Patient Use of Hitch Health/Patient Flow
West County Health Centers
Healthcare for the Homeless Clinic
Request on Demand Rides

**Partnership Health Plan**
MDM Transportation

*Number of patients with upcoming appointments who meet criteria for PHP MDM Transportation (N=14)*

**Hitch Health**

*Number of patients from Step B who met the criteria for the Lyft ride on demand service (N=13)*

**Monte Rio Taxi Service**

*Number of patients from Step D who met the criteria for the Monte Rio Taxi Service (N=5)*

**STEP A**

- Partnership Health Plan MDM Transportation

**STEP B**

- Number of patients from Step A who:
  - Had a PHP MDM ride show up (N=1) (7%)
  - Had a PHP MDM driver cancelled ride (N=13) (93%)
  - Patient cancelled ride (N=0) (0%)

**STEP C**

*Number of patients from Step B who met the criteria for the Lyft ride on demand service (N=13)*

**STEP D**

- Number of patients from Step C who:
  - Show up for ride (N=8) (62%)
  - Driver cancelled ride (N=5) (38%)
  - Patient cancelled ride (N=0) (0%)

**STEP E**

*Number of patients from Step E who:
  - Show up for ride (N=5) (100%)
  - Driver cancelled ride (N=0) (0%)
  - Patient cancelled ride (N=0) (0%)*