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:

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.

2PM	WAITING FOR RIDE
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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)

Patient Information

Mobile Number *	First Name *	Last initial *	Date of birth *
( ) -			mm/dd/yyyy

Language *	Coverage
Please select ▾	Please select ▾

Patient's current location   Clinic address   Home address

Please select ▾

Patient's destination location   Clinic address   Home address

Street Address *

Street Address Only

City *	State *	Zip *

Clear   Request Ride

Note: This service is not meant to be used for medical emergencies.

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.