SERCCOT Medical Forum Discussion Questions
November 2014

1) <u>Scenario</u> – Ms. A lives in an emergency shelter with her 2 young children. Both children need to get a primary care physicians and one of the children is asthmatic and needs care by a specialized physician. The closest bus stop is 1.5 miles away from the shelter. The walk is on a state route which has a high volume/speed vehicle traffic, no sidewalk and very little shoulder. Ms. A does not know how to get the children to the doctor's office.

   <u>Group Question</u> – How can available medical facilities' transportation resources be communicated to the seniors, people with disabilities and homeless families?

2) <u>Scenario</u> – Mr. G is 85 and has diabetes and has had a couple of joint replacement surgeries. Regularly he must test his sugar, give himself insulin and eat properly to manage his diabetes. His mobility is delayed and his reaction time for a loss of balance if poor especially after siting for long periods of time. He got on his medical transpiration at 8:00am for a 9:30am appointment. He arrived at the medical facility at 9:00am, but the doctor was not able to see him until 10:00am. Once finished with his appointments, he discovers that he has missed his medical transportation back home because he was later than his scheduled pick up time. He is out of snack foods, does not have lunch and is particular achy and stiff because of all the sitting. It is now 11:00am.

   <u>Group Question</u> – Medical facilities and transportation providers both run on tight schedules. How can we help align these schedules for people who need a ride? How can we manage consumers' expectations with regard to wait times? How can we make waiting more comfortable?

3) <u>Scenario</u> – A private carrier funded by South Easter General Hospital, a VA transportation service and GATRA Dial A Ride are binging one person each from Rehoboth to the same outpatient facility for a morning appointment.

   <u>Group Question</u> – How can we collaborate or coordinate to use funds and/or vehicles more effectively and efficiently?