Patient Use of Hitch Health/Patient Flow
West County Health Centers
SCHEDULED RIDES
September 5, 2018 - November 28, 2018

**Gravenstein Community Health Center**

Number of patients with upcoming appointments who meet criteria for Lyft ride
(N = 1,893)

Number of patients from Step A who accept ride invitation
(N = 50) (3%)

Number of patients from Step B who:
- showed up using ride service
  (N = 34) (68%)
- driver cancelled ride
  (N = 4) (8%)
- patient cancelled ride
  (N = 12) (24%)

**Russian River Health Center**

Number of patients with upcoming appointments who meet criteria for Lyft ride
(N = 203)

Number of patients from Step A who accept ride invitation
(N = 6) (3%)

Number of patients from Step B who:
- showed up using ride service
  (N = 1) (17%)
- driver cancelled ride
  (N = 3) (50%)
- patient cancelled ride
  (N = 2) (33%)

**TOTAL**

Total number of patients with upcoming appointments who meet criteria for Lyft ride
(N = 2,096)

Number of patients from Step A who accept ride invitation
(N = 56) (3%)

Total number of patients from Step B who:
- showed up using ride service
  (N = 35) (62%)
- driver cancelled ride
  (N = 7) (13%)
- patient cancelled ride
  (N = 14) (25%)

Number of patients from Step C who receive return trip home
(N = 0) (0%)

Total number of patients from Step C who receive return trip home
(N = 29) (83%)