Scenario 4 E: Reducing Barriers, Improving

Emilio

April
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Emilio is 43 years old and has regular appointments at the county clinic and other medical facilities. Because he doesn't have a car and uses a wheelchair, he usually arranges a ride through Metro Mobility—a shared ride public transportation service for certified riders who are unable to use regular fixed-route buses due to a disability or health condition—or he contacts the county to arrange a ride for him through one of their contracted providers. These services work but they require him to schedule a day in advance. Because of scheduling constraints, the entire trip includes a lot of time waiting for the ride. It is not uncommon to miss appointments if he doesn't plan ahead, and even then "appointment days" means he can't do much else that day. When he was more mobile, he used to take the bus - but with at least one transfer in each direction, this too was a hassle and took a lot of time. From the county perspective, providing these trips are a critically important part of providing health services – but the trips are very expensive and the costs are increasing every year.

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Emilio uses a device reminiscent of the smart phones of the past to order an automated shuttle just when he needs it for both the trip to and from the clinic (similar to ordering an Uber/Lyft vehicle today). If he needs an attendant in the vehicle to help him, he can indicate that in his order (at a higher price). Because he qualifies for the county's medical transportation program, this trip is billed to the county through the app. Compared to today, the trip is more convenient and more efficient while still providing him the personal safety and security he needs to feel comfortable making the trip. If demand is high, the trip may be shared with others but the advanced routing algorithm keeps it efficient. While he misses talking to the driver, he has gotten used to the conversation with the AI Attendant he interacts with while on board. When he needs a prescription, he can choose to use the shuttle or just have it delivered by one of the low-cost automated delivery services. For the county, this new service has greatly reduced costs (fewer drivers and more efficient routing), greatly reduced people missing appointments for transportation reasons, and improved overall patient outcomes as a result.