PHT and QRyde:

Penn Highlands Access to Transportation Program

Who?

Patients of Penn Highlands Healthcare along with residents of North Central Pennsylvania

Where?

Elk, Jefferson & Clearfield in Rural PA. Expanded to 13 counties and 8,250 sq. mi

When?

Pilot period: Jan 2020- Jun 2021 self-sustaining beyond pilot

What?

Providing equitable low-cost & accessible transportation for Penn Highlands Healthcare patients.

Overview

Penn Highlands Healthcare along with the North Central Pennsylvania Regional Planning and Development Commission (North Central) selected QRyde to conduct a pilot program to provide on-demand transportation services in rural PA and to determine if access and affordability were barriers to reliable medical transportation services in the region.

Average 625 trips/month provided

(despite COVID restrictions) using technology, marketing and partnerships with 3rd party transportation companies

Reduced the cancellations by about 6% Compared to the previous year

Challenges

- The existing public transit service is inadequate and inaccessible for medical transportation and leaves a significant population behind without access to affordable transportation
- Patients living in areas of poverty who do not qualify for government subsidized transportation cannot afford to pay on an average $45 / trip for a medical ride
- The average medical trip is 20 miles long in rural PA and there are limited resources to coordinate affordable transportation options

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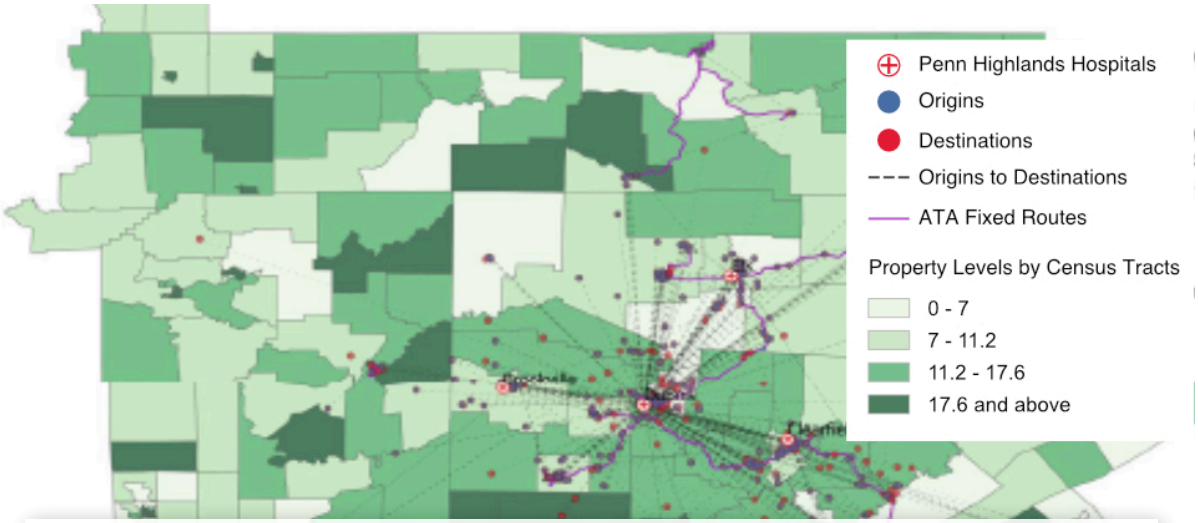
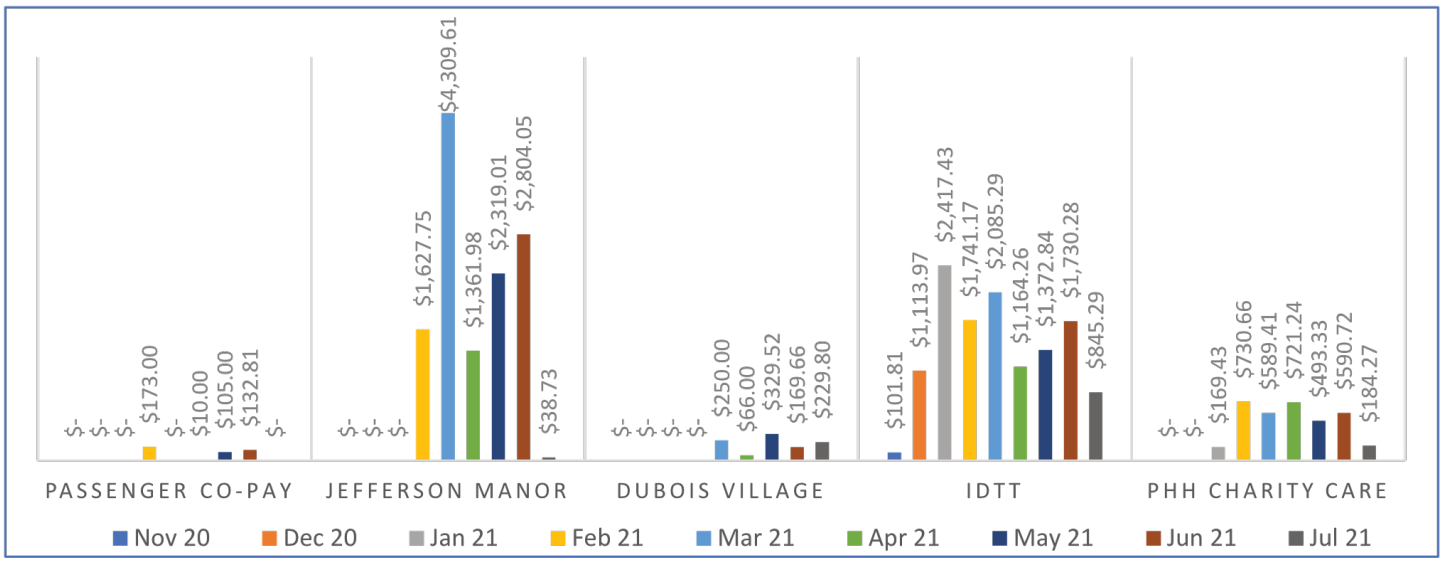
The QRyde Solution

HBSS implemented a turnkey community based transportation solution with a fund management capability to provide rides for medical appointments to seniors, veterans, cancer patients and other transportation disadvantaged population in the region. Rides could be booked through a CallCenter, a web portal and a mobile app that could be utilized for booking on-demand rides by patients and facilities in the region



Transportation demand (from Nov 2020-Jun 2020) for patients that do not qualify for subsidized transportation was provided using hospital vans, 3rd party private providers and transportation network companies such as Lyft. The demand does not overlap the public bus routes and serves regions of high poverty.



Transportation Assistance provided by institutions during the pilot period and beyond

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