

How Alameda Health System fixed their patient throughput problem with transportation



3 Acute Care Hospitals | 3 Skilled Nursing Facilities
7 Primary and Specialty Care Clinics | 1 Psychiatric Hospital



It's imperative to offer transportation to patients as they would otherwise not come in for their care. Transportation can be a huge barrier to access.



Monica Chadwick
Panel Manager
K-6 Adult Medicine

The Situation

Alameda Health System was experiencing inconsistent and ineffective medical and non-medical transportation, creating barriers to care, delaying patient flow, and impacting health outcomes.

They employed a complex collection of independent transportation providers that made it difficult for individuals on the frontlines to access the right type of transportation, for the right patient, and the right time.

The Solution

Partnering with RoyalCare, AHS deployed a single point of contact workflow, fostering a streamlined healthcare transportation solution that addressed a variety of patient flow and access issues.

The Results

200K

Bed hours saved.

Translating to \$11.1M reduction in operational costs per year.

75%

Reduction in clinic no shows.

“There are now some days where we have 100% clinic utilization.”

- Monica Chadwick

68%

Reduction in the cost of the traditional taxi voucher program.

Rideshare integration enabled enhanced tracking and monitoring.



Total Healthcare Transportation Solution
www.royalcareconnect.com P: 877 995-6161

Headquarters
San Leandro
California 94577

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