



STEPHANIE

Age: 55 years | Rider

Hometown: Oakland, California

Stephanie uses a taxi service, but would often forget to request a specific location and would find herself with an elevated heart rate from walking a long distance.

Although Stephanie is content with the taxi service, there were times where she was worried for her safety due to how drivers drove.

Stephanie wishes all patients knew how to access transportation services through their health plan.

QUOTE

"One time they didn't provide a ride, I missed my appointment... I just hope they [the cab company] get better with the communication because I could have had a dialysis appointment."

As a person living with a disability, Stephanie has been balancing her medical and transportation needs. She relies on a taxi service, which is subsidized and coordinated through Alameda Alliance, a health plan for people with Medi-Cal. Medi-Cal is California's Medicaid program.

While she is grateful that rides are relatively easy to request, Stephanie has to put in extra time to coordinate her appointment schedules. Additionally, she has to arrange a pick-up date in advance and estimate a return time, which leads to long waits. These delays make even the simplest of appointments require several hours of planning and lots of waiting for her rides.