



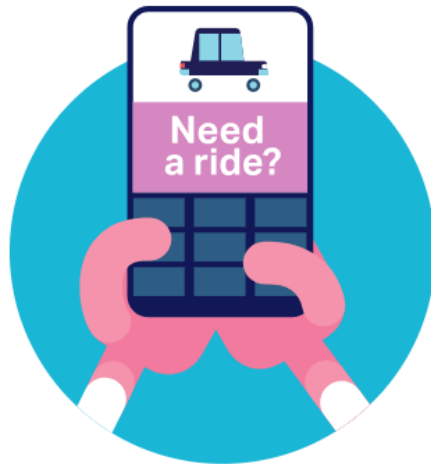
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Health Centers

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PILOTING

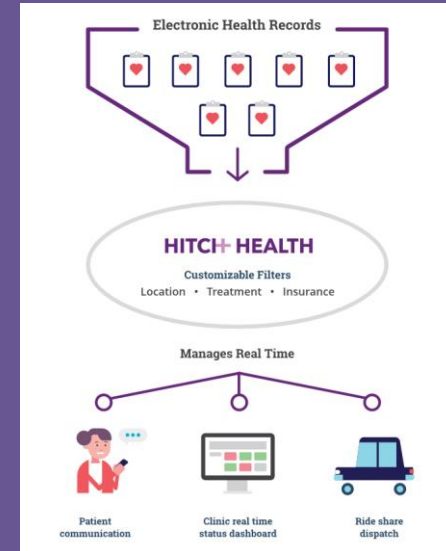
Hitch Health – Driving Patients to Better Health



What is Hitch Health?

A technology that automatically initiates a patient ride offer through SMS texts using a ride-share service like Lyft when an appointment is scheduled.

How does Hitch Health work?



- **This is a pilot** and WCHC’s Quality Management Team will only be sending specific scheduled clinic appointments safely and securely to Hitch Health.
- Hitch Health’s seamless technology triggers a patient ride offer via a SMS Text Message.
- Patient replies “YES” to the text message.
- The Lyft ride arrives the day of their scheduled appointment.
- A text message reminder is sent the day before the visit reminding them of the ride.
- After the patient’s visit they reply “READY” and Lyft comes and picks them up and takes them home.

Trouble Shooting

There is an **issue** regarding the scheduled ride

The patient has told you that there is an issue. Please tell the patient, we are sorry that you are experiencing this issue and that there is a Hitch Health call center that has been created to help assist them. They can be reached at **1-855-744-0014**

The patient has a **question** regarding the scheduled ride

The patient has a specific question regarding the scheduled ride. Please tell the patient, thank you for their call and that Hitch Health has a call center that will be happy to help assist them with any question they may have. Please provide the patient with the phone number **1-855-744-0014**

Patients have **feedback** about the scheduled ride

Whether the patient has a good or bad driving experience with the scheduled ride they are welcome to provide feedback about their experience. Simply ask them to call **1-855-744-0014**

and provide them with the drivers information which can be found in the text message they received.

Other patients **want** a ride too

Please thank the patient for their interest in this pilot but let them know that currently at this time we are testing this out with a select group of patients to see if this works. Let them know that we hope it does and in the future we hope to be able to offer them a ride.

Thank you!



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