



A GUIDE FOR ORGANIZATIONS

Mobile Healthcare: Quick Start Guide

This guide is for organizations planning, launching, or expanding a mobile health program. It offers practical steps, tools, and resources for teams that are new to mobile care and need a clear roadmap from idea to implementation, including:

- hospitals and health systems
- Federally Qualified Health Centers (FQHCs)
- universities
- community-based organizations
- public health departments
- payors and other healthcare providers

1. UNDERSTAND YOUR HEALTHCARE LANDSCAPE

Effective implementation begins with a clear understanding of your current healthcare ecosystem. Start by conducting:

- A landscape analysis to identify the systems and services already in place.
- A needs assessment to determine priority services and locations (e.g., primary care, maternal care, behavioral health).
- A state and local policy scan (e.g., scope of practice, facility definitions, reimbursement policies) and potential constraints (e.g., site-of-service or network-participation requirements).

2. CONNECT WITH EXISTING MOBILE CLINICS

Reach out to mobile clinics already operating in your state. Inquire about state-specific best practices for billing, parking, and community needs and integration.



3,600+ mobile clinics nationwide, including D.C., territories, and tribal nations



80% growth since 2013



10+ million annual visits, including 2.8 million for uninsured patients



\$1.5B dollars returned

Data: Mobile Health Map.

IDENTIFY MOBILE CLINICS IN YOUR STATE

Use the Mobile Health Map's Impact Tracker at mobilehealthmap.org/our-impact

Filter by service type, population served, and funding source to spot opportunities for coordination or expansion.



3. PLAN YOUR PROGRAM

If you are launching a new mobile program, use your needs assessment to to:

- Define the services you will provide.
- Identify the organizations that will deliver care, such as a hospital, FQHC, state health system, university, community-based organization, or convenient care provider.

Begin community engagement early. Building trust and excitement ensures the clinic meets real community needs and becomes a trusted access point for care.

4. CHOOSE THE RIGHT MOBILE UNIT

Select a mobile clinic that fits your program's services and operational needs. Mobile units range from large 40-foot vehicles to small vans, with many floor plans and configurations.

Key considerations include:

- Interior and exterior design
- Medical equipment and supply needs
- Restroom and wheelchair lift access
- Fuel type and maintenance
- Connectivity and IT infrastructure
- Licensing, insurance, and regulatory requirements

5. BUILD SUSTAINABILITY AND EVALUATION INTO YOUR PROGRAM

Develop a sustainability and evaluation plan that includes:

- A staffing model
- Operating costs and funding strategy
- Program evaluation and impact measurement
- Integration with your state's healthcare and public health systems

6. PREPARE FOR LAUNCH

Plan the clinic rollout by:

- Hiring staff (MDs, APRNs, Medical Assistants, Community Health Workers, Behavioral Health Professionals, Health Navigators, and others)
- Developing service schedules
- Establishing routes and community sites



National Partners

Partner with leading organizations to plan, implement, and evaluate your mobile healthcare program:



Mobile Health Map (MHM) is a program of Harvard Medical School that supports a national network of more than 1,300 mobile clinics working to expand access to high-quality, community-based health care. It offers free tools, data, and an “Impact Tracker” to help mobile health providers demonstrate their value, improve services, and advocate for health equity. www.mobilehealthmap.org

- Free evaluation tools and resources for mobile clinics
- Sector research and interactive database
- Landscape analysis, needs assessment & stakeholder mapping services
- Clinic specific evaluation planning



The Mobile Healthcare Association (MHA) is the leading membership-based organization for mobile healthcare professionals in the U.S. and Canada. Founded in 2005, the Association strengthens the mobile health sector by providing education, networking, best practices, field data, and funding and advocacy resources to new and current programs seeking to increase access to care and promote health equity. www.mobilehca.org

- Start-up guide
- Peer learning
- Operational best practices
- Program planning



The National Association of Community Health Centers (NACHC) supports over 1,245 mobile clinics run by Federally Qualified Health Centers. The program provides competitive awards to support staff training, outreach, and technology/operations expansion so mobile clinics can increase their reach and capacity. NACHC recently launched a Center for Mobile Health, which aims to support mobile health programs to reach sustainable operational efficiency through well-informed best practices, state and federal policy making and national operating standards. www.nachc.org

- Health center integration
- Workforce alignment
- Medicaid considerations



Driving Health Forward (DHF) is a national campaign focused on expanding access to essential healthcare by scaling mobile healthcare across the United States. It raises awareness about systems change needed to remove barriers, coordinates policy advocacy, and amplifies the value of mobile healthcare as a high-quality, cost-effective access point for healthcare. www.drivinghealthforward.org