Upgrading medical transit for automated operations and improved customer experience

NEMT | Case Study

Summary

The government's in-house healthcare transit service catering to a larger community of disabled and elderly individuals wanted a way out of obsolete methods in order to address the altering market demands. Manual NEMT management posed the following problems for the government.

Challenges

- Inability to quickly meet the transit needs of disabled patients
- Manual reservation management was both inaccurate and time-consuming
- Difficulty in managing patient amenities for shuttle transit
- Lack of proper communication channel for the industry stakeholders

About the Company

With a mission to provide safe, timely medical transportation for its disabled and elderly, the government organizes non-emergency transits across the country. The initiative focuses on increasing the availability of transit facilities, minimizing missed medical appointments and improving the health standards of its citizens.

Industry: Healthcare

Company Type: Government

Solution: NEMT Dispatch

"Our biggest challenge was handling the varying transport requirements of our citizens with special needs using manual methods. MoveX put an end to the problem by automating our business with a customized digital solution."

Solutions

Based on the client objectives, we built a tailor-made digital solution to cater to the unique transit needs of government operations.
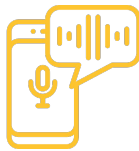
Trip-based Vehicle Suggestion

Bulk Bookings

Powerful Dispatch Module

Real-time Tracking & Alerts

Voice Booking

Patient Management

With our digital solution, the government-based NEMT wing could simplify ride booking for differently-abled and elderly and healthcare service providers who are seeking a timely and comfortable transit for their patients.

Additionally, the government's designated NEMT provider could also handle vehicle dispatch seamlessly through automation and keep track of their vehicles and resources, all in real-time with GPS tracking technology incorporated into the platform.

Key Benefits

Seamless ride booking
Addressed patients' special needs while allowing voice-based ride booking.

Automated trip management
Automated vehicle dispatch for on-time pickup or drop at healthcare centers.

Better shuttle planning
Offered multiple stop rides for patients with a common pickup or drop-off point.

Integrated healthcare support
Brought stakeholders on a unified platform to improve transparency.

Results

With MoveX, the government automated its transit operations to meet the special needs of the patients quickly and improve operational efficiency while streamlining its processes to minimize overhead costs.

17% Increase in operational efficiency with automation

5% Decrease in overhead expenses