Chat Log Transcript:

HIRTA ITS4US Phase 2 Webinar:

Health Connector Procedures from Booking to Boarding (01-24-24)

Carlos Alban (ITS America): (1/24/2024 13:52) Greetings everyone and welcome to today's HIRTA webinar. We will begin promptly at 2pm ET and will keep presenter lines muted until then. If you have any questions, please feel free to provide those in this chat.

Laszlo Kaufmann/Commsignia: (1/24/2024 14:06) Sorry, The audio is very bad, or is it just for me?

Carlos Alban (ITS America): (1/24/2024 14:07) Hello Laszlo, please let us know if you continue to experience audio issues but hopefully the audio is now better

Laszlo Kaufmann/Commsignia: (1/24/2024 14:10) Hi Carlos, works well now, thank you !

Giancarlo Bruno: (1/24/2024 14:13) Will copies of this presentation be available to attendees after this meeting? This seems to be a lot of very useful information to us.

Carlos Alban (ITS America): (1/24/2024 14:14) Hello Giancarlo, that's a good question and the answer is, yes. A copy of the slides and a recording of the session will be posted to the ITS4US Program website in the near future

Ferdous Intaj: (1/24/2024 14:15) What is the difference in percentage between Spanish and non-Spanish calls received?

Giancarlo Bruno: (1/24/2024 14:16) Thank you, Carlos. I am glad the slides will be available to us.

Ferdous Intaj: (1/24/2024 14:19) In the last presentation, what does LEP mean in the graph for different categories of people in Dallas county?

Jillian Trinkaus: (1/24/2024 14:19) LEP = Limited English Proficiency

Josh Albertson: (1/24/2024 14:20) That is correct, thanks Jillian

Amber Falls - HIRTA: (1/24/2024 14:21) Hi Ferdous, I don't have exact percentages, however would guestimate our spanish-speaking call volume to be around 5% or less of total calls

Ferdous Intaj: (1/24/2024 14:21) Thanks.

Ferdous Intaj: (1/24/2024 14:22) I have never been to Iowa.

Amber Falls - HIRTA: (1/24/2024 14:27) Our Dallas county area does have a heavy spanish speaking population, so the percentage within the project area specifically is bit higher .

Brandon: (1/24/2024 14:29) Is this a shared ride service? If yes, how many rides do you normally get per vehicle hour?

Catlin Curry: (1/24/2024 14:30) Can you talk a bit about how you are training the healthcare staff who might be responsible for booking trips?

Brandon: (1/24/2024 14:37) How do you handle someone that has an appointment that is 6 weeks out but can only book their ride 2 weeks out? Would this ride be guaranteed?

NTS- Dave: (1/24/2024 14:38) What is the revenue source anticipated to cover the cost of a ride?

Ferdous Intaj: (1/24/2024 14:49) How successfully can this transit procedure be replicated to other counties of Iowa?

ITCURVES- Sherri Mohebbi: (1/24/2024 14:53) We designed software to help all parties involved in ride reservation on a single SaaS platform. Easy interactive between social workers at Dialysis Centers for example are able to mofiy the pickup time of the passenger so the NEMT ride wont have to send repear service. IT CURVES Rides to Health

ITCURVES- Sherri Mohebbi: (1/24/2024 14:55) Please get in touch with us to help with Software SaaS platform that integrates all points of contact during a ride to health reservation..

ITCURVES- Sherri Mohebbi: (1/24/2024 14:56) thanks

Ferdous Intaj: (1/24/2024 14:56) Thanks.

Joe Farver Progress Industries: (1/24/2024 14:56) Thanks

Giancarlo Bruno: (1/24/2024 14:56) Thank you