

PATIENT NEEDS ASSESSMENT– TRANSPORTATION

Patient MRN:

Patient Age:

Patient Gender: M F Other

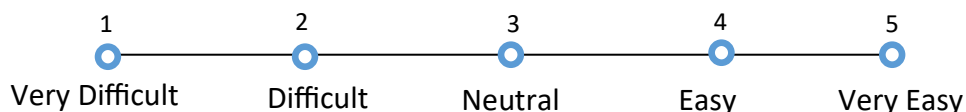
SCRIPT: Intro

Hi, my name is _____ and I am a staff member here at North East Medical Services. We are trying to learn from our patients about how we can better support you. Do you have 5 minutes to answer a few questions? If you complete the survey, we have a small thank you gift for participating. (YES? Continue!) Thank you for taking the time to answer our quick survey!

NOTE: Ask the question and give the patient some time to answer unprompted. If they hesitate after 10 seconds, then you can begin to prompt them with some of the answers.

Question 1: How do you usually get to your NEMS medical appointments/?

- | | |
|---|---|
| <input type="checkbox"/> Drive Self In Private Vehicle | <input type="checkbox"/> Para-Transit Services (e.g. Dial-a-ride or Medical Taxi Service) |
| <input type="checkbox"/> Ride From Family Member or Friend in Private Vehicle | <input type="checkbox"/> Walk/Bike |
| <input type="checkbox"/> Taxi or Ride Sharing (e.g. Uber or Lyft) | <input type="checkbox"/> NEMS Van |
| <input type="checkbox"/> Public Transit | <input type="checkbox"/> Other: _____ |

Question 2: On a Scale of 1 –4 (1 = Very Difficult, 2= Difficult, 3= Neutral, 4= Easy 5= Very Easy) how easy is it for you to arrange/obtain transportation to get to your medical appointments?**Question 3: Have you ever missed an appointment because of problems with your transportation?**

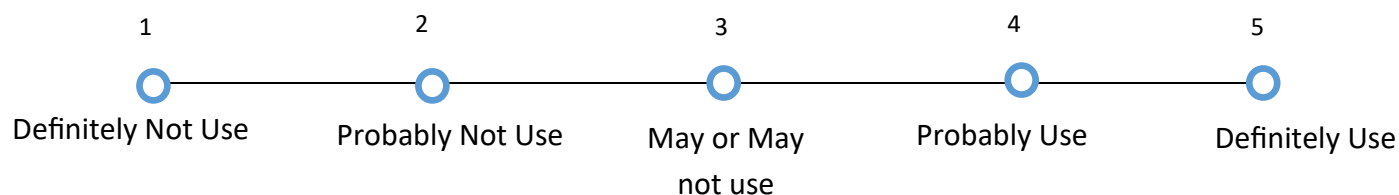
- ☐ YES
- ☐ NO

Question 4: What are some of the specific transportation issues that caused you to miss your appointment?

- ☐ Cost of transportation
- ☐ Language Barriers
- ☐ Directions
- ☐ Someone else drives me and were not available
- ☐ Physical mobility condition caused issues accessing transportation
- ☐ Other: _____

DISCLAIMER: Our last question will be about future transportation ideas. Please know these are only ideas and may not be implemented by NEMS in any way.

Question 5: Of the following transportation services, please rate each transportation service idea on how likely you would use that service. Our scale will range from 1= “Definitely Not” to 5= “Definitely”.



- ☐ NEMS Shuttle/Bus Service -CLINIC TO CLINIC
- ☐ NEMS Shuttle/Bus Service -HOME TO CLINIC
- ☐ NEMS Coordinated RideShare (i.e. Lyft, Uber) (*SCRIPT-SEE LYFT BROCHURE*)
- ☐ NEMS Sponsored Taxi Vouchers
- ☐ Book Rides From My Phone (*Script: Similar to Lyft/Uber, however you are able to make the appointments yourself through your phone, texts, or app.*)

CLOSING:

Thank you so much for taking time to answer our call and answer our questions. We greatly appreciate your valuable input so we can improve our services.

Give Gift