

# Transportation Access Script

## For Health and Social Service Providers

*This script is to be used after scheduling an appointment with a client, or at any other time that is useful (feel free to modify as appropriate).*

**Service Provider:** “We’ve found that getting transportation here can be a challenge for people, and we have some resources that can help. **Could transportation be a challenge for you?”**

**OR:** “**Could transportation getting to your appointment be a challenge for you?**”

*If client answers “yes”*

*If client answers “no”*

**Service Provider:** “I have some phone numbers you can call to connect with transportation providers. For example, \_\_\_\_\_ is a good resource in our region [refer to brochure]. Can I give you their phone number?”

**Service Provider:** “Great, we’ll see you at your appointment. If you do find that transportation is a challenge, please feel free to call us back.”

*If client answers “yes”*

*If client answers “no”*

**Service Provider:** “Great! The number for \_\_\_\_\_ is: \_\_\_\_\_. If they don’t meet your needs, they’ll be able to help direct you to other transportation services.”

“It is a good idea to call them as soon as possible, because some transportation providers require advance notice, and many can better meet your needs with more notice.”

“Would you like any other information?”

**Service Provider:** “Alright, well if you’re still having trouble getting transportation to your next appointment, please call us back and we can connect you with transportation services that can help you get here. Or you can visit this website \_\_\_\_\_ for more information about transportation opportunities.”

[give website that has transportation brochure listed: either your website, or www.wc-oc.org, or www.healthyacadia.org.]

*If client answers “yes”*

*If client answers “no”*

**Service Provider:** [Refer to the **transportation brochure** to answer any questions/provide more information. If there are any questions you can’t answer, feel free to call either of the contact people listed below.]

**Service Provider:** “Great. And feel free to call us back if you still have trouble finding transportation for your appointment.”

**For more information or for questions, contact:**

Elsie at Healthy Acadia - 207-288-5331, [elsie@healthyacadia.org](mailto:elsie@healthyacadia.org)

Angela at Washington County: One Community - 207-255-3741, [afochesato@wc-oc.org](mailto:afochesato@wc-oc.org)



Committed to improving the quality of life for Washington County citizens

ORGANIZATION: \_\_\_\_\_

**THANK YOU for your help in tracking the transportation information you give to your clients. This significantly improves the ability to understand the positive impact you are having on improving access to care and reducing missed appointments.**

1. **Please enter a tally mark in the left column** for each time you ask a client about transportation needs.
2. **Please enter a tally mark in the right column** for each time you give transportation service contact information to a client (only one tally mark per client, even if you give them more than one number.)

Dates of tracking referrals: From \_\_\_\_\_ to \_\_\_\_\_  
(e.g.: *From April 15, 2013 - June 15, 2013*)

*If you are able to collect this data for at least 2-3 months, that would very helpful.*

	<b>Number of times you ask about clients' transportation needs</b>	<b>Number of times you give transportation contact info. to clients</b>
Week 1 _____		
Week 2 _____		
Week 3 _____		
Week 4 _____		
Week 5 _____		
Week 6 _____		
Week 7 _____		
Week 8 _____		
Week 9 _____		
Week 10 _____		
Week 11 _____		
Week 12 _____		
Add'l _____		

**To return this document, to give feedback, or for questions, contact:**

Elsie at Healthy Acadia - 207-288-5331, [elsie@healthyacadia.org](mailto:elsie@healthyacadia.org)

Angela at Washington County: One Community - 207-255-3741, [afochesato@wc-oc.org](mailto:afochesato@wc-oc.org)