swift

whether you ride or drive with us

feel safe, feel secure, feel swift



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Problem Statement

The average ambulance ride ranges from $940 to $1,277, and you could still be paying a bill even if you don't get transported. In 2022, 2.5 million people refused evaluation and transport from an ambulance, as well as 1.2 million who were evaluated but required no treatment or transport.

With almost 1 in 4 Americans refusing medical care because they can't afford it, **the last thing they want to pay for is an unnecessary ambulance bill**.

FAIR Health (2023) A Window Into Utilization And Cost Of Ground Ambulance Services, Fairhealth. Available At: Https://S3.Amazonaws.Com/Media2.Fairhealth.Org/Brief/Asset/A%20Window%20into%20Utilization%20and%20Cost%20of%20Ground%20Ambulance%20Services%20-%20A%20FAIR%20Health%20Brief.Pdf (Accessed: 16 January 2024).

Lopes, L., Presiado, M. And Hamel, L. (2023) Americans' Challenges With Health Care Costs, KFF. Available At: Https://Www.Kff.Org/Health-Costs/Issue-Brief/Americans-Challenges-With-Health-Care-Costs/ (Accessed: 17 January 2024).

NEMSIS (2022) 2022 National EMS Report. Available At: Https://Nemsis.Org/Wp-Content/Uploads/2023/10/NEMSIS-End-Of-Year-Report-2023-10-16-23c.Pdf (Accessed: 15 January 2024).

Secondary Research

Conducted a competitor analysis and assimilated prior research pertinent to the problem space

GEORGIA MEDICAID

Zocdoc

UBER Health

Primary Research

Conducted interviews and a Survey to explore the problem space and validate our concept

Ambulance passengers

Qualitative Interview



EMS Professionals

Qualitative Interview



Survey

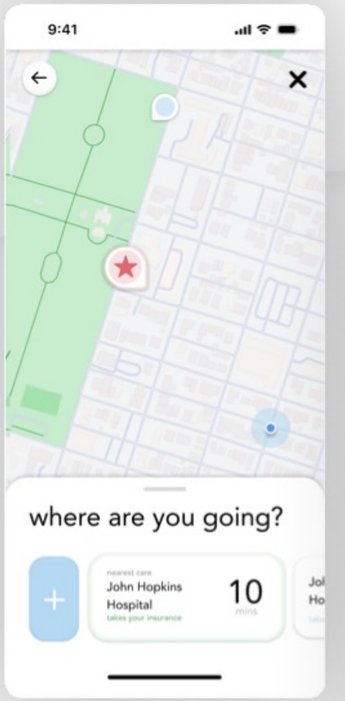
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Respondents

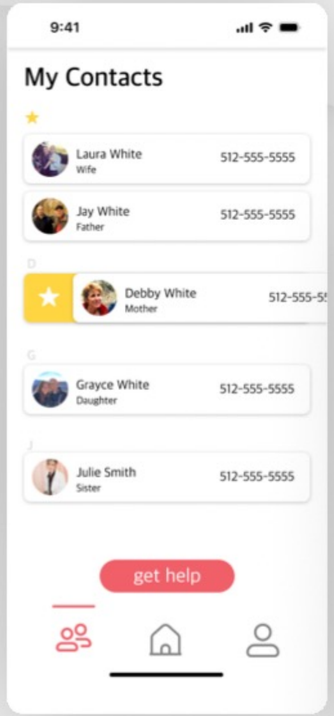
Solution

Enter Swift, a solution for people in non-emergency medical distress needing affordable transportation to medical treatment.

Get a ride



Emergency Contacts



Passenger Profile



Passenger

Getting a ride is as easy as clicking a button. A brief questionnaire will assess the situation's severity and direct you to call 911 if the emergency is deemed best served by EMS. Once the questionnaire is completed, view and select nearby medical facilities which take your insurance to be taken to, call a driver who is medically certified in BLS to transport you, and receive guidance on what to do for your injury while you wait for your driver to arrive.

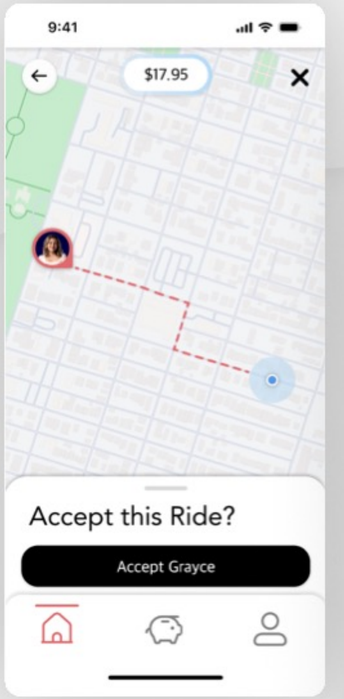
Emergency contacts provide the ability to send automatic updates to selected contacts if and when they need to call for a driver. These updates provide the selected contact with the your current location, a summary of the injury and its severity produced by the AI chatbot, and the medical facility you are being transported to.

Within your profile, you can enter your insurance info and edit your saved payments, as well as input your medical history, allergies, and medications. This information then becomes visible and immediately accessible on the home screen of your app for quick reference when they need it.

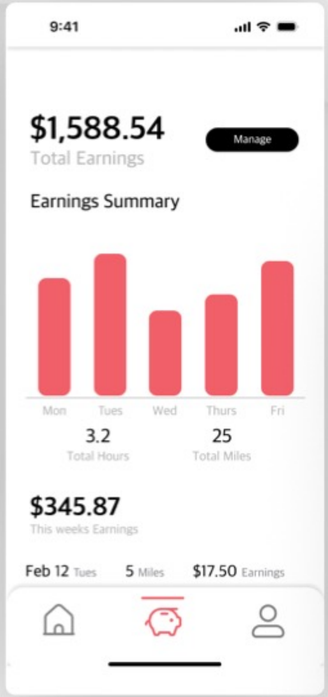
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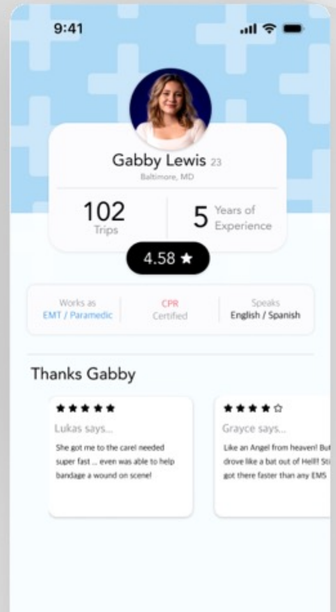
Accept a Ride



Manage Earnings



Driver Profile



Driver

Drivers can accept a ride when it best fits them by easily toggling between being online and available to pick up passengers and offline and unavailable. When online, they will receive prompts from potential passengers nearby with a description of their minor and non-emergency injury, the intended destination, and the earnings they would receive if transported.

Drivers can manage earnings by transferring the balance of their Swift account to a specified bank account with the click of a button. They can also view their past earnings by week, month, and year, allowing them to compare their total earnings over time.

In their profile, drivers can view and enter new credentials and medical certifications to be verified. Drivers are basally required to be certified in BLS, but other medical experience can be added to their account for passengers to view when selecting a driver.

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