# Nemours Childrens Health System Partners with RoundTrip

***The partnership aims to improve patient experience by providing a better option for on-demand, non-emergency patient transportation.***

Nemours Children's Health System (Nemours) and healthcare technology company RoundTrip today announced a partnership to provide patients at Nemours/Alfred I. duPont Hospital for Children in Wilmington, DE with a more efficient and pleasant way to get to and from the hospital. Nemours will use RoundTrip's web-based portal and mobile platform to coordinate non-emergency medical transportation services and connect patients with certified drivers in real time.

"Nemours puts our patients first in everything that we do," said Ed Woomer, Administrator for Patient and Family Services at duPont Hospital for Children. "We recognize that transportation can be a challenge for our patients and are excited to partner with RoundTrip to simplify this process and provide a better patient experience that extends beyond the duration of their hospital visit."

Using RoundTrip technology, care coordinators at duPont Hospital for Children can enter patient information, see estimated patient arrival and departure times, electronically book transportation requests and rate the transport experience. Care coordinators will have individual, customized access to the web portal and will also be able to rate each ride based on factors such as timeliness and cleanliness to ensure consistently high quality service.

"Transportation is an important step in the patient care experience, but it is also a step that has been ignored and inefficient for so long," said CEO and Founder of RoundTrip, Mark Switaj. "Our goal is to streamline the coordination of medical transportation, make it simple for both the facility and patient, and provide meaningful healthcare connectivity to improve outcomes. We are excited to bring on-demand and scheduled ride services to Nemours and improve non-emergency medical transportation for everyone involved."

Nemours and RoundTrip will begin rolling out the service this month and plan to expand the partnership in a phased approach over the next 12 months. RoundTrip has received interest from area medical transportation providers to partner and provide on-demand transportation services for ambulatory, wheelchair-bound and bed-bound patients. Additional providers of non-emergency medical transportation services will be added as needed to meet patient demand.

Healthcare technology company RoundTrip is disrupting the $13 billion medical transportation industry by providing on-demand medical transportation for hospitals, healthcare organizations, transportation managers, and health plans. RoundTrip's online care portal and on-demand ordering system connect patients and care coordinators with a network of non-emergency medical transportation providers to save time, reduce expenses and improve the quality of patient care. For details, visit www.rideroundtrip.com and follow us on Facebook and LinkedIn.

Nemours is an internationally recognized children's health system that owns and operates the Nemours/Alfred I. duPont Hospital for Children in Wilmington, Del., and Nemours Children's Hospital in Orlando, Fla., along with outpatient facilities in six states, delivering pediatric primary, specialty and urgent care. Nemours also powers the world's most-visited website for information on the health of children and teens, KidsHealth.org and offers on-demand, online video patient visits through Nemours CareConnect.

Established as The Nemours Foundation through the legacy and philanthropy of Alfred I. duPont, Nemours provides pediatric clinical care, research, education, advocacy, and prevention programs to families in the communities it serves.

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