

CONEXIONES: VOICES FROM THE COMMUNITY



BACKGROUND

Conexiones: Primary Care Access Project

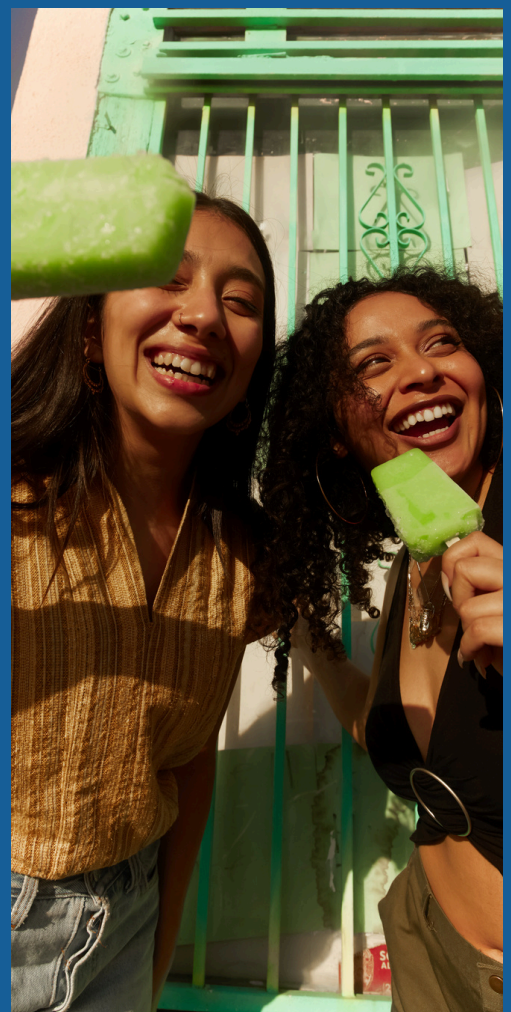
The Conexiones: Primary Care Access Project was a two-year initiative funded by the California Health Care Foundation (CHCF) and implemented by HealthBegins in partnership with L.A. Care Health Plan and MLK Community Healthcare.

As part of the Conexiones: Primary Care Access Project, participants shared their experiences with the Metro LIFE Program and how transportation shaped their ability to get to medical appointments and manage everyday needs.

They described using public transportation to access care, pick up medications, get to work and school, buy groceries, and move around more independently. For some, transportation support also meant getting to care without worrying about the cost.

Together, these stories show how transportation can shape both access to care and everyday life.

Personally identifying information has been removed to protect patient confidentiality.



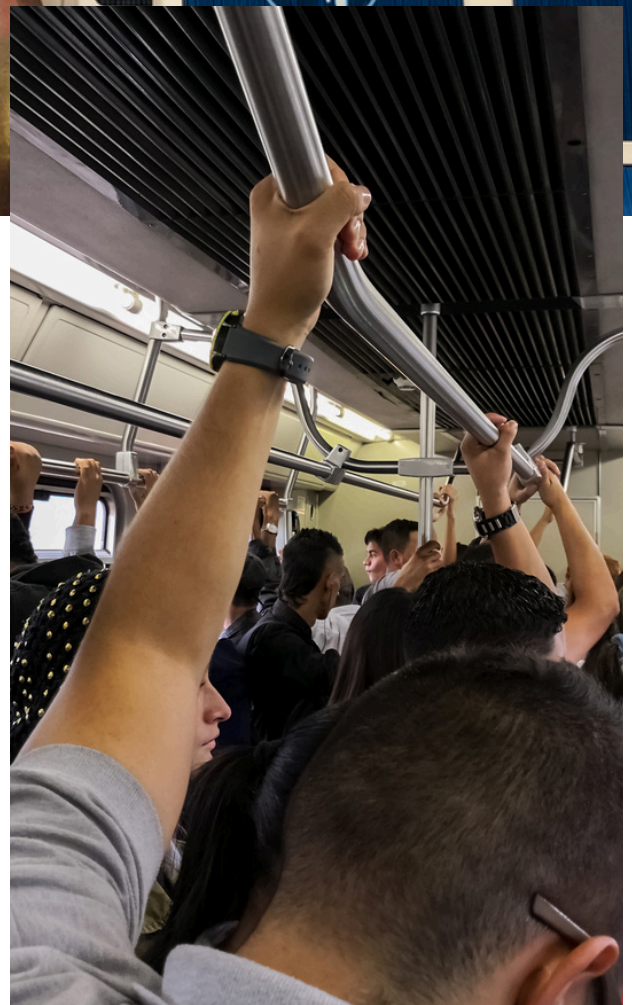


A Chance to Catch Health Problems Early

For some participants, getting to the doctor is the first step in getting care.

Without reliable transportation, making it to an appointment can be difficult or impossible. Metro LIFE made it easier for participants to get to primary care appointments and stay on top of their preventive care.

One participant described how much easier it became to access primary care after joining the program, enabling them to address health concerns before they became bigger problems.



“Since joining the Metro Life program, it’s been much easier to access PCP appointments. This program has made it easier to get preventive care and address health concerns before they become a bigger problem.”

The Freedom to Make an Appointment

For one participant, transportation was about more than getting to the doctor. It was also knowing how to get home.

Metro LIFE helped the participant keep medical appointments without worrying about how they would get home afterward. It also meant being able to schedule appointments without depending on someone else for transportation or paying high prices for private ridesharing services.

“El programa Metro Life me ha ayudado a no perder ninguna de mis citas médicas. También me ha ayudado a no tener que preocuparme por cómo regresar a casa después de mis citas. El programa Metro Life me ha dado la libertad y el control de poder programar mis citas cuando las necesito, sin tener que depender de otras personas para transportarme ni pagar precios elevados por servicios como Uber.”



The Trip Doesn't End at the Doctor

Transportation support became part of everyday life, not just a way to get to medical appointments.

Participants used their TAP cards for appointments, grocery shopping, and other trips. One participant described using the bus to get to the doctor, buy fruits and vegetables, and save money.

“ He utilizado la tarjeta para tomar el autobús para ir a mis citas con el doctor. También la he utilizado para ir al mandado por mis frutas y vegetales. Me ayuda con mis viajes y a ahorrar dinero. ”

Supporting Family, Work, and Home

Transportation is part of daily life, not just healthcare.



Public transportation helped participants get their children to school, get to work, and return home. Others described using the TAP card for transportation throughout the city, including getting to their healthcare facility. The savings were described as a relief.

“It has helped me a lot in terms of saving a lot of money because I use public transportation a lot to take my children to school and be able to go to work and return home. Thank you for this help, which truly is a relief for those of us who need it.”

“My brother and I used the Tap Card for all metro transportation. It creates an easy path for us to access not just other places around the city even our health care facility. We look forward to keep using it.”



Beyond the Doctor's Office

Getting to an appointment is only part of staying on top of health.

Metro LIFE helped one participant arrive on time and pick up medications as soon as they were ready, without having to worry about transportation to the pharmacy.

“Metro LIFE has allowed me to arrive at my appointments on time and has also made it easier to pick up my medications as soon as they are ready, without having to worry about transportation to the pharmacy.”

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2026