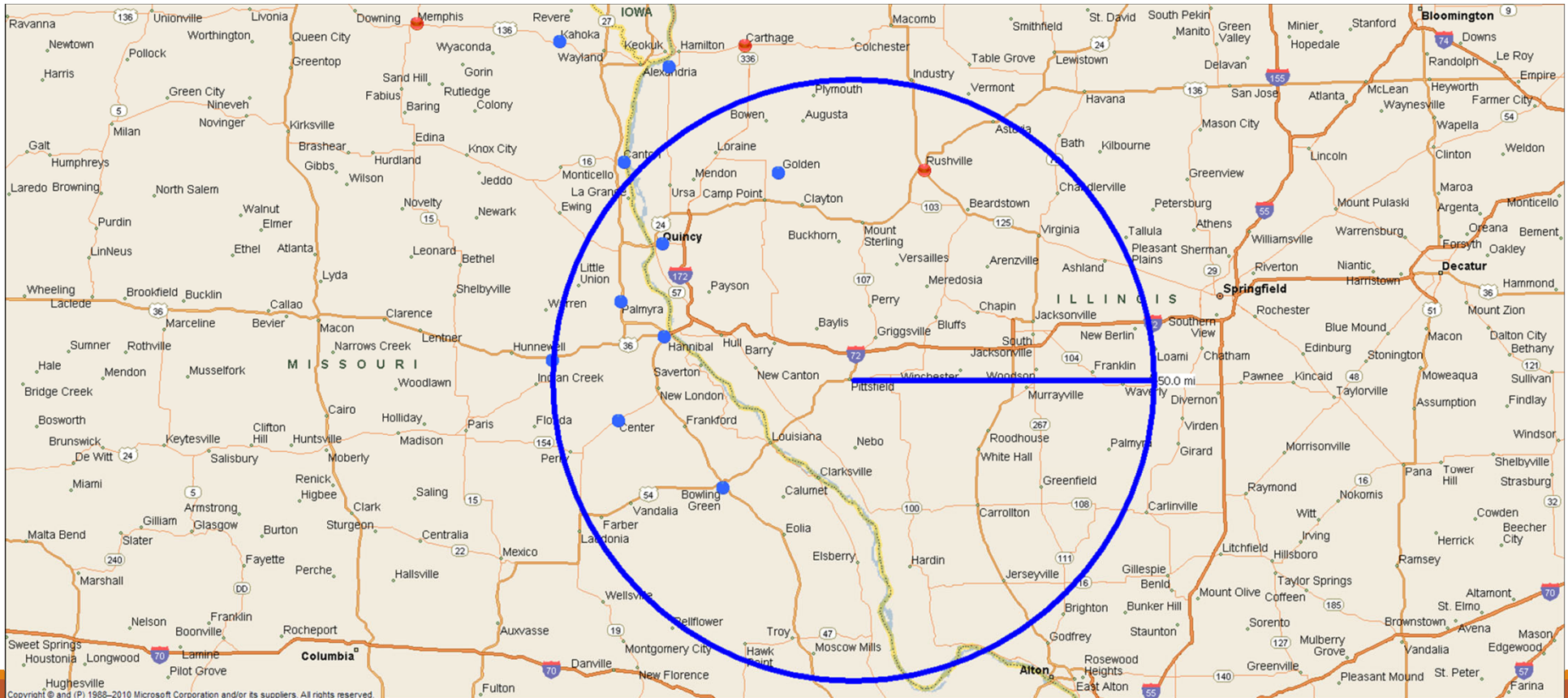
# True Human Connection

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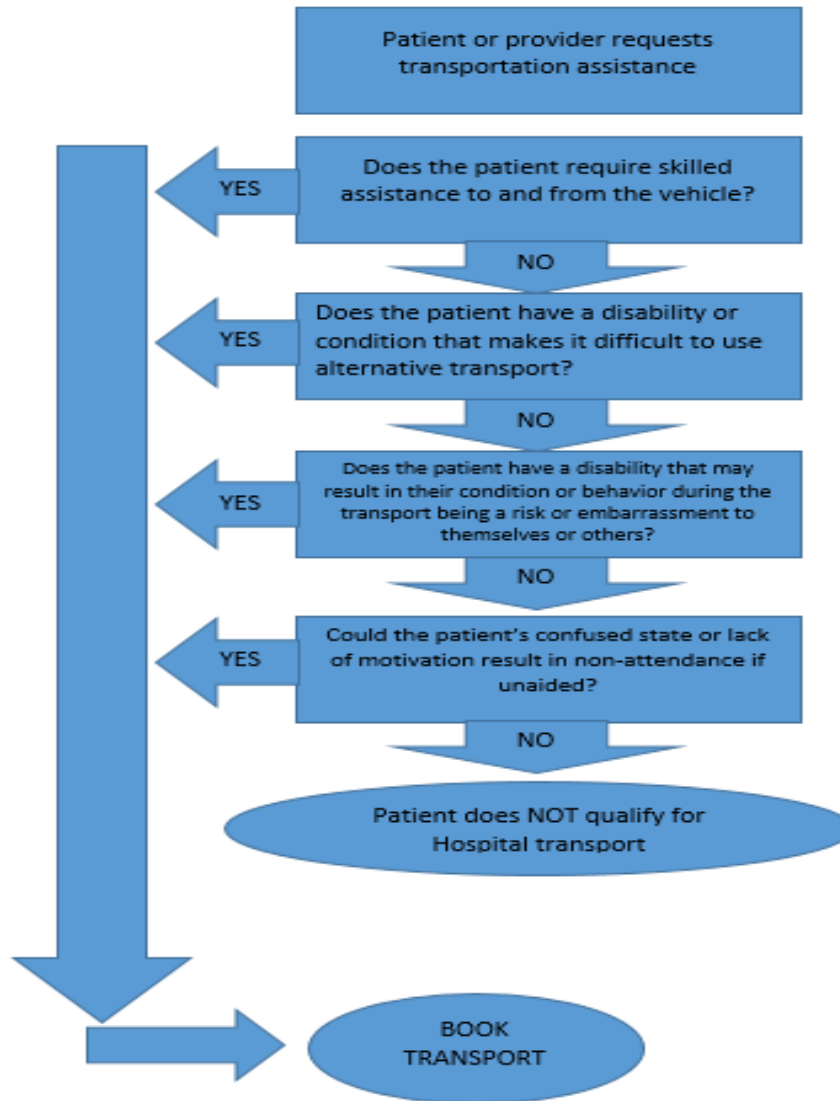
I had a patient call me this morning who used our transit service for the first time yesterday. Paula took him to the Blessing radiation therapy office to meet with Dr. Khil. The patient was nervous to go as he has just gotten a new cancer diagnosis. Terry expressed to me how much he appreciated the transit service itself, but also Paula's company. He said he was anxious about the appointment and Paula's conversation helped keep his mind occupied. It was an unexpected blessing to him, more than just a ride.

I received a call from the spouse of a transport patient telling me Illini saved his job. Before the transport program, he had to call off work to take his wife (a bilateral amputee) to her appointments. Now, he feels like she is in safe hands when she goes to her many appointments.

# 50 Mile Radius



# Eligible?



How is it going?  Since 2019 averages

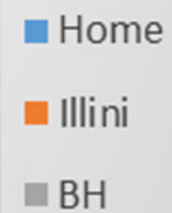
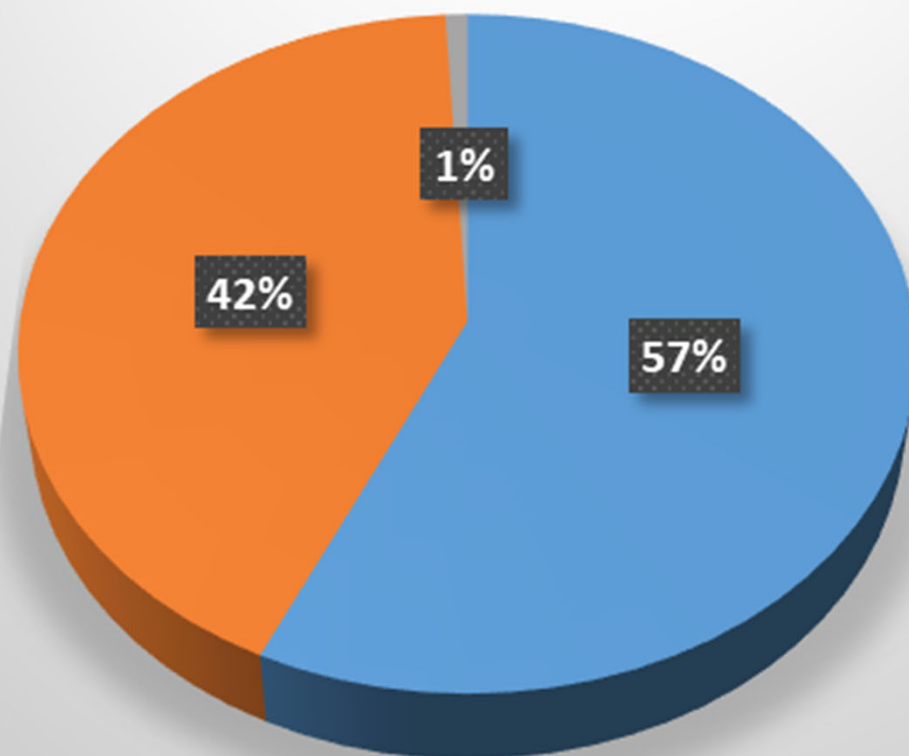
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380 transports/year

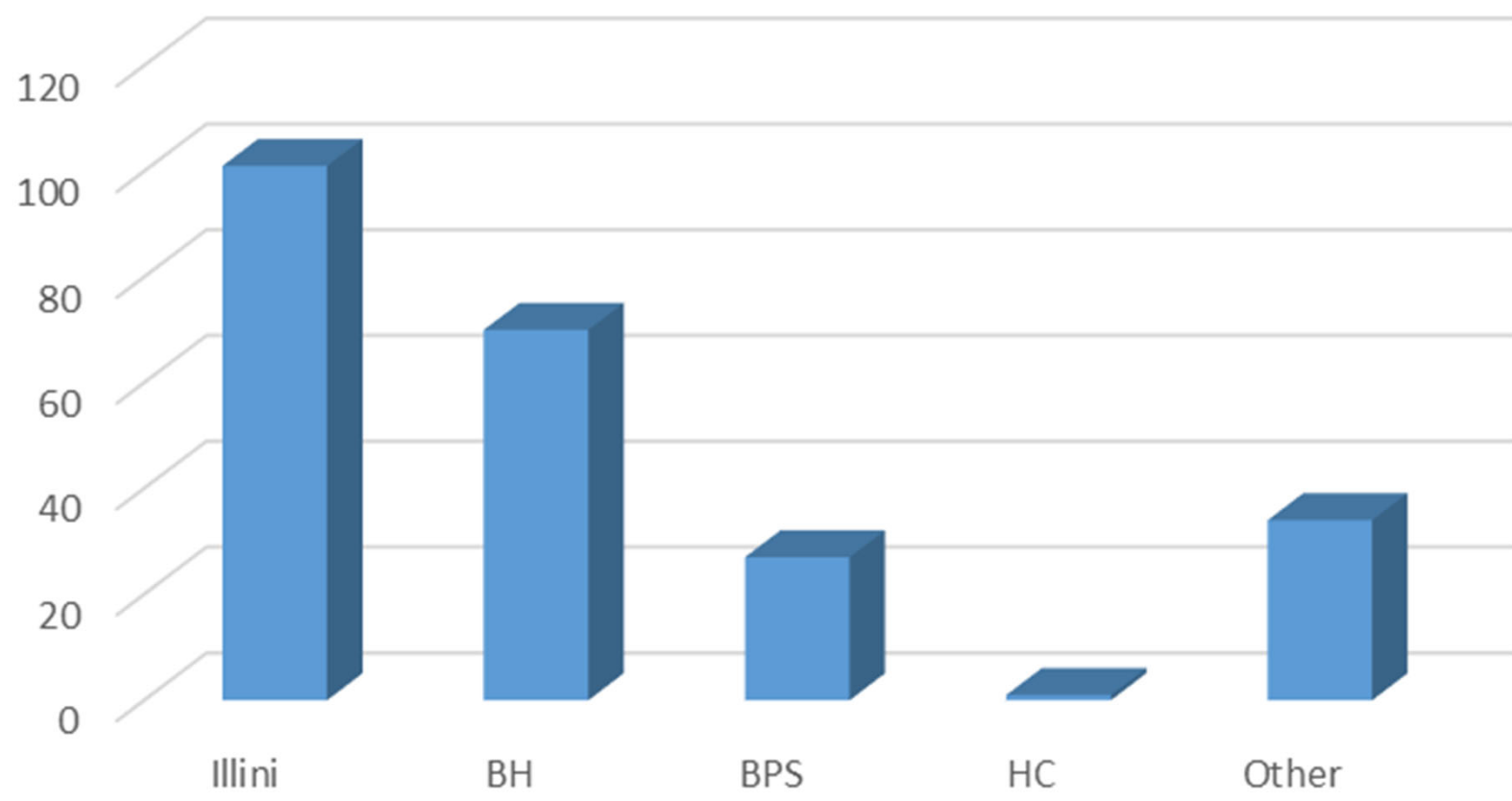
206 patients served

Average round trip = 87 miles

## Pick Up Locations



## Transport Destinations



# Lessons Learned

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- Training for Drivers
  - It is more than driving!
- Infection Prevention
- Cleaning
- Working to enlarge driver pool
- Patients are so very Thankful!