# Clinician Follow Up Reference for Supportive Care

Practical Concerns –

"YES" Issues with transportation to/from treatment

Start With
Asking the patient the below

Is the reason for this issue any of the following:

- financial difficulty
- physicalfunction issue
- no means of transportation (e.g., having no car)

Approach

#### Financial issues:

 Smaller grants may be available through small private foundations, municipalities, senior service organizations, hospital foundations and others.

### Physical function issue:

- Clarify to what extent (e.g. us es ambulation device, cannot step into regular vehicle)
- Document all responses and include in medical record and/or referral if referring to another medical professional
- Need of handicapaccessible vehicle, wheel chair van/mobility van?

## No means of transportation:

- Discover what is available to the patient and assist with planning if possible, including non-emergency medical transportation assistance through patient's insurance (ifapplicable).
- Share patient vouchers for gas, taxis or other trans portation assistance that may be available.

Do you have friends or family in the community or affiliated with a local spiritual/faith or other community?

Encourage patient to share these concerns with family, friends, community groups or faith community as a possible way to seek support and if appropriate. Most people want to help but may not know how.

Have a discussion/share relative options.

**Next Step** 

Share Patient Links and Handouts as appropriate.

Journey Connections has specific transportation category with many resources available.

Refer to a social worker, patient advocate, patient navigator, or nurse if no social worker is available for further guidance (such as assistance with registering for PACE) and additional support for any of the reasons.

Refer to Physical Therapy if appropriate Discuss same day if possible or within 24 hours if there is no

tentative

plan and

**Timing** 

interfering with care.

Routine - within 1

weekifnot

interfering

with care.

Notes

Depending upon the patient's age, government provided financial aid for transportation may be available (e.g., National Aging and Disability Transportation Center). Many not-for-profits specialize in specific age or veteran related assistance. Available assistance with transportation may be directly related to where patient lives. For example, municipalities may have a transportation service or public transportation may be readily available. Medicaid's non-emergency transportation services may be eligible for rides to doctor's appointments for Medicaid-approved care. Rides in your area may be offered by taxi, car, van, or a form of public transportation. Call your Medicaid caseworker for more information and to find out if you are eligible. Assist with registering for PACE if needed. ACS may provide PACE Vouchers and Ventra cards. Insurance based transportation options exist, i.e. First transit. Private pay options are available for those who can afford it in terms of paratransit, taxi or public transportation.

## **Patient Links and Handouts:**

- American Cancer Society. Road to Recovery
- <u>LiveStrong</u>, <u>Transportation and Other Cancer Support Services</u>
- Livestrong, Cancer Navigation
- Chicago Transit Authority
- Regional Transportation Authority
- US Department of Labor. Family and Medical Leave Act (FLMA)

CSOC Patient Handout can be accessed at: http://cancer-help.me/transportation

- City of Chicago Senior Transportation Programs
- Susan Lang Pay-it-forward Patient Travel Assistance Program
- Let Medicaid Give You a Ride

### **Pay Transportation**

- First Transit (private insurance may cover cost)
- Paratransit, taxi, Uber, Lyft, CTA, etc

