

Patient Transportation Barriers and Solutions at JayDoc Free Clinic

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Introduction. JayDoc Free Clinic serves patients in Kansas City that experience difficulties with access to care. This study evaluated transportation barriers for patients at JayDoc via a survey. The goal of the study was to understand transportation difficulties for JayDoc patients and to obtain data to use for grant applications to fund transportation programs.

Methods. A prospective, cross-sectional study was used. Surveys were given to patients that presented to JayDoc clinic on “general medicine nights”. The front desk distributed the survey, which asked Likert scale, categorical “yes” or “no”, and transportation services questions.

Results. 230 patients completed the survey. Approximately 26.4% of patients had delayed medical care in the past year because they didn’t have transportation. Around 15.2% answered that they delayed coming to JayDoc due to transportation difficulties, and 16% said they knew people that couldn’t come to JayDoc due to transportation difficulties. Approximately 44.5% stated that it was occasionally a problem, sometimes a problem, or a major problem finding transportation. The cost of transportation was also an issue, with around 45.2% answering that it was at least occasionally an issue. Around 43.1% answered they would use a ride service that could offer pickup and drop-off services at the clinic and their home.

Conclusions. Transportation barriers are preventing patients from receiving care at JayDoc, a safety-net clinic for underserved patients. Improving JayDoc transportation resources will relieve financial burdens on the health care system via preventative health care and improve patient health by eliminating barriers to care.