

# Transportation Resources How-To Guide

## Addressing Transportation Barriers

Asking patients how they arrived and how they will get home may not seem crucial once they have reached your care setting. However, transportation barriers do exist, and addressing them can help reduce stigma or judgment, especially in Medicare and Medicaid populations. It's important to let patients know that help is available.

Use these transportation talking points and customize the poster/flyer linked below with appropriate contact information for your state and care setting.

### Talking Points

The following are conversation starters you can ask your patients about their transportation needs. Many insurance providers often include transportation coverage as part of their benefits.

- **Did you have a hard time getting here today?**
- **How did you get here today?**
- **Do you have a plan for getting home today?**
- **How will you make it to your follow-up appointment?**
- **Do you need help scheduling a ride?**
- **Can I assist you with any transportation needs?**

### Transportation Assistance Poster/Flyer

[Download this customizable example poster/flyer](#) in Microsoft Word format to help communicate transportation options to your patients.

#### Customization Options

- **Branding:** There is space at the top right-hand corner of the poster for your organization's logo/name.
- **Contact Information:** Use the space at the bottom for additional information or a possible QR code linking to specific transportation resources in your area.

Transportation Assistance Posters/Flyers can be displayed in waiting rooms or included in electronic communications. See these [tips on making Microsoft Word documents accessible](#) to people with disabilities.

