

Ride-Share Journey Map

Customers: Carmen and Jorge are senior citizens living in Puerto Rico who are in need of a ride-share service so they can safely go to their eye-procedure and back to their home

Service: Triple S Advantage provides a ride-sharing service for all the people enrolled in one of their plans that can be used for any medical-related need.

Discovery

- Carmen and Jorge attend their yearly renewal meeting
- They are briefed on their benefits for the upcoming year and given paper copies of all the information discussed

Scheduling

- Carmen and Jorge remember their medical plan provides and covers such service
- They revise their papers received at their yearly meeting
- They opt to call the services office to schedule an appointment rather than schedule it online

Day Before

- Carmen and Jorge receive a call the day before their appointment to confirm the ride-share appointment, as well as share the phone number of their driver

Day Of

- Carmen and Jorge receive a call from their driver saying he is on his way to pick them up
- Driver arrives, picks them and drives them to the appointment
- After the appointment, they call the driver and are picked up and taken home