

MOBILE MEDICAL UNIT

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Exceptional Care. Every Patient. Every Time.

Purpose-To improve access to care for non-urgent medical needs in vulnerable and underserved populations by meeting the patients where they are, thus improving health outcomes.

- Due to our rural location and the low-income population we serve, transportation to appointments is one of the greatest barriers to care for our patients.
- Inconsistent primary care follow-up is one of the leading causes for ED visits and hospital admissions.
- Eastern Shore Rural Health is actively collaborating with our local hospital, Riverside, to decrease ED visits and lower hospital readmission rates.



Implementation

- To start, we would implement the mobile medical unit for events we currently organize and/or participate in, such as immunization clinics and health fairs.
- Once we have completed these events, the after-event action summaries will be reviewed, and adjustments to procedures can be made. From there, we can expand our mobile medical unit services to patient home visits.



Mobile Medical Unit- Immunization Events

- Each year, Eastern Shore Rural Health partners with community employers to provide flu shots for their staff. This makes it convenient for people who have a hard time getting this completed during working hours and would otherwise not get it.
 - We have partnered with school districts, private schools, NASA, A&N Electric Company, and many others.
- In the past, we have also held COVID vaccine clinics for the general public.
- Having a mobile medical unit would greatly increase the ease of providing this service for both patients and staff.
 - Staff would be able to have all of the needed supplies in one location, which will alleviate the burden of transporting supplies in personal vehicles and having to take the supplies in and out of the location.
 - Having on-site refrigeration with the mobile medical unit will help ensure compliance with vaccine requirements regarding temperature regulation.
 - This will make vaccine clinics easier for companies and their staff since our staff would not need to occupy space in the building and there will be no confusion as to which room the staff need to report to.



Mobile Medical Unit- Home Visits

- Access to care due to limited transportation is one of the biggest reasons for patient non-compliance on the Eastern Shore.
 - The only transportation options at this time are personal vehicle, Medicaid transportation, Eastern Shore Community Services Board (with which we have a transportation agreement), and STAR transit (which only goes to centralized locations and there are issues with getting transportation to the bus stop).
- Having a mobile medical unit that is able to see patients where they are, will greatly increase patient care and patient compliance with treatment and medications. This will positively impact quality care measures, reduce ED visits, and reduce hospital readmissions.
- Patient's eligibility for a home visit with the mobile medical unit will be based upon the patient's medical, demographic, Social Determinants of Health concerns, and provider discretion.



ESRHS Policies and Procedures to aide in the quality and safety of the mobile medical unit:

- OP PRO 38- Off-Site Employee Safety
- OPG 01- General Safety Guidelines
- OP PRO 15- Medical/Dental Equipment Management
- C PRO 58- Decontamination Process for Patient Treatment Areas
- OP PRO 11- Safety Data Sheets
- EC PRO 83- Laboratory Quality Assurance
- EC PRO 72- Vaccine and Medication Storage
- ESRH Infection Control Policy
- ESRHS Community Health Mobile Medical Unit Procedure
- C POL 17- Care of Patients
- C POL 16- Assessment of Patients Policy
- EC PRO 51- Vital Signs: Vital Signs, Height/Weight, and Head Circumference
- EC POL 34- Standing Orders
- EC PRO 36- Medication and Immunization Administration- Oral, Intramuscular, Intradermal, Subcutaneous
- C POL 12- Treatment Consent
- Eastern Shore Rural Health Mobile Medical Unit Policy and Procedure
 - Still in development

