

ACS Cancer Conference 2025

March 12-14 | Phoenix, AZ

A Multifaceted Approach to Address Transportation Challenges for Cancer Patients in a Community Hospital Setting

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Disclosures

I have no conflict of interest related to the content of this presentation.

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Learning Objectives

- Identify a range of potential resources available to support patient transportation needs
- Gain familiarity with two companies that provide health-related transportation services, as well as cancer program considerations when utilizing these services
- Understand pros and cons of various staffing models to support transportation resources access across the cancer program

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About White Plains Hospital and the Center for Cancer Care



- 292 beds; major expansion planned for 2028
- Community hospital/ Tertiary hub for Montefiore Health System



- 2,500 analytic cases per year
- Medical oncology, Surgical specialties, Radiation Oncology, Infusion, and Supportive services all co-located with connection to Main hospital and Ambulatory services building

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Broad Range of Transportation Resources Available- Will Vary by Community

Examples from Westchester County, NY

- **Community resources/non-profit support**
 - American Cancer Society
 - Cancer Support Team
 - TRA (formerly WestFair Rides)
 - Religious organizations
- **State resources**
 - MAS Transit for patients with active NY State Medicaid
- **Private donors**

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Transportation Support- Initial Workflows

- Focus on identifying resources
- Creating Resource list
- Distributing to patients and staff



Transportation Resources Information for Patients

American Cancer Society: Patients in active treatment can request volunteer transportation assistance. Services must be coordinated in advance. Contact 1.800.227.2345 or www.cancer.org

Cancer Support Team: Patients in active treatment can request volunteer transportation assistance. Services must be coordinated in advance and are focused on the Central and Lower Westchester County areas. Contact 914.777.2777 or www.cancersupportteam.org

Medicaid Transportation: Patients with Medicaid can have transportation arranged for medical appointments and treatment. Medical documentation may be required and arrangements must be made in advance. Contact 1.866.883.7865

RideConnect: (A program of Family Service of Westchester). Dedicated to finding effective transportation options for older adults in Southern Putnam and Westchester counties. Contact: 914.242.7433 or www.rideconnectwestchester.org

WestFair Rides: Community based volunteer transportation services for older adults who reside in Westchester County. Contact 914.764.3533 or www.westfairrides.org

Westchester ParaTransit: ParaTransit is designed for those individuals whose disability prevents them from using public transportation. An application is required for certification of eligibility. Services are available throughout Westchester County. Fare is \$5.00 each way. Scheduled pickups must be made in advance. Contact: The Office of Disabilities 914.995.2960 or www.disabled.westchester.gov

White Plains Hospital Center for Cancer Care: Please contact social worker for assistance connecting with transportation services.

Additional Resources In addition you are encouraged to explore services in your community for assistance. Each community has its own resources. Contact Senior Centers, Religious Organizations, Houses of Worship, and the Town/ City Clerk office for information on possible services in your area.



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Taking it to the Next Level...



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Understanding Patient Needs and Referrals for Assistance

Transportation challenges may present at different times along the care continuum

- Time of administration of NCCN Distress Tool
- Time of scheduling treatment visits or other appointments
- When meeting with social worker or navigator
- Follow up to no shows/ appointment cancellations

Typical Scenarios

- Recurrent
- One off support

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Direct Provision of Transportation Support to Fulfill Unmet Needs: Compliance Considerations

- Patients should be established patients of the cancer program
- Establish a Policy and Procedure to guide how funds can be used
- Consider a Patient Agreement document
- Contract or letter of agreement outlining terms of the relationship and responsibilities of the healthcare provider and of the transportation provider.
- Business Associate Agreement for information-sharing
- Consult with hospital legal/compliance team on any considerations

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Sample Transportation Assistance Agreement Provisions

- Confirm patient has agreed to have their information shared with Third party rideshare transportation service
- Confirm that patient acknowledges that transportation support can be provided on limited basis based upon availability of funds
 - Document if any limitations to where rideshare can be used (e.g. to and from treatment appointments, other medical appointments, from home to facility but not to other locations, etc.)
 - Document if any caps in terms of number of rides or budget for rides per person
- Document if any limitations of who can accompany in the rideshare (e.g. limit to one additional rider)

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Transportation Platforms

Uber Health

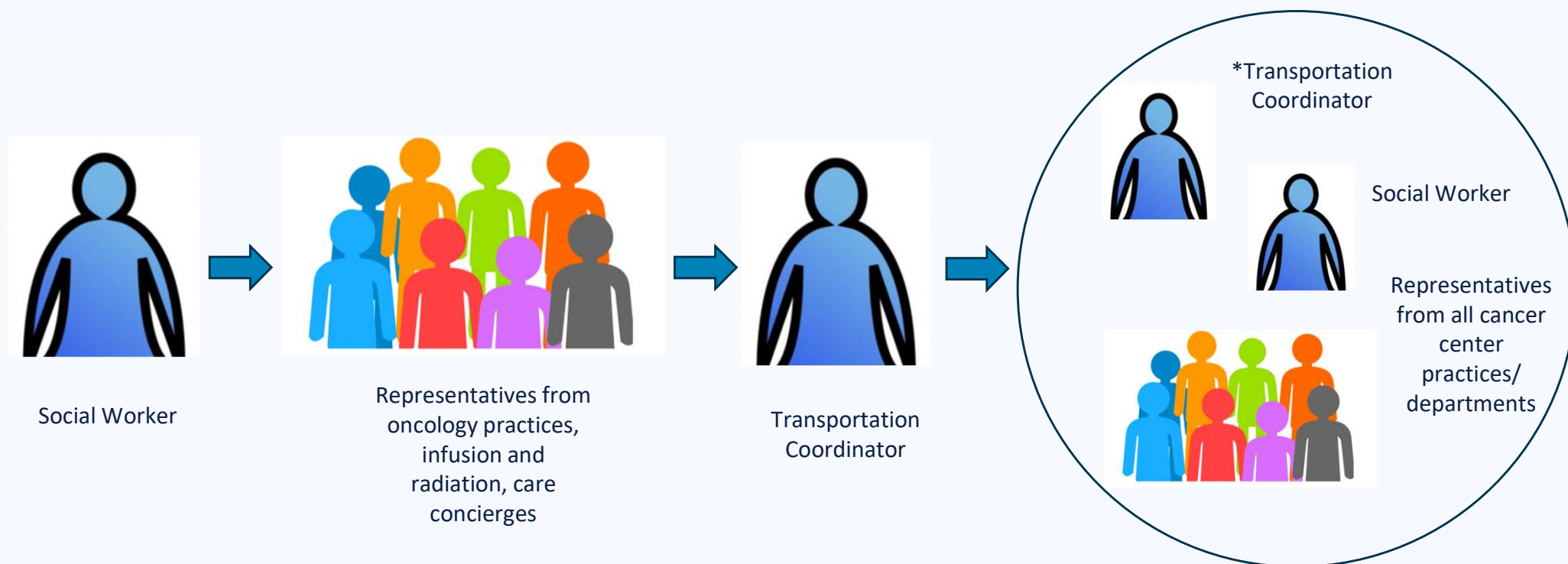
- Transportation Coordinator or other staff member books ride for patient
- Patients need to be independently ambulatory
- Cancellation fees
- No additional fees
- At our organization, monthly balances are paid using a credit card from Foundation funds

GoGoGrandparent

- Link can be shared with patient/caregivers to book rides on their own
- Reduces burden of someone on the health care team needing to book
- Patients need to be independently ambulatory
- Can set limits and parameters in the system (e.g. 5 round trips)
- Cancellation fees
- Some incremental administrative fees from the platform
- Donor pays monthly fees directly

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Staffing Models



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Outcomes 2024

- With \$6,000 in private donations, provided 38 patients 229 rides
- With \$15,000 ACS grant dollars, provided 55 patients with 205 rides
- Community resource WestFair/TRA, 150 rides per year
- Community resource Cancer Support Team, 275 rides per year
- Medicaid MAS – significant volume but not trackable by organization

~1,000+ Annual Rides

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Patient Testimonial

When my wife was diagnosed with cancer this past spring, everything was in turmoil since she had to get to the hospital for continuous medical appointments and treatments on almost a daily basis.

I cannot overemphasize how the grant-funded transportation services she received have made a positive impact on her getting to her cancer-related appointments. This was truly remarkable since it made what could have been an intolerable situation into something manageable, and for that we are extremely grateful. Thank you.



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Takeaways

- There are varied resources available to support patients requiring transportation assistance
- Key is to understand what resources are available in your area, and to educate staff about how to help patients access them
- When directly providing transportation support, compliance considerations can be met with appropriate policy and workflows in place reviewed by your legal/compliance department
- Impact to patients can be very significant

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Thank you!

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