



# Bridging the Gap in Non-Emergency Medical and Other Essential Transportation Services



**TrustedRide**  
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# EXECUTIVE SUMMARY

TrustedRide-Certified developed the unique TRC Chaperone program to help bridge a critical gap in non-emergency medical and other essential transportation services. Working with local agencies, TRC screens, trains, certifies, outfits, and assists in the management of TRC Chaperones as the “responsible adult” and short-term companion for a patient to ensure safe travel - particularly for older individuals and adults with disabilities. TRC Chaperones assist with technology to arrange for a ride and eliminate the need for a driver to leave their vehicle to assist a passenger, making rideshare and other public and private transport accessible to a more diverse population. The program also maximizes the volume and efficiency of volunteer driver services while enhancing customer service. A parked car can't get anyone anywhere fast!

TRC obviates the need to find a family member, friend, or neighbor to provide a ride, or for any driver to leave their vehicle to cover the gap between curb-to-curb transport and door-to-door service. TRC Chaperones can be the “responsible adult” facilitating discharge from day procedures requiring anesthesia, reducing cancellations and streamlining scheduling and discharge planning. Fewer cancellations and hospital readmissions can yield significant savings and lead to better health outcomes for vulnerable individuals. TRC Chaperones can free up Case Managers by solving transportation problems.

TRC has been operational under ACL/AOA (HHS) Community Care Corps grants, in partnership with the Agency on Aging of South Central Connecticut with volunteer drivers, and with Ascension St. Agnes Hospital, Baltimore MD, utilizing Lyft. These partners have proven the value of TRC Virtual Chaperones during the pandemic, with enhanced services including vaccine appointment scheduling, reminder calls, transport and follow up calls. They will now be moving to provide general health care transportation assistance as TRC originally envisioned.

Staffed with professionals in healthcare, aging policy, and program management, TRC is ready to implement projects with healthcare systems, consistent with the model and components TRC has established, and will work with partners to secure funding. TRC can assist in meeting community transportation needs in the anticipated spike in post-pandemic deferred elective procedures.





# SERVE & Help Others

*When Javan Mangum answered his office phone, it was Ed Luvern, President and CEO of Ascension St. Agnes Hospital in Baltimore, Maryland, calling to thank Javan for a job well done after hearing from Ascension St. Agnes patient Carlos, a long term outpatient of the hospital.*

**It's been a heartbreaking year for Carlos, but with help from Ascension Saint Agnes Hospital, he's getting back to his own work helping others.**

Within seven months, during the pandemic, he required surgery to amputate a foot, needed the ongoing use of an oxygen tank and, while recuperating at a friend's home, learned his house had burned down. In making arrangements to get to the hospital Physical Therapy Clinic, he was referred to Ascension St. Agnes' "TrustedRide" program – funded through a Community Care Corps grant from the U.S. Department of Health and Human Services. Javan Mangum, Program Coordinator, and Mr. Thomas, TRC Chaperone, arranged Carlos' recurring transport via Lyft. Mr. Thomas (with PPE) got Carlos settled in his Lyft car to and from therapy, and lent a hand with his wheelchair, walker, and oxygen tank, removing one obstacle in Carlos' routine and bolstering his resolve to walk again -- something his doctors confirm would not have been possible without Javan and his fellow TRC Chaperones. "Javan Mangum and Mr. Thomas were so kind, courteous, and patient getting me back and forth to therapy each week," Carlos said. "They were always timely and professional. Some days I was trying to figure out how I was going to do this today, and by the grace of God, I had Javan and your therapy services to get me through this. I received an extra push and told myself I can make it." Carlos received calls from Mr. Thomas the day before and day of his appointment, and check up calls in the days after. Javan responds: "All of us want to serve and help our neighbors. It is what Ascension St. Agnes is about and it is what the team's work at TRC is all about. It is what makes us run as human beings."

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## TrustedRide-Certified's

unique Chaperone program helps bridge a critical gap in transportation to essential services

for vulnerable populations, with priority given to non-emergency medical transportation to address the fact that **“available”** does not necessarily mean **“accessible”** for rides/transit/transport to healthcare services, including COVID-19 vaccines.

”

*o many people can benefit from the additional help of transportation. It's an amazing, phenomenal program and I am so grateful and thankful.”*

*- Carlos*

40% of Older Adults and 38% of Younger Adults with Disabilities say: **Access and availability are the BIGGEST BARRIERS** to finding transportation alternatives

35% of Older Adults and 32% of Younger Adults with Disabilities say: **Transportation services are difficult to access;**

26% of Older Adults and 35% of Younger Adults with Disabilities say: **Friends and family aren't available to drive frequently.**

Only 7% of Older Adults reported they live in areas not serviced by rideshare services Uber or Lyft. **That means 93% live where service is available but difficult or impossible to access.**

NADTC Survey on Barriers to Using Transportation Options





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### Assessing the Community Needs

TRC works with our partner healthcare and community service providers to identify community needs, particularly among patients who, while ambulatory, may need or want a helping hand going to and from medical appointments and procedures. Too frequently, these appointments need to be rescheduled due to transportation obstacles. TRC Chaperones provide a safe and secure option to the requirement for “discharge to the company of a responsible adult” mandated by public and private payers.

### Assuring TRC Chaperone Suitability

TRC facilitates background and criminal history checks by a nationally-recognized partner as part of the onboarding process for TRC Chaperones. TRC’s Criminal History Checks comport with standards applicable to Federal national service volunteers. TRC Chaperone candidates can be adults of any age, ideally drawn from the community they seek to serve. Current TRC Chaperones include people of diverse ages, including seniors with a desire to help neighbors as well as nursing and medical students doing their practicum.

### Training from the Start

TRC’s online training modules and certification, developed in consultation with doctors and aging service professionals, are easily accessible to prospective TRC Chaperones. TRC training sensitizes TRC Chaperones to the needs of older individuals with compromised mobility and adults with disabilities. Local staff who oversee TRC Chaperones at our partner agencies receive an immediate notification when a prospective TRC Chaperone from their program successfully completes training, and the TRC Chaperone receives a Certificate of Completion.

### Outfitting TRC Chaperones

TRC provides uniforms to each TRC Chaperone with the insignia of the local program sponsor and TRC, allowing patients and providers to easily identify TRC Chaperones. The uniform is an important component for reassuring an inbound client or recognize a mobile companion in a hospital or clinic and is designed for scannable identification badges for security purposes.





### **Scheduling System**

TRC provides TrustedRide Scheduler software tailored to local agency needs, developed with an experienced national company and tested with our partners. This customized system is designed specifically to maximize local TRC staff time to ensure their ability to focus on critical tasks. TRC's scheduling system allows TRC Chaperones to schedule their own TRC trips online; allows local TRC staff to send email through the system (for example, if an upcoming trip is 2 days away and still needs a TRC Chaperone. An alert can be sent to all available Chaperones in the system); tracks local data and statistics; and creates reports and graphics. Many of the traditional, time-consuming elements of program management are automated, which enables local TRC staff to dedicate time and attention to high-touch activities. The system facilitates on-demand accompanied service by vendors already in transit.

### **Connectivity and Sharing Best Practices**

TRC provides logistical support with regularly scheduled video calls with TRC Coordinators experienced in volunteer management, national service, transportation and caregiving programming. TRC facilitates the sharing of successful techniques and solutions aggregated from multiple sites around the country.

### **Accountability and Communication**

Local programs receive support from TRC technical writers to communicate to clients, TRC Chaperones and the community through social, print and broadcast media. TRC assists in aggregating statistical data to facilitate reporting and evaluation.

### **Saving Agency Staffing Costs**

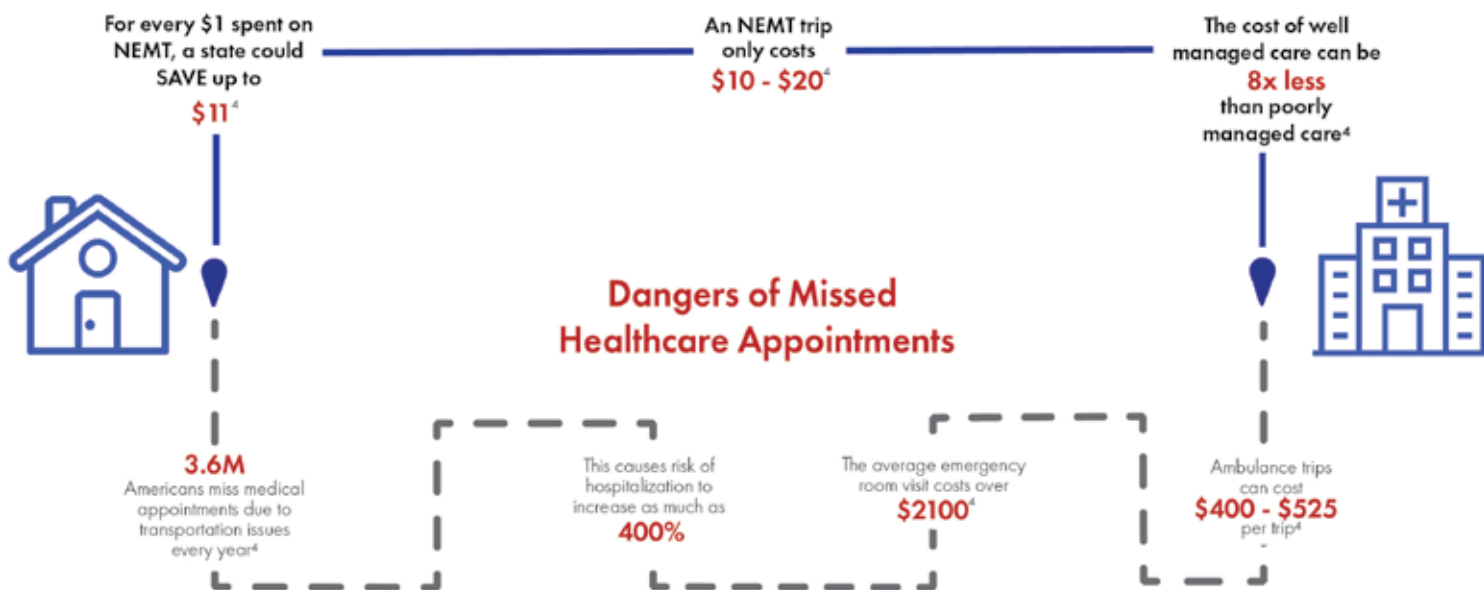
TRC Coordinator support saves local programs time, effort and staffing expense.

### **TRC Development**

TRC was the brainchild of Alan Lopatin, a Washington-based public policy nonprofit attorney whose mother had an incident with an unescorted ride to an appointment after knee-replacement surgery. She suffered a preventable injury and multiple otherwise unnecessary procedures and significant adverse outcomes. Plus, the incident resulted in tens of thousands of dollars in two year's full-time home and nursing home care." Alan wanted to find a cure to a longstanding problem, as he says: "When it comes to healthcare, **'available'** does not necessarily mean **'accessible'**."



## The Solution: Non-Emergency Medical Transportation



4. American Hospital Association, "Transportation for Health Care: A National Agenda for Action," 2014. 5. American Hospital Association, "Transportation for Health Care: A National Agenda for Action," 2014. 6. American Hospital Association, "Transportation for Health Care: A National Agenda for Action," 2014. 7. American Hospital Association, "Transportation for Health Care: A National Agenda for Action," 2014. 8. American Hospital Association, "Transportation for Health Care: A National Agenda for Action," 2014. 9. American Hospital Association, "Transportation for Health Care: A National Agenda for Action," 2014. 10. American Hospital Association, "Transportation for Health Care: A National Agenda for Action," 2014.

**T**rusteRide-Certified has been a lifeline for patients at Ascension St. Agnes Hospital Clinics, leading to fewer missed appointments and better health outcomes for our patients. The service has been indispensable in getting our neighbors in the community to and from various specialty clinic appointments. The TRC team partnership with Ascension St. Agnes has been key to enhancing our overall delivery of quality patient care.”

Olivia Farrow,  
Community Development & Engagement Director,  
Saint Agnes Health Institute



**Ascension  
Saint Agnes**



“**T**he Agency on Aging of South Central CT is pleased to be working with our partner organization, Interfaith Volunteer Caregivers, to provide the Vaccine Buddies program. **Through the program**, the AOASCC is connecting seniors with volunteers of all ages to help schedule vaccine appointments, ensure transportation arrangements are set, place reminder calls about the second shot and provide information and support to the seniors designed to reduce anxiety about getting the vaccine. We are thankful for the support we’ve received from Rep. Rosa DeLauro’s office in securing funding for this project and the flexibility provided by CCC in transitioning our planned **Trusted Ride Chaperone** program into a COVID -19 response.”

Beverly Kidder,  
Vice President,  
Agency on Aging of South Central Connecticut



*In one year*

**3.6 MILLION**  
**MISSED** doctor's appointments  
*at a cost of* **\$150 billion**  
to the United States healthcare system.

Ascension Health President and CEO Anthony R. Tersigni, says that *by partnering with rideshare services in "furthering Ascension's promise to deliver Healthcare That Leaves No One Behind," Ascension "can offer our patients a convenient, reliable and affordable form of transportation."*

[ascension.org/news/](https://ascension.org/news/)

**With TRC Chaperones that service can be fully accessible.**



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