



**San Francisco
Department of Public Health**

DHRPSC0006148: Wheelchair Van

**Department Project Manager: Michele Lee, Director of Social Services (ZSFG)
Maria Antoc, Interim Director of Nursing (LHH)**

**DPH Division – Section: Zuckerberg San Francisco General Hospital & Laguna
Honda Hospital**

Civil Service Commission

May 4, 2026

PSC REQUEST OVERVIEW: WHEELCHAIR VAN

- **Scope of Services:** As needed wheelchair van transport service for wheelchair bound patients seeking or receiving medical care from the SF Health Network. Transportation will be for discharge to patient's home or to another facility, for medical appointments, radiation, dialysis or other medically necessary procedures. Transport service provider will be providing door to door services for patients traveling to their destinations.
- **Need of Services:** Patients at ZSFG and LHH benefit from access to medically necessary wheelchair van transport to ensure safe care transitions to facilitate care continuity and treatment adherence.
- **Service Delivery Locations:** Zuckerberg San Francisco General Hospital (ZSFG), Laguna Honda Hospital (LHH), DPH Community Clinics or DPH contracted service providers.
- **Service Delivery Timeline:** As needed service with expected service delivery within two hours of transport request; 7 day a week operation. Start Date Requested: July 1, 2026. Current contracts expire on 6/30/2026.
- **Clients to be Served:** Wheelchair bound patients at ZSFG and LHH need ready access to medically necessary wheelchair van transport to ensure safe care transitions to facilitate care continuity and treatment adherence. The absence of this service would create substantial hardship for patients, resulting in delayed care and an increased risk of poor health outcomes. Additionally, this would adversely impact patient flow at ZSFG and lead to waste of valuable clinical resources as a result of missed appointments.

WHY THIS PSC SUPPORTS DPH'S MISSION

- **Background and Service History:** Current contracts expire on 6/30/26. Demand has increased since Dec 2024, as SFHP transitioned to Modivcare, there have been increased in person appointments post COVID, and Laguna Honda became recertified which allowed for an increased census. Because Managed Medi-Cal patients have had great difficulty in accessing their Medi-Cal transportation benefit, including wheelchair van transport, providing these services are an equitable to response for all.
- **Why Contracting is the Right Tool for This Need:** Service need is as needed and requires quick turnaround time.
- **How This Supports DPH Programs:** Provides wheelchair bound patients with essential support that enables timely access to care. For many patients, reliable transportation is a key factor for ensuring equitable health outcomes.
- **PSC Amount:** \$3,605,377. Full amount is necessary to support the service volumes at ZSFG and LHH.
- **PSC Duration:** 60 months



THANK YOU

