roundtrip
SOFTWARE PLATFORM

Streamlining transportation for better patient care

Manual processes for booking patient rides are often inefficient and cumbersome, resulting in delays due to data entry errors, miscommunications, and disjointed workflows. These delays can lead to slower patient discharges, missed appointments, strain on staff, and lost revenue for health systems. It's time for a smarter, more streamlined approach to patient transportation.

Save time and money
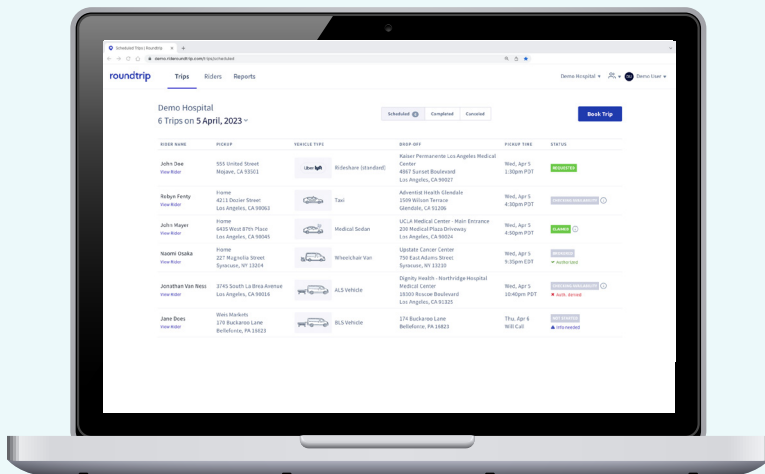Empower your staff to operate at the top of their license

Reduce no shows
Remove transportation as a barrier to care

Shorten length of stay
Reduce bottlenecks to optimize throughput

Roundtrip is a software platform aimed at helping healthcare systems streamline transportation for better patient care. Through its industry leading integrations and extensive network of non-emergency medical transportation (NEMT) providers, Roundtrip helps care coordinators seamlessly access a wide variety of vehicle types suitable for each patient's medical requirements. The platform makes patient booking easy, facilitating immediate time savings and operational improvements.

84%
reduction in call volume
St. Lukes University Health Network (PA)

15%
increase in patient satisfaction
Contra Costa Health Services (CA)

25%
reduction in appointment no shows
AtlantiCare (NJ)

Optimize your transportation workflow

- Integrate with a variety of existing systems including electronic health records (EHR) and computer-aided dispatch (CAD)

- Receive real-time notifications on the status of patient rides via text, email, secure chat, or through the Roundtrip platform

- Configure ride assignment process to honor relationships with existing transportation providers, while optimizing for timeliness

- Access powerful reports and metrics to track key performance indicators (KPIs) and identify potential issues in workflow

- Outsource authorizations, including Medicare, Medicaid, and private insurance, to avoid paying out of pocket for patient rides

- Match patients with the appropriate form of transportation including rideshare, medical sedan, wheelchair van, stretcher van, and ambulance

- Receive 24/7 support to help with technical issues or answer any general inquiries

"*My staff has been able to more efficiently get patients rides to and from their appointments, and Roundtrip has really been able to help with reducing our no-show rate. ..[when] patients are coming in ...Monday through Friday for treatment [it] can be really wearing on people ... making sure that our patients are here and here on time without altering the schedule of patients for the day is really beneficial to our staff as well.*"

- Becky Cammy, Social Work Supervisor, Sidney Kimmel Cancer Center

American Cancer Society®

CONTRA COSTA HEALTH SERVICES

UH University Hospitals

St Luke's UNIVERSITY HEALTH NETWORK

J Jefferson Thomas Jefferson University HOME OF SIDNEY KIMMEL MEDICAL COLLEGE

AtlantiCare

Tufts Medical Center Cancer Center

MD Anderson Cooper ~~Cancer~~ Center Making Cancer History®

AICPA SOC aicpa.org/soc Formerly SAS 70 Reports

Roundtrip is both SOC 2 Type II and HIPAA Compliant
We know that security and reliability are of utmost importance, and we have a demonstrated commitment to maintaining and continuously improving a rigorous security program.