



Increasing Access to Care with Additional Transportation Appointments

IHCRC has provided patient transportation for clinic appointments for over 20 years. Expanding this service was essential for increasing access to care for our patients. Our Scheduling Lead saw the need for additional clinic transportation appointments.

To meet the increasing demand, it was agreed to change the work schedule for our two van drivers, moving from a standard 8-hour day to 4 10-hour days. This schedule allowed for additional appointments early in the morning and later in the afternoon.

Our goal was to schedule at least 25 additional transportation appointments per month by October 2023. This would provide better customer service for our patients, which is an important part of the IHCRC mission, vision, and values.

Comparing the same two months in the fall of 2022 and the fall of 2023, we were able to schedule an additional 28 patients each month. This helped increase access to care for our patients.

