
Transportation Tip Sheet

Transportation is a critical part of patients attending regular dialysis treatments, transplant meetings, doctor's visits, physical therapy sessions, testing appointments, and important procedures. This handout includes recommendations for dialysis facilities and transplant staff for discussions with patients to identify transportation resources.

Patient-Centered Discussion

- 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, caregivers, or friends that have offered to assist, as these resources can change. Knowing what options, they qualify for will help prepare 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, church 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 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.

Transportation Decision Tree

