

THE (TRUE) PATIENT JOURNEY

PATIENT PAIN POINTS

APPOINTMENT SCHEDULING:

The clock starts ticking now. Patients and caregivers plan and strategize travel plans to their appointment. Planning and preparation is a major undertaking.



LOGISTICS & RESPONSIBILITIES:

Patients and caregivers must determine how long they'll be away and whether they can take off from work. Additionally, will they have the right insurance coverage for health and travel?

FLIGHT ARRANGEMENTS:

If the patient and caregiver choose to fly to their appointment, they must navigate security—sometimes with medical equipment and kids who need extra assistance—even before they board.

PAYMENTS:

Patients and caregivers must contend with medical bills, taking time off from work (paid or perhaps not), and paying for travel expenses. When finances are stretched thin, making payments can be a heavy burden.

VISAS:

Managing bureaucracy can be stressful at the best of times, and it's easy to unknowingly misstep. If their travel requires visas, the forms and documentation often force the patient or caregiver to repeatedly input sensitive data about their situation that they'd rather not be reminded of.

PARKING:

Finding parking in normal circumstances can be frustrating. But it becomes much more complicated when factoring in wheelchairs, medical equipment, large accessibility vehicles, and unknown parking lots and garages.

ACCESSIBLE LODGING:

What passes for "accessible" often turns out to be less than convenient or even desirable—especially when patients are missing the comforts of home.

ELEVATORS:

Patients and caregivers wonder if they'll be able to get in and out with a wheelchair, how quickly it will arrive—and in the case of pediatric patients, whether they'll make it that long without a meltdown.

WAITING ROOM:

The journey isn't over yet. Even if a patient has a standing appointment, plenty of others may be waiting for similar reasons. (Not to mention paperwork and insurance info that needs updating.)

MENTAL AND EMOTIONAL TOLL:

From the moment an appointment is scheduled until the patient and caregiver are back home, anxiety is constantly building. Accumulating stress along the way impacts everyone involved.

SCOUT'S PATIENT LIAISONS GUIDE THE PATIENT JOURNEY EVERY STEP OF THE WAY. WITH SCOUT CLINICAL SERVICES FOR TRAVEL, LODGING, AND MORE,
SCOUT MAKES IT EASIER.