Connecting members to better health
Driver Training - The Human Connection

You will be engaging directly with members and in some cases, members who are elderly, have mobility restrictions and/or chronic medical conditions. These members can be very sensitive and are influenced significantly by the interaction and services of the transportation provider.

We touch our members in a unique and personal way

By the end of this training, you will better understand the special circumstances and conditions of the members you are servicing.
What a member looks like

- Typical profile: 77 year old female, frail, multiple conditions requiring transportation to appointments – may have caretaker accompanying

- Common ailments and concerns: arthritis, overweight, compromised sight, hard of hearing, difficulty walking/moving, possibly easily confused with new experiences
C.L.E.A.R.

Connect
Recommendations for greeting and treating members in a special way

Listen
Techniques for making members feel as if you are paying attention

Explain
Strategies for member understanding what’s going to happen, and why

Ask
Patiently responding to questions

Re-connect
Techniques for ending the transport on a positive note
Connect
Recommendations for greeting and treating members in a special way

Step out of the car and signal the member.
If you want to exceed service expectations, escort the member to the vehicle and open the car door and/or offer to assist putting any equipment away appropriately.
Greet by first name.
Smile when you talk...it affects your tone.
Make the member the center of focus.
Make eye contact; Avoid being distracted
Be respectful. Apologize if there was a wait. Be aware of time.
In the vehicle, manage polite conversation as appropriate
Treat with respect i.e. open door, help with the equipment
Listen
Techniques for making members feel as if you are paying attention

**Prohibits:**

**Use active listening skills:**

Ask for understanding on what you’ve said to them.

Example: “Dropping you at the front door?” “No, X-Ray is around the back.”

Answer questions the member might have.

Example:

- “How long will it take to get there?”
- “What route are you taking?”

Summarize what the member says before moving on.

Example: “Yes, Mrs. Jane, you are going to the Downey Care Center for a 1pm appointment, located at ….”

**Use simple words when responding**

- Example: Instead of ‘destination’ use ‘going to’
Best Practice and Special Situations

Transparent about destination

Assess current situation and offer assistance
i.e. “May I help you get into the car?” “May I put your cane in the back seat for you?”

Special assistance for certain conditions – again, ask if the member wants help and get permission to help.
i.e. “What help can I be to get you in the car comfortably?”
Always ask the member if there are any questions.

- Member may ask: “Will you be picking me up?”

  Driver response: “Possibly, however, it might be someone different”.

Ask the member if the temperature is comfortable in the car.

Are there other questions that current passengers ask? What’s your normal response?
Reconnect

Techniques for ending the transport on a positive note

- Reassurance of destination
- Tell member what you are doing
- Inform member about any road work/detour
- Reiterating member’s first name
- Exiting vehicle, open member’s door:
  - Wait to see if member walks safely into location
- End transport with “Hope your appointment goes/went well”
C.L.E.A.R.
Closing

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Questions
Thank You