User Tip Sheet:

Accessing the dashboard:
URL: app.hitchhealth.co
Username: Your Email Address
Password: Set up your own password via auto email that was sent to you

Arrivals Tab:
This tab contains all patients from your health system who responded YES to an appointment ride offer:

<table>
<thead>
<tr>
<th>Time</th>
<th>9:00</th>
<th>9:15</th>
<th>9:30</th>
<th>9:45</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No scheduled rides</td>
<td>CANCELED BY PATIENT Valerie C.</td>
<td>DROPPED OFF Philip B.</td>
<td>DROPPED OFF Michael H.</td>
</tr>
</tbody>
</table>

You will see (above):
- Ride status
  - No Delay (have not been picked up yet)
  - Dropped off (at clinic)
  - Cancelled by Patient (ex: patient found a different ride, took bus, etc.)
  - Cancelled by Driver (ex: Driver left after waiting 5+ minutes for patient)
  - Cancelled - No Drivers available (ex: there is a smaller supply of Lyft drivers than needed, so a different request is automatically sent out requesting a new driver)
  - Late - in yellow (ex: Traffic is worse than usual and the patient is expected to be dropped off later than predicted)
- Their driver’s information (below) – name, car description, phone number, etc.
**Departures Tab:**
This tab contains patients who are finished at their appointments, texted READY to get a return ride home, and are waiting for their ride. You will be able to view the same information as the arrivals tab – ride status and driver’s information.

![Image of departures tab]

**Request a Ride Tab:**
Users with given credentials will be able to dispatch rides home for patients when needed via the “Request a Ride” tab when a patient has no other form of transportation to get home after a clinic visit.

Some example circumstances when a Super User may need to request a ride for a patient:
- Driver cancels for any reason and patient is stuck at clinic
- Phone died while at clinic and patient is not able to send READY response
- Error with Hitch Health system (up to Super User discretion)

![Image of request a ride tab]

**Schedule a Ride (see following graphic)**
- The purpose of this functionality is to schedule a ride for a patient in advance, and is NOT immediate.
- To use, make sure the “schedule ride” box is checked, and enter in the date and time of the patient’s appointment (must be one hour or more in advance), ensure AM/PM is correct, and click “Schedule Ride.”
  - *Note: make sure to enter the appointment time. Our software still incorporates getting a patient to their appointment 20+ minutes early.*
- Patient will receive same text message flow as a daily automated ride offer. It will be up to the patient to answer the text messages to receive a ride.
Reminders:

- Hitch Health ride is round trip from home to clinic to home.
- When you request an immediate ride, the Lyft driver will likely be there in minutes. Please be sure to instruct the patient to be outside waiting and watching for their driver.
- If you need assistance with requesting a ride, our 24/7 call center can support this functionality.

Viewing Ride-Related Text Messages:

If a patient has any trouble with their text messaging, you have the ability to review the ride-related texts by clicking “view” under the “Patients” tab.

If you are experiencing technical difficulties or trouble on the dashboard, please reach out to the account manager, Ava Olson (ava@hitchhealth.co) for assistance.