

# RITA FAQ's

## Where are the clinicians located? What states do their licenses cover?

Through a partnership with New Wave Medical Network, we have contracts with medical providers throughout the US (our network is consistently growing), and we are able to cover all 50 states.

## How do the providers handle prescriptions and medication management?

During the remote exam, the provider will determine the next steps for the patient. The doctor - patient relationship is the same as if they are seeing their regular provider face to face. If the provider determines the patient needs a prescription filled, they will send the script to a local pharmacy for pick up, or schedule the medications to be delivered to the patient.

## Are all 50 states covered to allow anyone the US to get the help they need from a licensed medical professional?

Yes, all 50 states are covered with licensed medical professionals who can take the telehealth call from a patient, provide a diagnosis, and write a prescription if necessary.

## How do the providers manage psychotropic medications – what if someone is “doctor shopping” for pain medications or opiates – how do they manage not doubling up if the client also has a prescription from another doctor here?

Just as any relationship with a local primary care physician, our providers treat every patient with the same loving concern and care as if they were in the office face to face with them. All protocols are followed the same way on a remote exam, as the doctor deems necessary for the safety and protection of each patient.

## Are the providers available 24/7 - looking at time zone, middle of the night, weekends, holidays etc. ?

Yes, the system sends out a ping to the network of providers, and the first one to respond to the ping is who takes the call.

## Crisis calls or suicidal/homicide – what if someone reported they were going to do harm to themselves or someone else? How do the providers handle that across state lines and dispatch?

The same protocols are followed with patients that are in crisis mode as if the patient came into the physical practice. The remote call is no different and the proper authorities would be notified. This would be up to the provider to follow normal protocols.



## **Vandalism to the machine – what if the screen is damaged, spray painted, scratched up with a tool knife etc?**

Vandalism is an unfortunate reality with any piece of equipment that is available to the public. The RITA devices are manufactured to be safe, efficient, effective, and easy to repair. If a component on the device receives damage, it will be shipped to the location for easy replacement or repair. Rarely will the device need to be shipped back to the manufacturing facility for repair. A determination will be made between the onsite management staff, the licensee, and corporate if the entire device needs to be replaced. Each device is insured to cover the costs of repair and/or replacement.

## **Are the devices weather resistant? What kind of technical support is available?**

The devices are not weather resistant, and will be located inside. If the device is at an outside event, it is equipped with casters/wheels to easily move around. There is an 800 number and QR code listed on every device to get the proper technical support.

## **How do you ensure confidentiality if it's placed in a public setting?**

HIPAA compliance is always adhered to. Each device comes equipped with a headset and microphone, and of course the screen to have a confidential and protected conversation with the provider. We also try to have the devices located in areas with minimal traffic.

## **How do you manage time – what if someone is in crisis and wants to visit for an hour or someone is in a manic state and you can't de-escalate them or get them to log off walk away from machine?**

Each call is measured in increments of 15 minutes. Most of the calls last an average of 7-9 minutes with the provider. If additional time is needed, then the system automatically bills the credit card on file for an additional 15 minutes, but at a discounted rate of \$30 for every 15 minute increment. One of the subscription plans offers a \$15 monthly fee, and \$59 per 30 minute call.

## **How does the device manage HIPAA compliant platform – who has the records? Who keeps the record and can they be accessed by patients and sent to another provider? What's the HIPAA platform – who's the EHR (electronic health records) entity?**

PertexalQ™ is the platform used for the EHR. PertexalQ™ Sterile Data Repository is available with our enhanced app solution. Pertexa's game-changing algorithms generate today's most discrete, reliable data with rapid reports - in real time. Interoperable, secure data exchange with any platform or device (platform-agnostic). Data is available for other providers, and the patients to see, and can be ported over to any provider's existing platform, seamlessly, with our PertexalQ Integration Engine. Instant Compliance: Zero effort due to auto-accuracy in real time. Analytics & Business Intelligence Optimizer: Smarter data = smarter decision-making. PertexalQ is HIPAA-Compliant and is listed on Cloud Servers & ONC-certified.

**How many sessions are included? Can someone use it as many times as needed and as much as they'd like – for instance, can someone make multiple visits throughout the week at any time?**

If it is a one time call, and the patient is not a subscriber, the system bills the credit card on file \$79 for the first 15 minutes. If the patient decides to become a subscriber there are three levels of subscription (Basic, Plus, and Premier) and each level allows for more time and additional calls with the provider during the month.

**Could someone accidentally knock over the RITA device and cause damage? Could someone pick it up and steal it, move it to another undisclosed location?**

The design of the device makes it weighted down at the bottom, with a sturdy fiberglass base, which is wider at the bottom for better balance. The devices are located in areas with a security camera, and with oversight from workers. Plus, the built-in camera is a security camera as well and is connected via WiFi for additional monitoring. Each device also comes equipped with a trackable chip that is hidden from the public. No patient data is stored on the device. All patient data is stored on highly secure cloud-based servers that are HIPAA compliant.

**Does the patient pay a monthly fee or is it like a policy and you pay x amount for x months? What if the patient cancels their plan?**

The patient has options available to be able to speak with the providers in the network. There is a one time fee that can be paid at the device using a credit card. Patients can also scan a QR code on the device and sign up for one of three levels of subscriptions. One of the subscription plans offers a \$15 monthly fee, and \$59 per 30 minute call.

**What if the device is underperforming, is it up to the licensee to find a new location and sign more people up?**

If the device is not meeting the minimum threshold established of 7 calls per day, and 2 extra minutes calls per day (longer than the allowed 15 min.), after 90 days, the device will be moved to a better location. We will work with the licensee on moving the device through local assistance, or from assistance from the corporate office.

Please feel free to reach out to us if you have questions at [team@truckershealthnetwork.com](mailto:team@truckershealthnetwork.com), or by calling (480) 605-1905.