

## How Jefferson Health Achieved a 32X Return on Investment Through Roundtrip's Patient Transportation Solution

### Overview

Jefferson Health is a world-renowned health system serving the greater Philadelphia area.

- Network of 18 hospitals and physician practices
- Ranked among the best hospitals in nation
- Leader in oncology research
- 908 licensed acute care beds

### Challenges



#### Transportation Barriers

Disadvantaged populations were unable to access transportation, especially to undergo repeat treatments such as chemotherapy.



#### Workflow Inefficiencies

Manual methods for booking patient transportation, including phone calls to taxis, resulted in inefficient pickups and added spending.

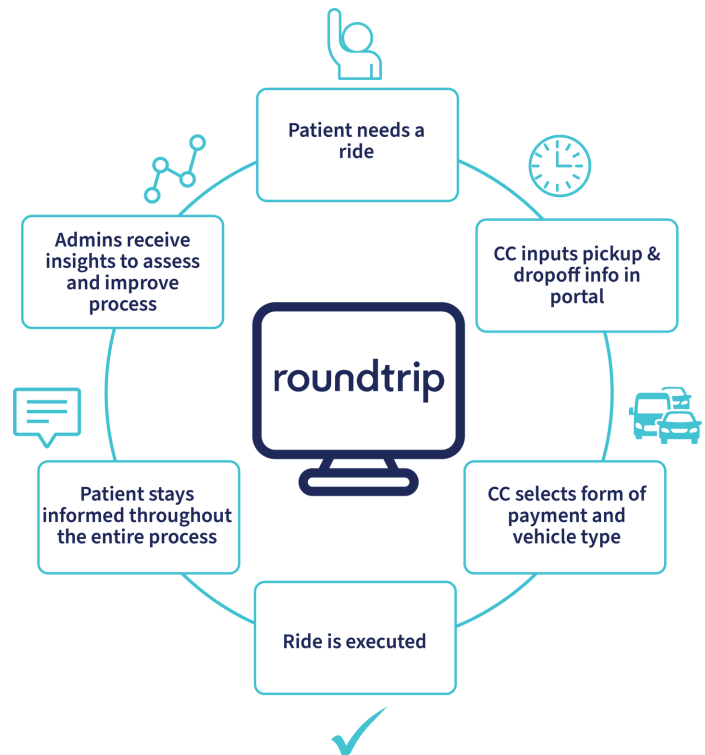


#### Lack of Reporting

Lacked the ability to track which grants were utilized for which transportation expenditure.

### Solution

Jefferson Health implemented Roundtrip's software solution in January 2018, allowing the organization to improve the efficiency and effectiveness of its transportation program. Now, care coordinators can manage all transportation-related functions through Roundtrip's care coordinator portal and book a ride in under three minutes.



### Impact

By streamlining the patient transportation process, Jefferson Health has improved efficiency, reduced no-show rates, and achieved a clear ROI.



**14%**

decrease in no shows



**32x**

return on investment



**3 min**

average booking time

Read the full-length story at [roundtriphealth.com/customer-stories/jefferson-health](https://roundtriphealth.com/customer-stories/jefferson-health)