

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:

Appointment Times				
9AM	9:00	9:15	9:30	9:45
	No scheduled rides	CANCELED BY PATIENT Valerie C. ❌	DROPPED OFF Phillip B. ✅	DROPPED OFF Michael H. ✅
Appointment Times				
10AM	10:00	10:15	10:30	10:45
	DROPPED OFF Ana R. ✅	No scheduled rides	CANCELED BY DRIVER Shermon H. ❌	DROPPED OFF Christopher S. ✅
	DROPPED OFF Ryan M. ⚠️		NO DELAY Michelle F.	NO DELAY Christine C.
	CANCELED BY NO DRIVERS AVAILABLE Susana N. ❌			

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.

Dropped Off
CLOSE

LYFT ETA	APPT	DROPOFF LOCATION
—	9:40AM	Whittier Entrance
Sarah B. Mobile: 612-555-1234		100 Main Street MINNEAPOLIS, MN 55404
 Dropped Off Whittier Entrance 9:08AM		Driver: Abdirashid Gold Toyota Camry 017NHA (858) 386-7051

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 *
<input type="text" value="() -"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="mm/dd/yyyy"/>
Language *	Coverage		
<input type="text" value="Please select"/>	<input type="text" value="Please select"/>		

Patient's current location	Patient's destination location
Clinic address Home address	Clinic address Home address
<input type="text" value="Please select"/>	Street Address *
	<input type="text" value="Street Address Only"/>
	City * State * Zip *
	<input type="text"/> <input type="text"/> <input type="text"/>

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.

Hitch Health, November 21, 2018

Patient Information

Mobile Number *

First Name *

Last initial *

Date of birth *

Language *

Coverage

Patient's current location

Clinic address
Home address

Patient's destination location

Clinic address
Home address

Schedule ride

Appointment Date/Time

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

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.

HITCH+
Arrivals Departures Request a Ride Appointments **Patients** Reports
Ava Olson 

Patients
By Mobile Phone

Search by Mobile Phone

MRN	Name	Address	Mobile Phone	Lang	DOB	Coverage	Opt-in status	Last started conversation	Health System	Appts	Msgs	Notes
#####	Lataeja M.	100 Main St Minneapolis, MN 55045	###	English	09/08/94	Medicaid	<input checked="" type="checkbox"/> in	August 13 11:22 am	HCMC	<input type="button" value="View"/>	<input checked="" type="button" value="View"/>	<input type="text" value="Add note"/>

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.