DISPATCHING MADE EASY – FACILITY FUNCTIONALITY & OPERATION ORIENTATION

https://www.DispatchingMadeEasy.com

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A convenient feature of Dispatching Made Easy (DME) is the ability for facilities to scheduled trips directly online with their transportation provider partner.

The transportation provider is the "owner" of the account and will be responsible for creating an "Administrator" account that serves as the primary facility user.

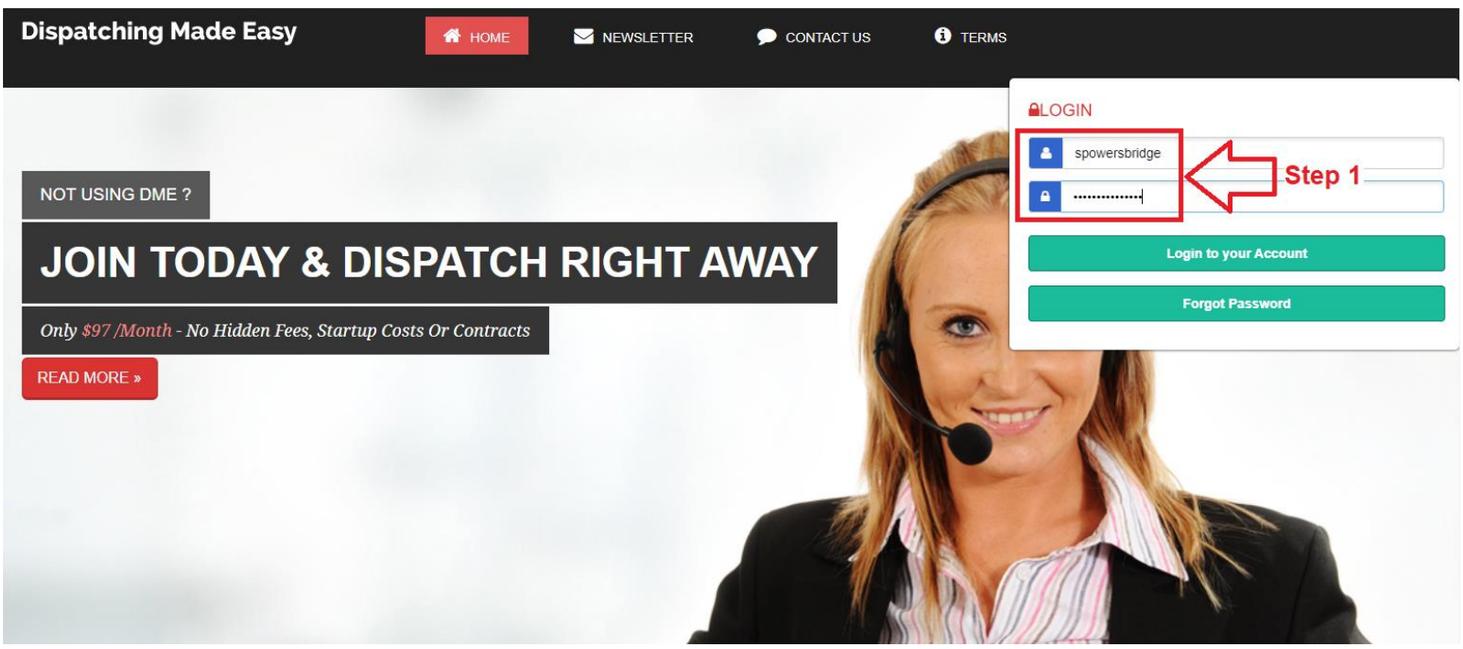
Smaller independent facilities may only need one facility user account, but larger facilities with multiple units, floors, communities, or buildings may require multiple sub-user accounts.

The facility's primary user (Administrator) will be responsible for creating and managing all unique sub-user accounts. The transportation provider will not create facility sub-user accounts.

> **NOTE 1:** Should a new facility sub-user account need to be created or a sub-user is experiencing login problems, it will be the responsibility of the primary facility user to edit and update the account and NOT the transportation provider. The transportation provider can only see and access the credentials of the primary facility user and NOT sub-users.
>
> **NOTE 2:** When creating new accounts, always create unique usernames. For security purposes, there can be no duplication of usernames throughout the entire DME platform.

In addition to this resource, the transportation provider will be responsible for teaching and orienting facility users on the particulars of DME.

Using the new credentials created by the transportation provider, the facility primary user can login at https://www.DMELive.com to create facility sub-user accounts, add resident profiles, create and manage trips, and more.



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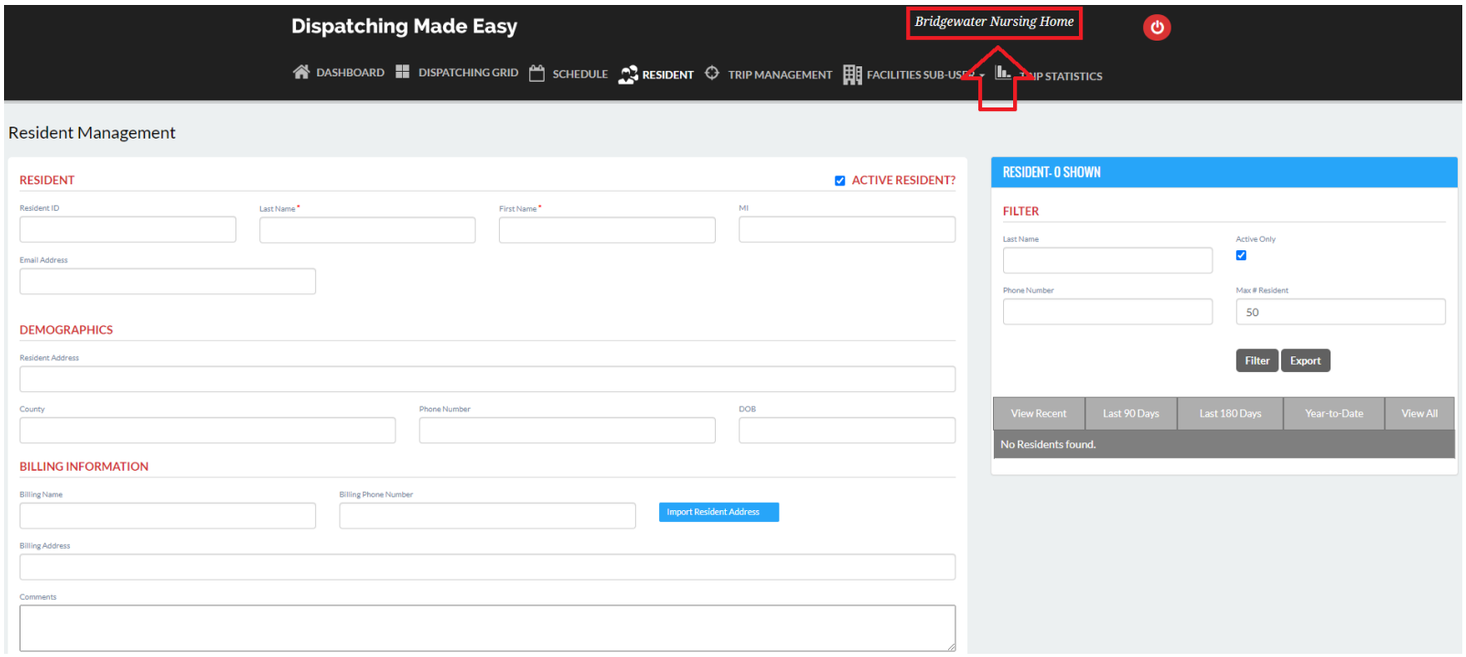
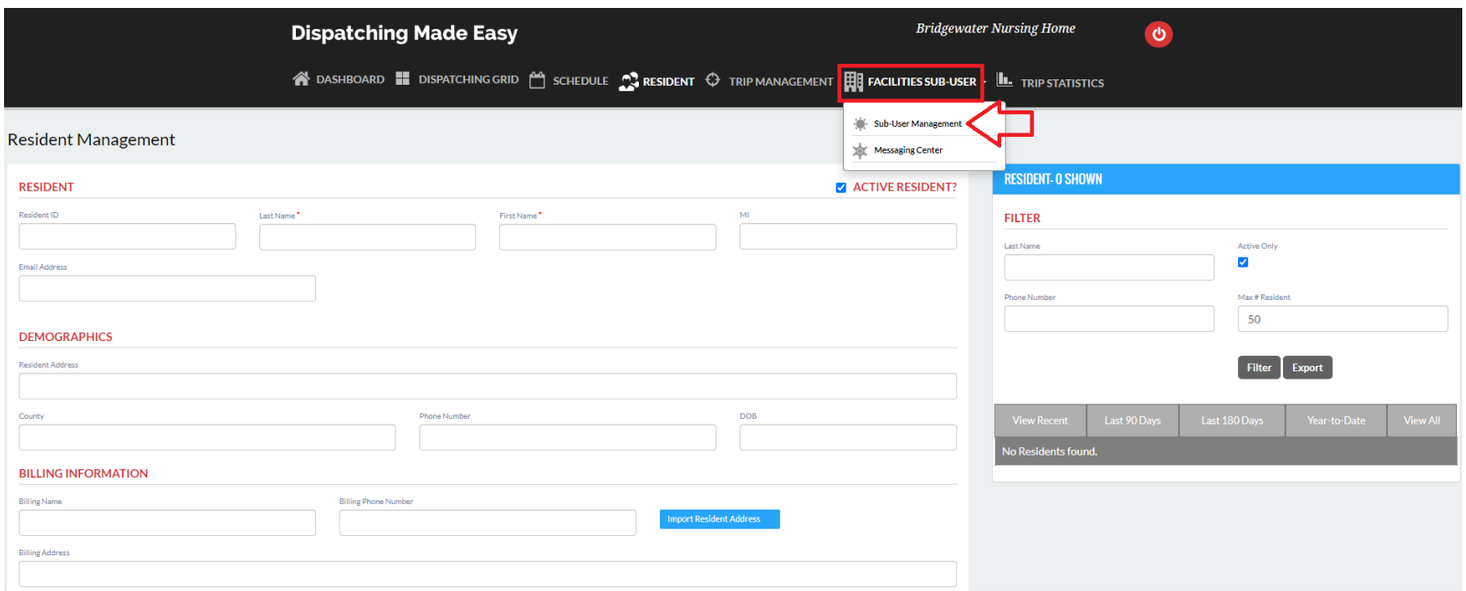
The facility name will appear at the top of all facility accounts confirming their users are logged in.



Should the facility require multiple users, the primary facility user will navigate to the “Facility Sub-User” tab to select “Sub-User Management.”



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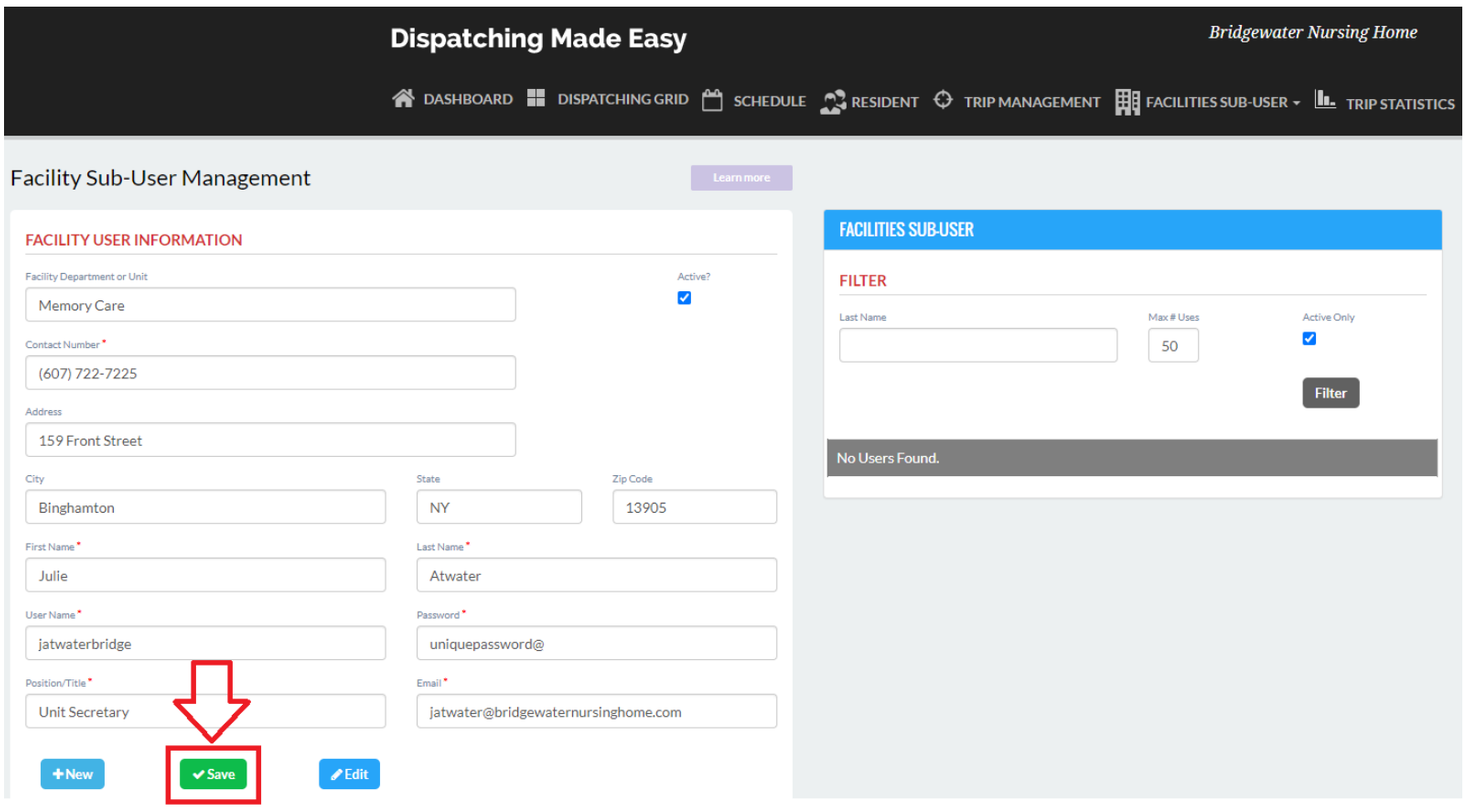
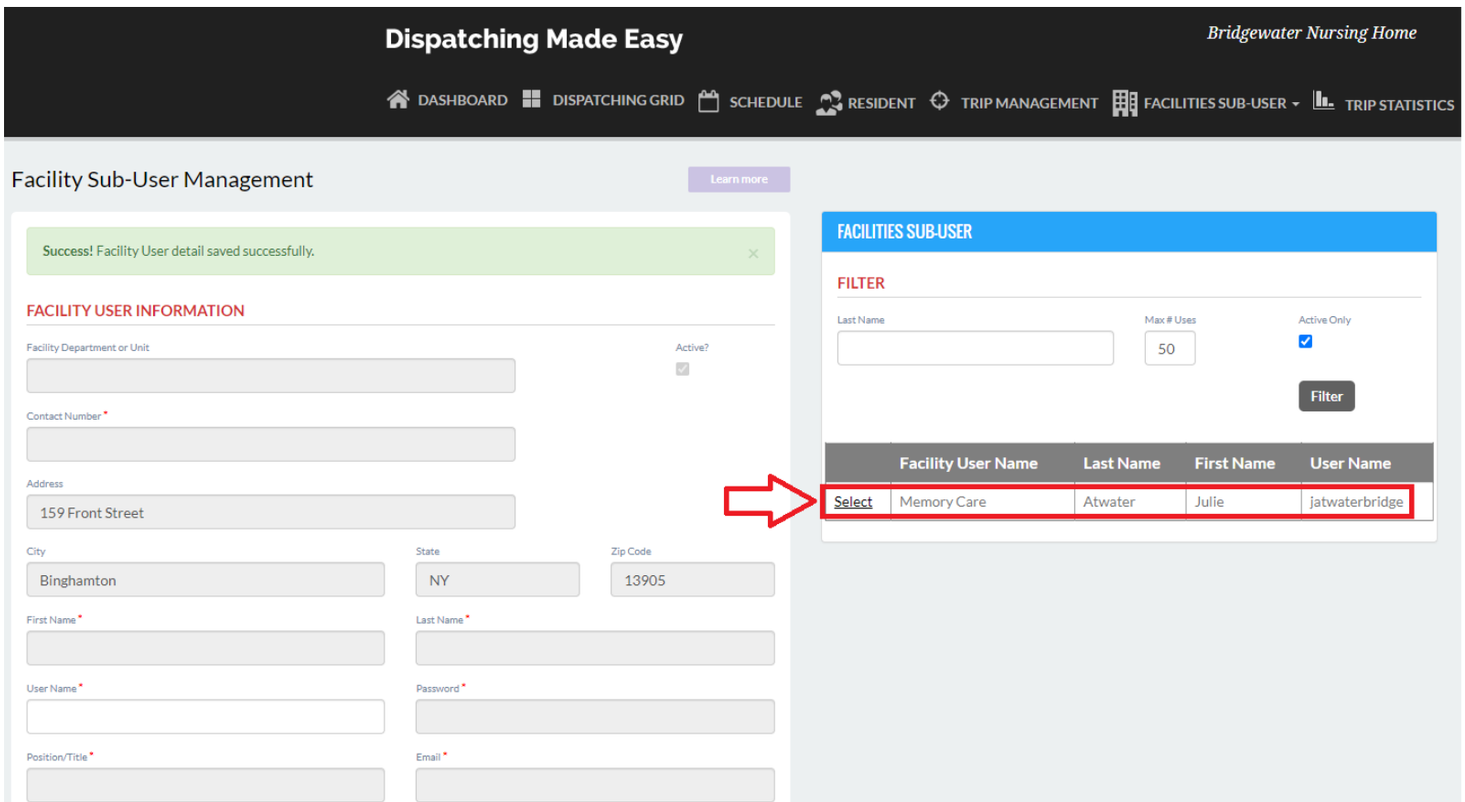
After entering all applicable sub-user information, select “Save.”

Note 3: To ensure there is no confusion between sub-users, we highly recommend the primary facility user uniquely labels or names each respective floor, unit, or department. When the sub-user logs into their unique account, their respective unit or department will be reflected at the top of their account.



Once “Saved,” a “Success” notification will populate, and the new facility sub-user account will be featured to the right. Should a sub-user account need to be modified, the primary facility user will navigate to the “Facility Sub-User” tab and choose the “Select” tab next to the desired profile.



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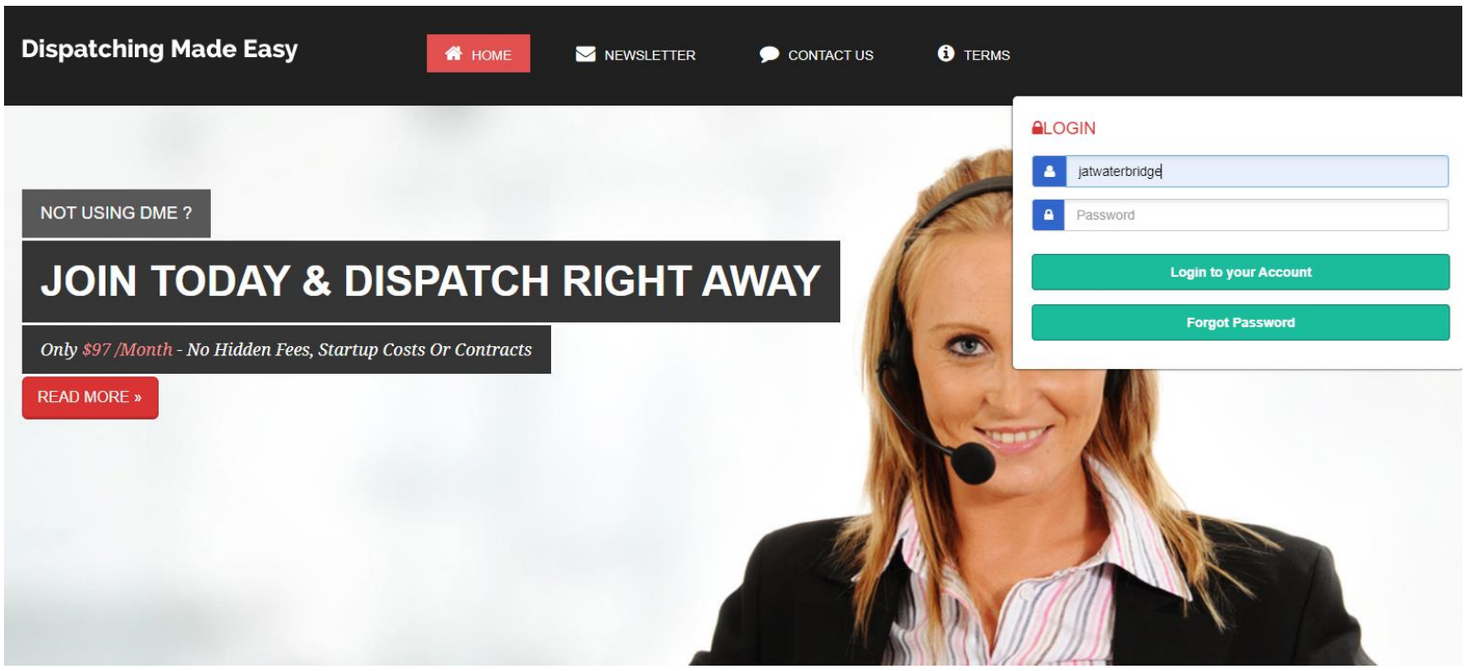
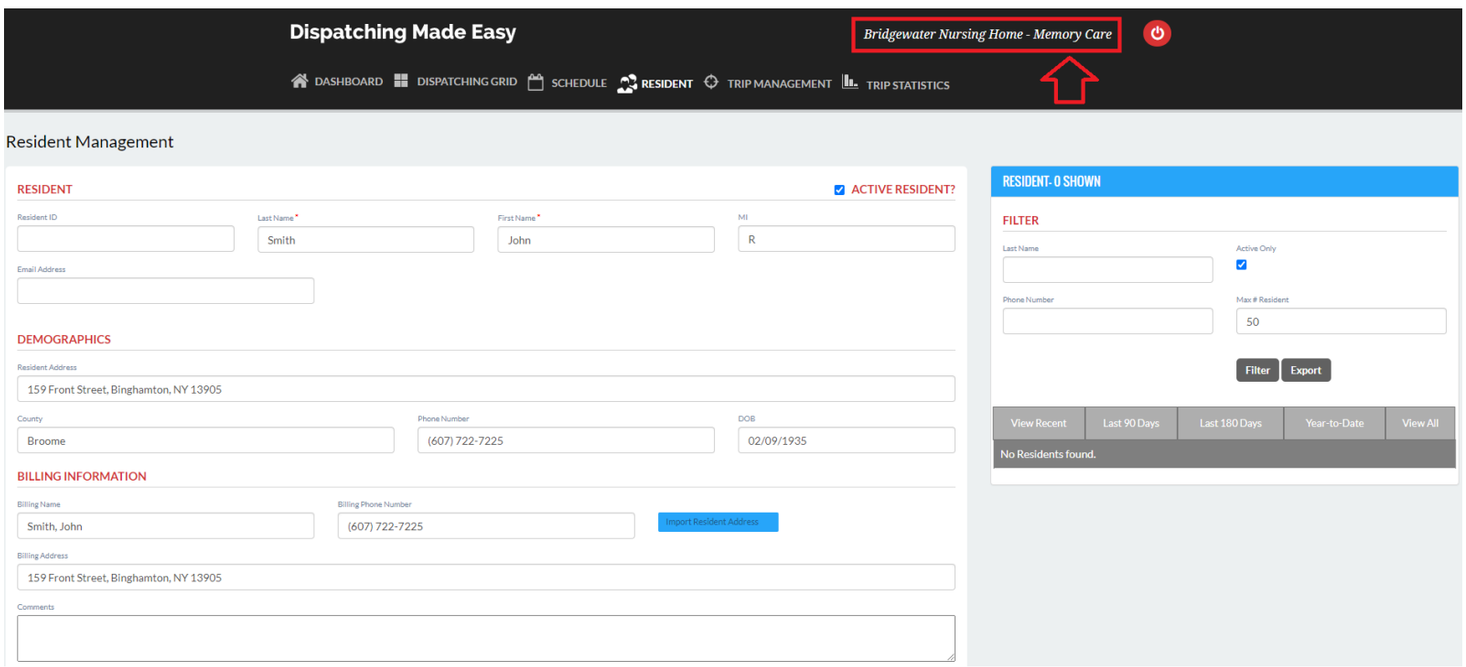
Once the new sub-user profile has been created, the sub-user can log into https://www.DMELive.com using their unique username and password.



When a sub-user logs into their unique account, the top of the screen will feature the facility name followed by the name of the floor, unit, building or department designed by the primary facility user when creating the account.



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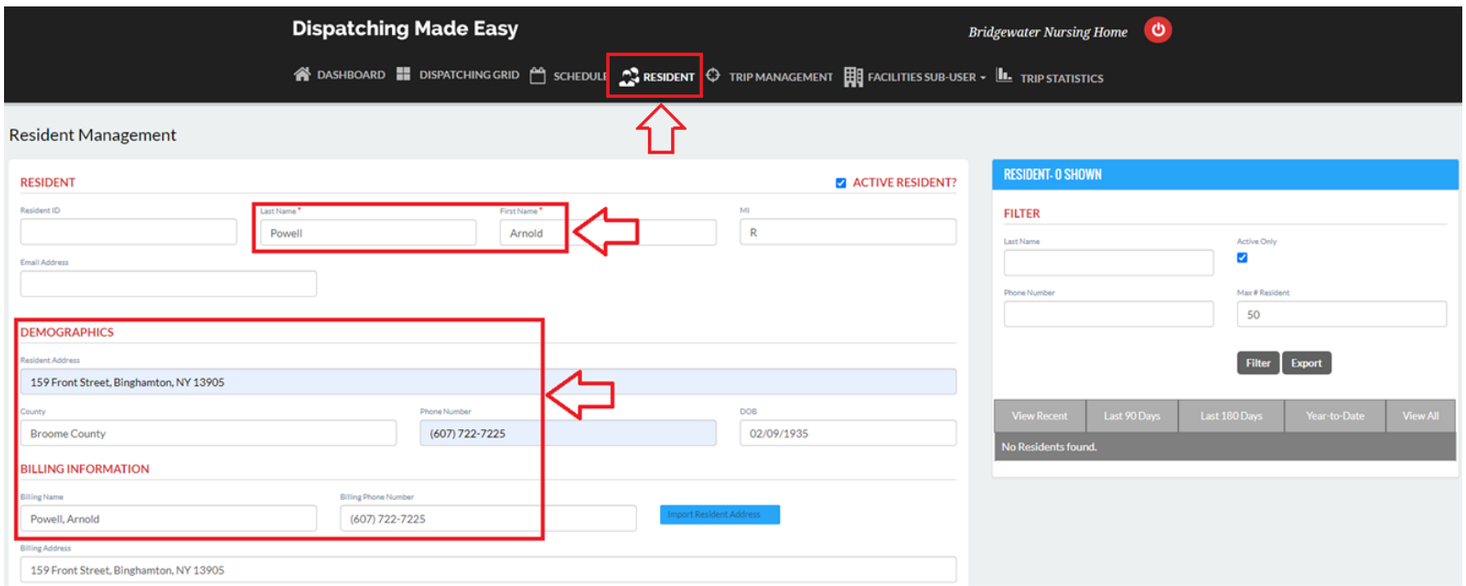
The primary facility user and all sub-user accounts, essentially, experience the same functionality. They can all create new resident profiles, submit trips online to the transportation provider, and once accepted, faclity staff can view the status of each trip.

For demonstration purposes, we will return to the primary facility user account.

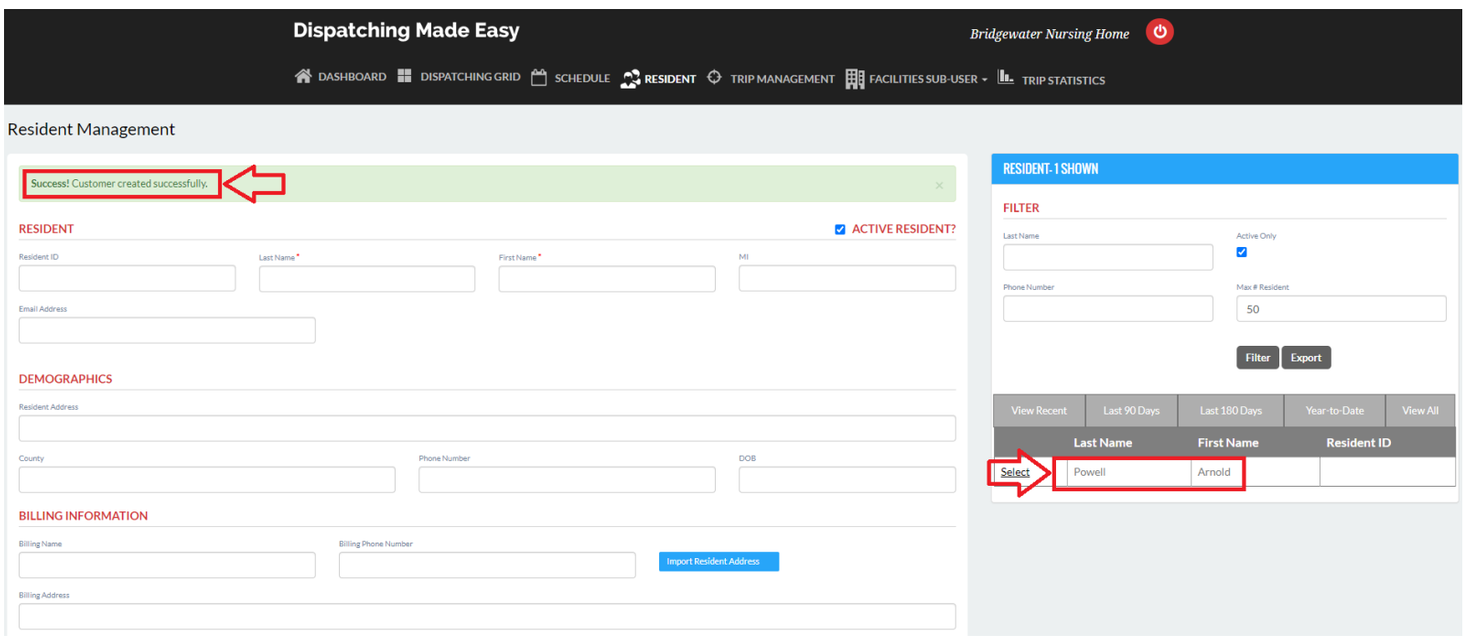
Once logged in, the user will navigate to the “Resident” tab to create a new Resident profile.

If the Resident is already in the database the user will go directly to “Trip Management” to create a new trip.

Under “Resident Management,” the user will enter the name, demographics, billing, and all applicable information.



Once the resident profile has been saved a “Success” notification will populate at the top of the screen and the new profile featured to the right. Should a resident profile need to be modified, the facility user will navigate back to the “Resident” tab and choose the “Select” tab next to the desired profile.



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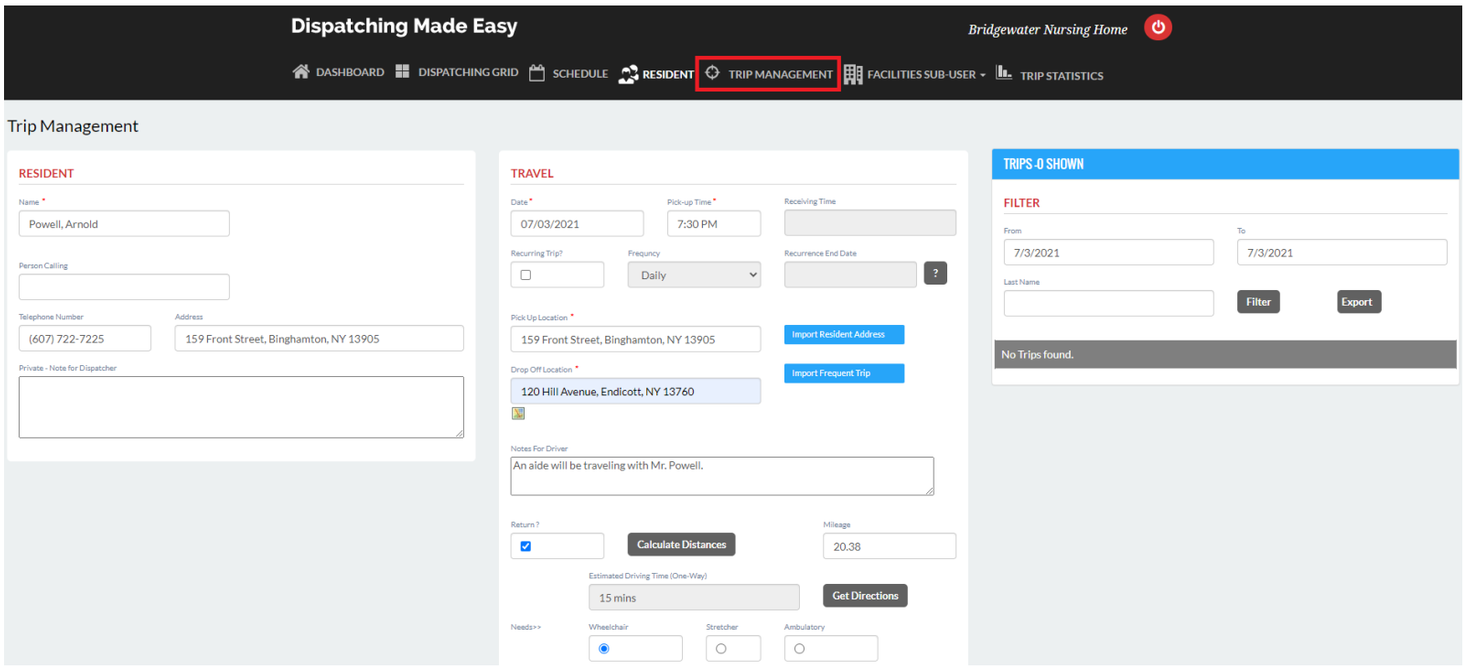
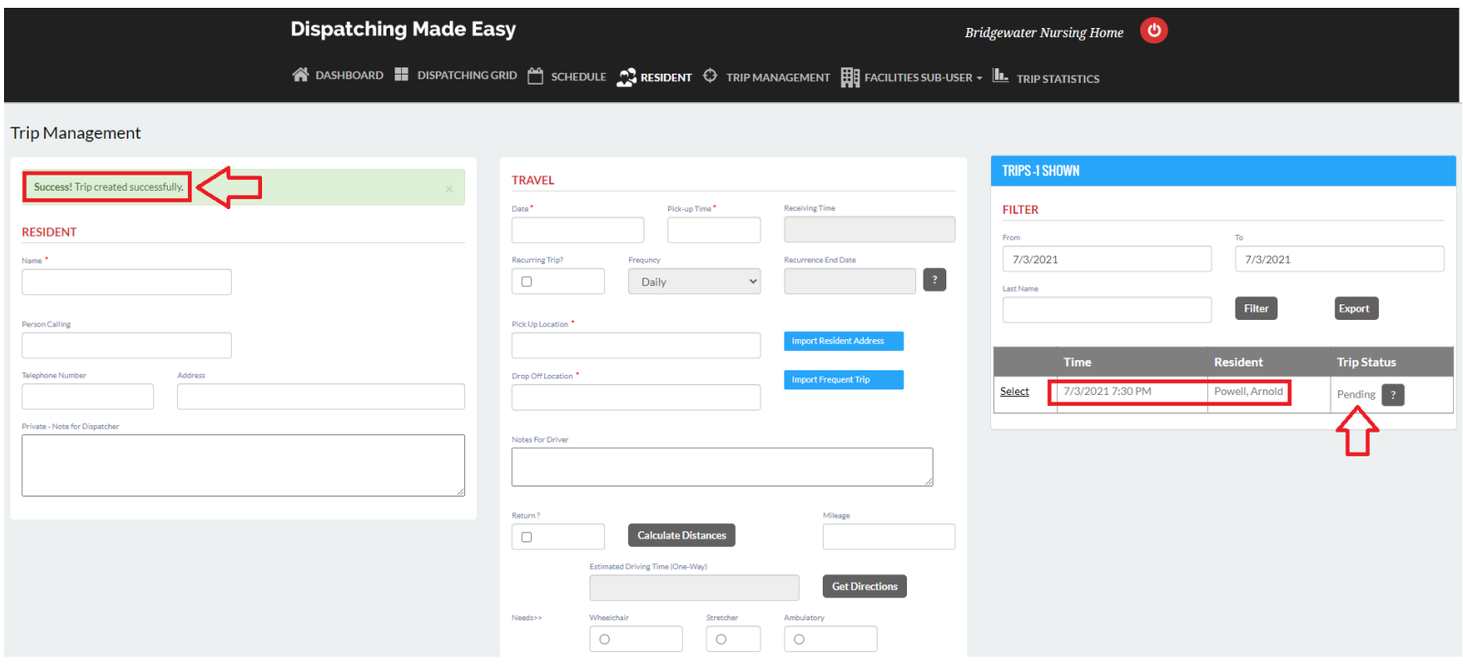
Once a resident has been successfully “Saved” to the facility database, the facility user can navigate to the “Trip Management” tab. When the user begins entering the last name of the resident, their name will appear and filter alphabeting from a drop-down menu allowing the user to select the desired resident.

Once selected, the resident profile information will populate. The facility user can then enter additional trip details.



Once the trip has been “Saved,” a “Success” notification will populate at the top of the screen and the specific trip will be featured to the right under “Trips – Shown.”

Note 4: The trip will remain “Pending” until the transportation provider accepts and approves the trip.



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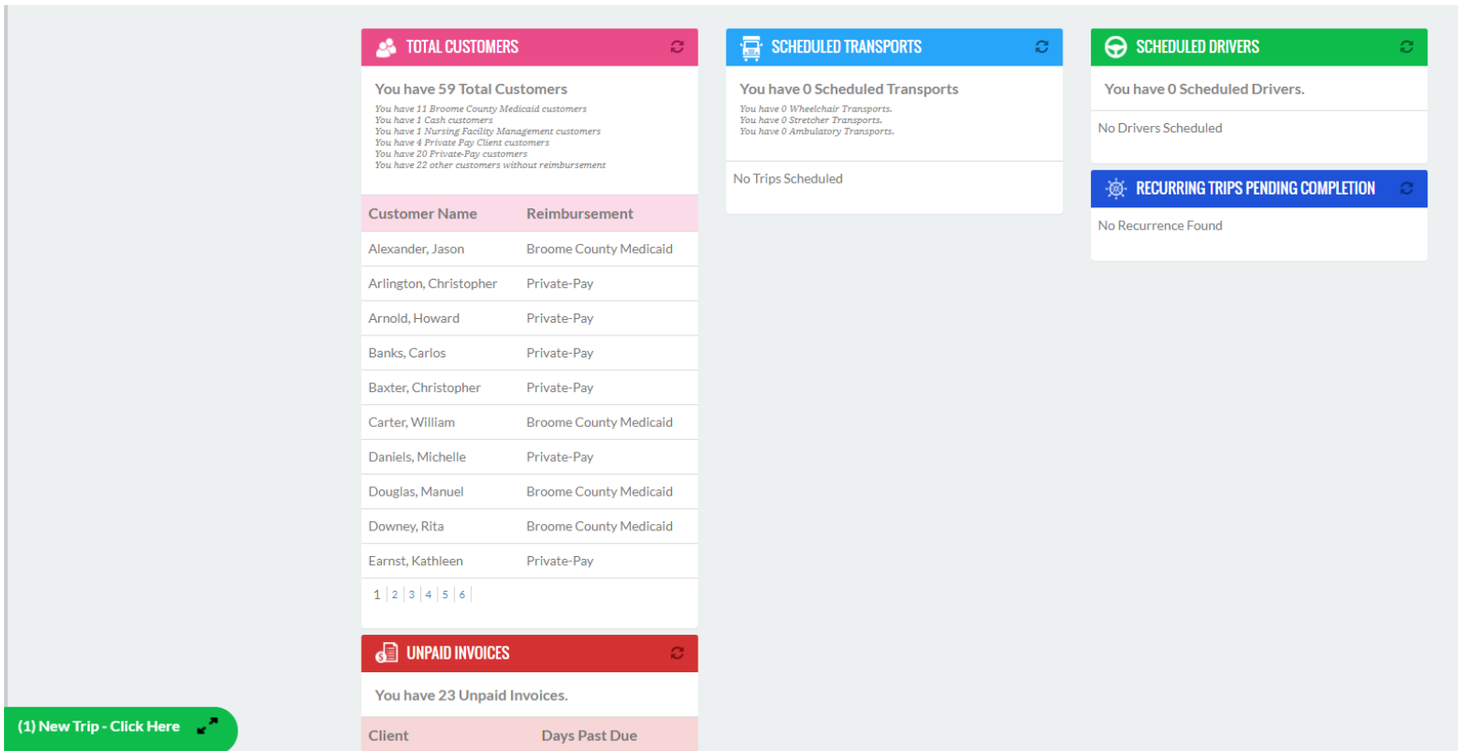
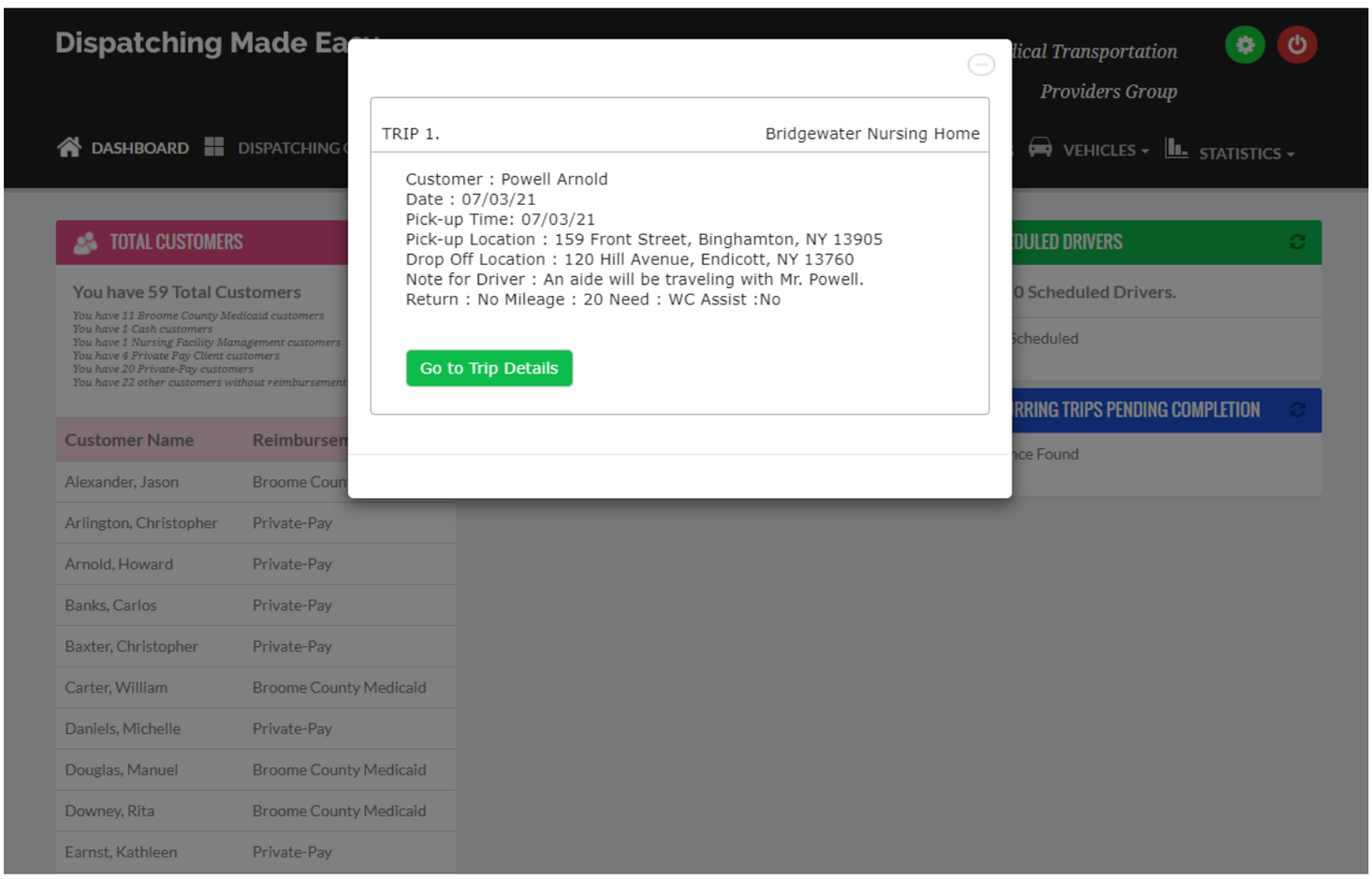
When a facility user creates and “Saves” a trip, the transportation provider automatically receives a visual notification in the form of the green tab at the bottom left of their screen. This notification clearly captures the attention of the transportation provider dispatcher and prompts them to click and review.



When the transportation provider dispatcher selects “Click Here” to view the facility’s trip request, a popup will appear featuring the trip related information. The transportation provider will click “Go to Trip Details.” to view addition trip details and choose to accept or decline the trip.



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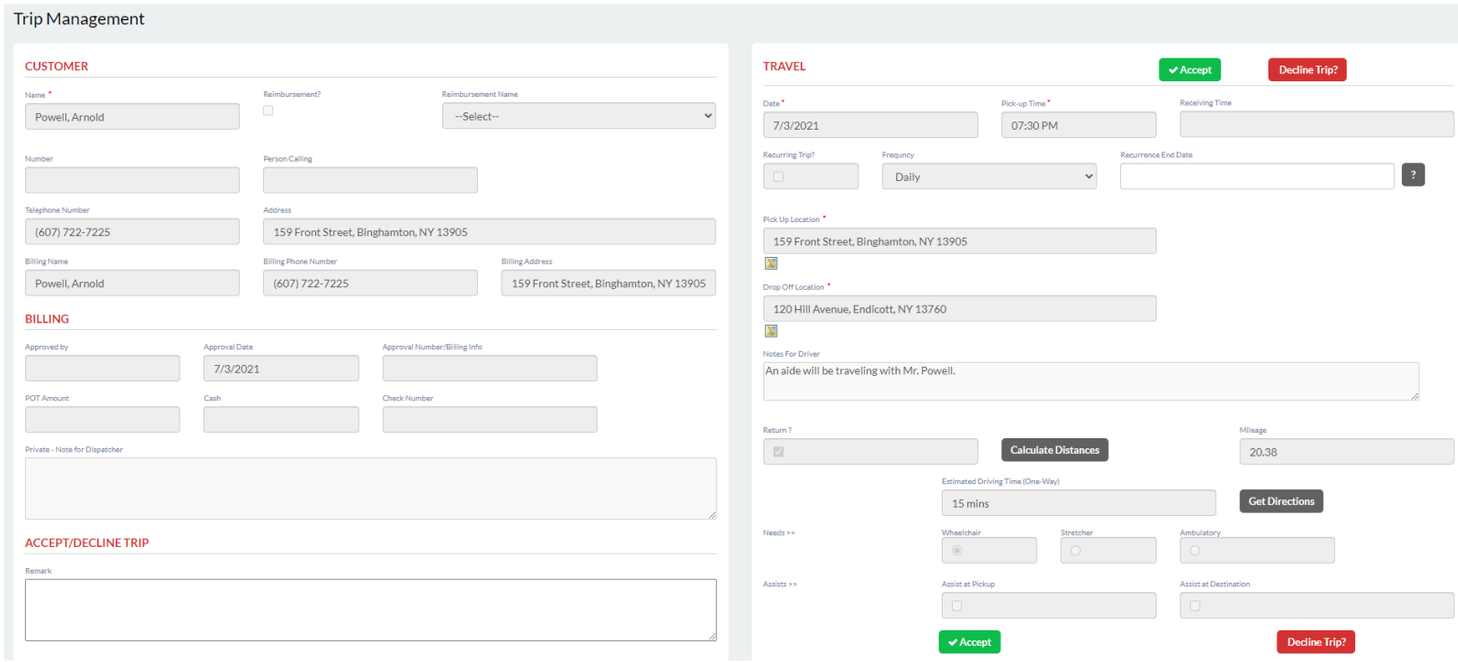
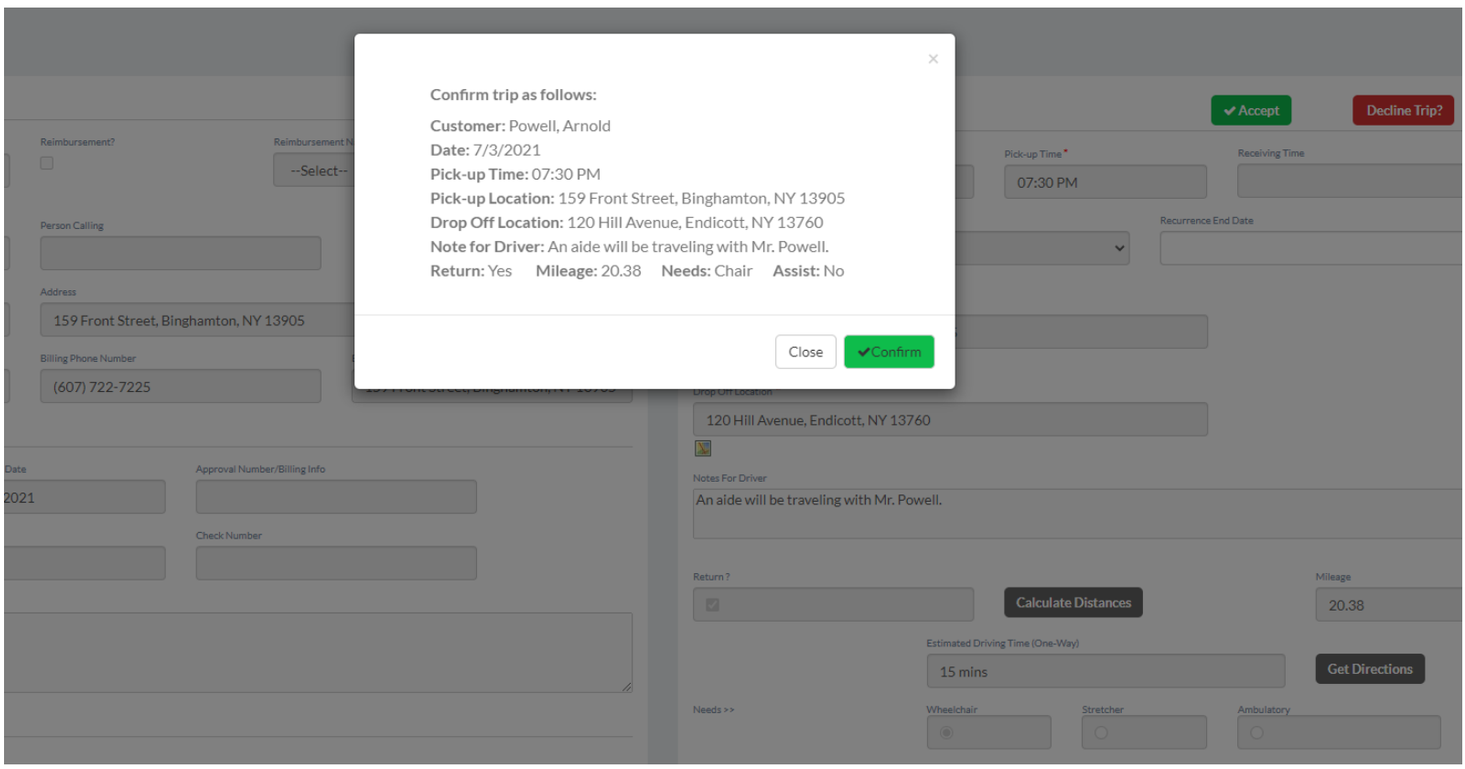
Once the transportation provider dispatcher has reviewed the trip information, the dispatcher will either "Accept" or Decline" the trip. If the dispatcher declines the trip, the dispatcher will be prompted to type an optional message to be received by the facility explaining why the trip cannot be accepted – possibly due to a full schedule. If so, the dispatcher can request the facility work to reschedule the trip to a more convenience time.



Once accepted, the transportation provider dispatcher will be prompted to "Confirm" the trip.



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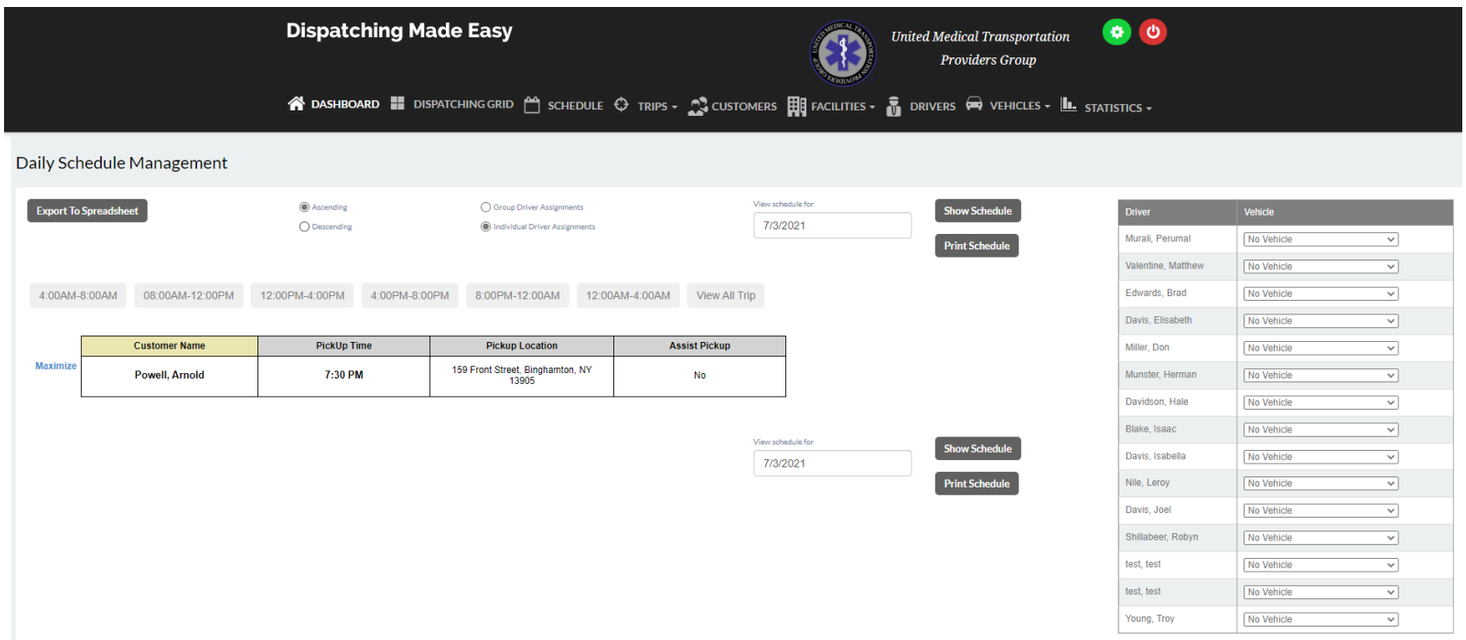
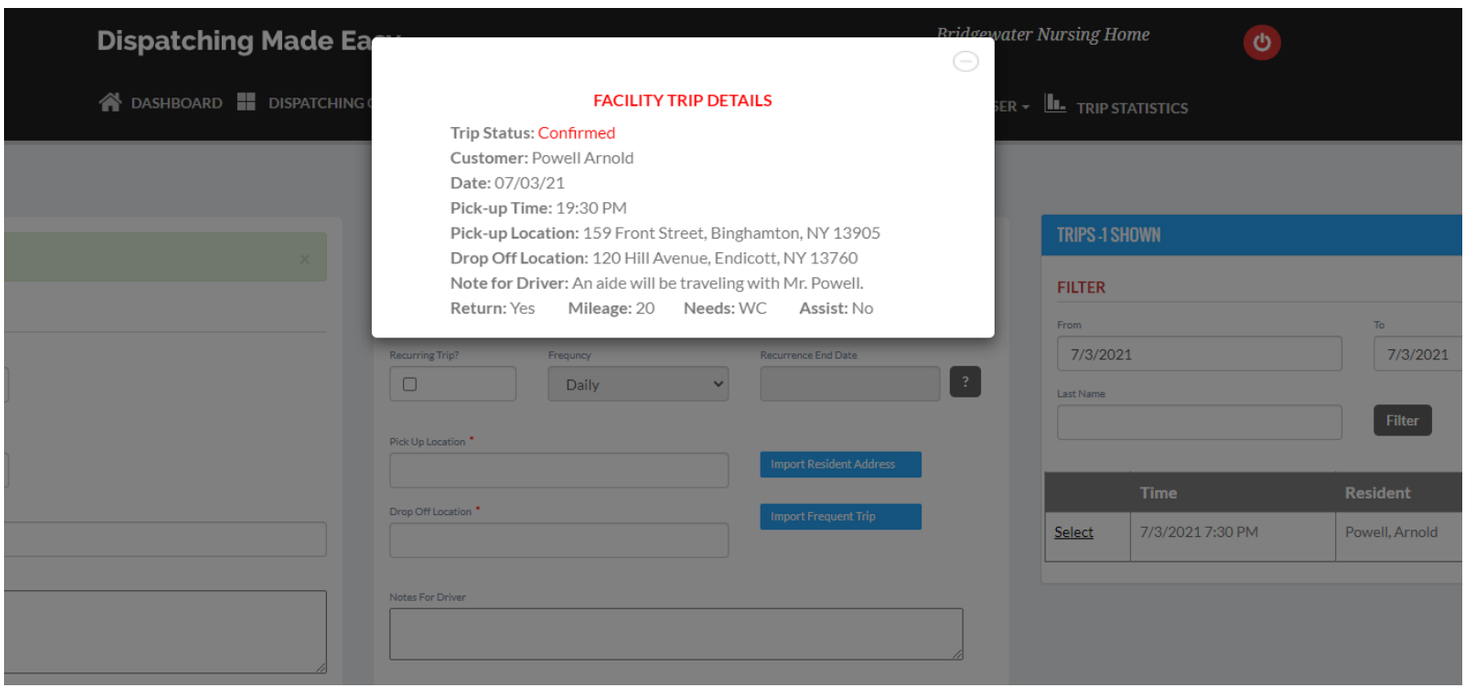
Once confirmed, the trip will populate in the Daily Schedule of both the transportation provider and the facility account.

If the resident is a new customer and not yet in the transportation provider's database, the resident will automatically be added to the transportation provider's Customer database.

Once a driver has been assigned to the trip, it will appear in Dispatching Grids of both the transportation provider and the facility.



When the transportation provider has confirmed the trip, the facility will also receive a popup notifying them the trip has been accepted and the trip status will change from "Pending" to "Confirmed."



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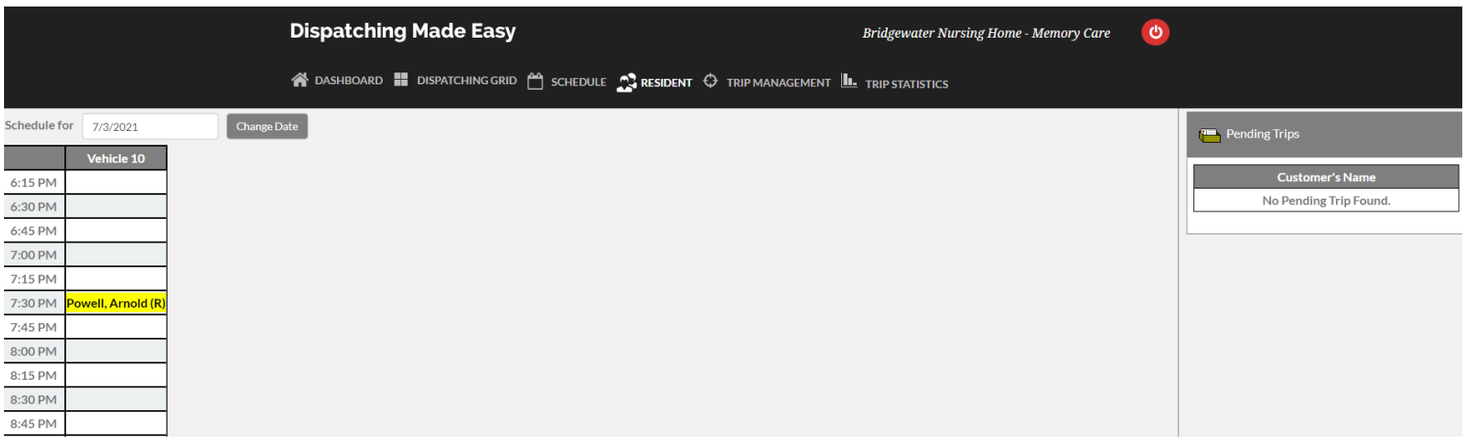
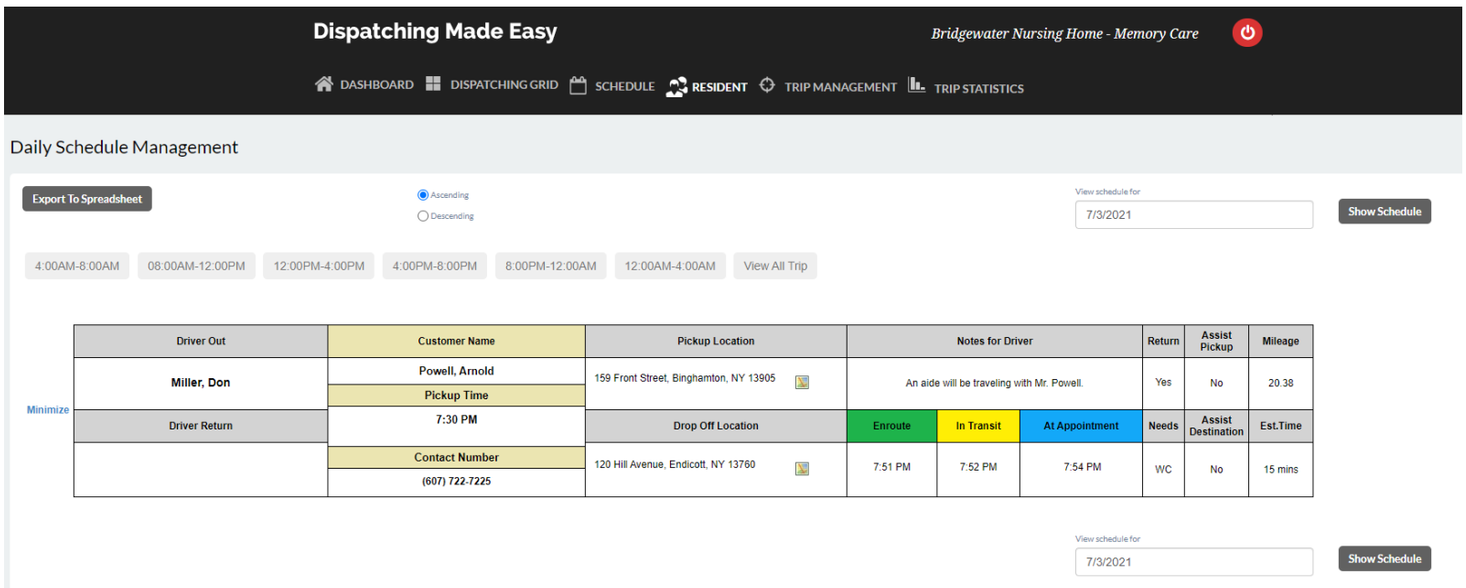
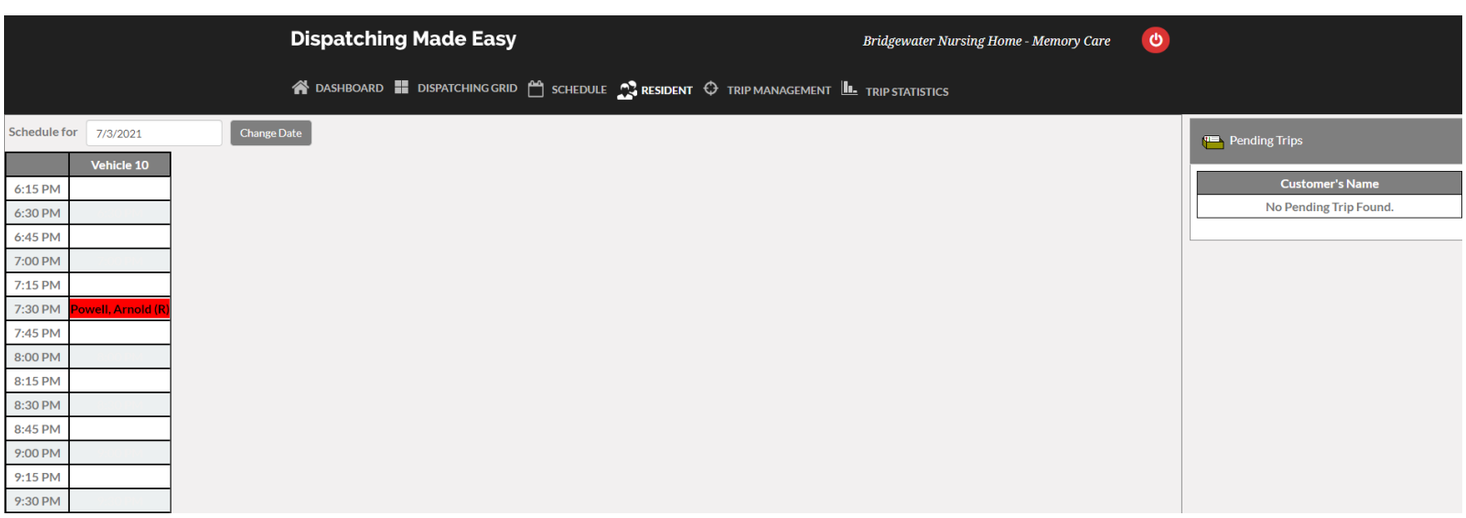
Like the transportation provider, facility staff can view all aspects of the trip progress on the Dispatching Grid and Daily Schedule. However, the facility can ONLY see trips relating to their residents and not of any other facility or customers. Further, a facility's Dispatching Grid and Daily Schedules are "View-ONLY." Facilities cannot engage in or manipulate trip status in any way.



Facility staff can see which driver is assigned to each transport, when the driver goes enroute for pick-up, when the resident goes "In Transit," and when the resident is dropped off at their appointment.



Facility staff will be notified when the transportation provider receives notification that the resident is ready to be picked up and returned.



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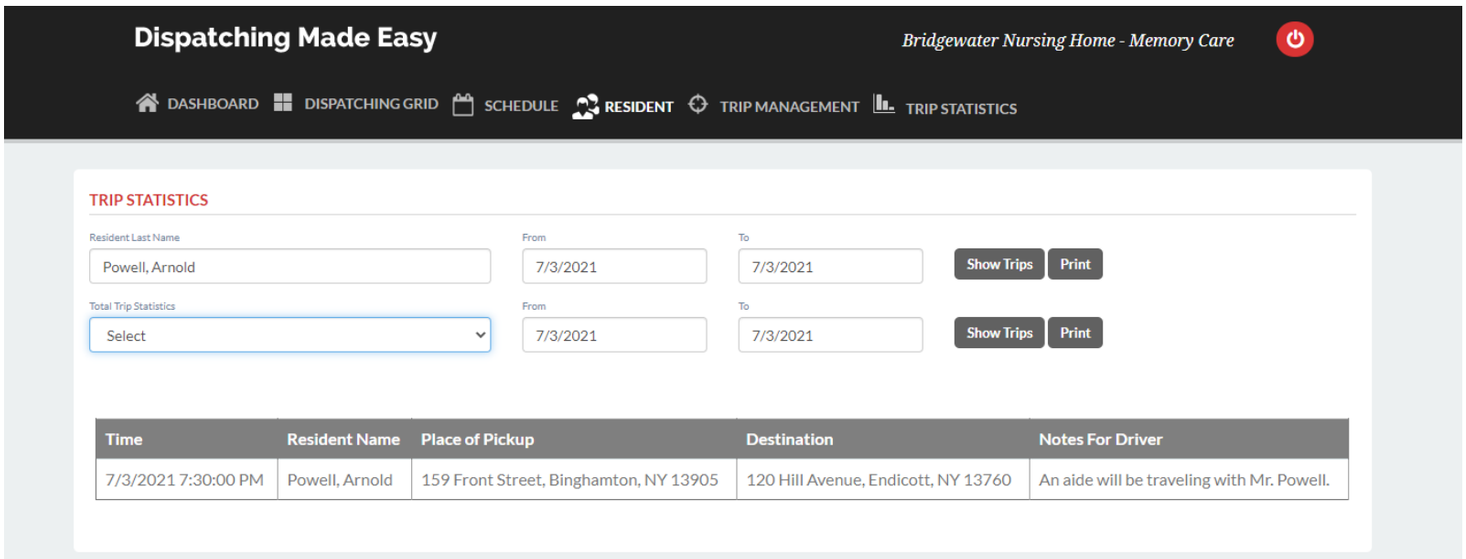
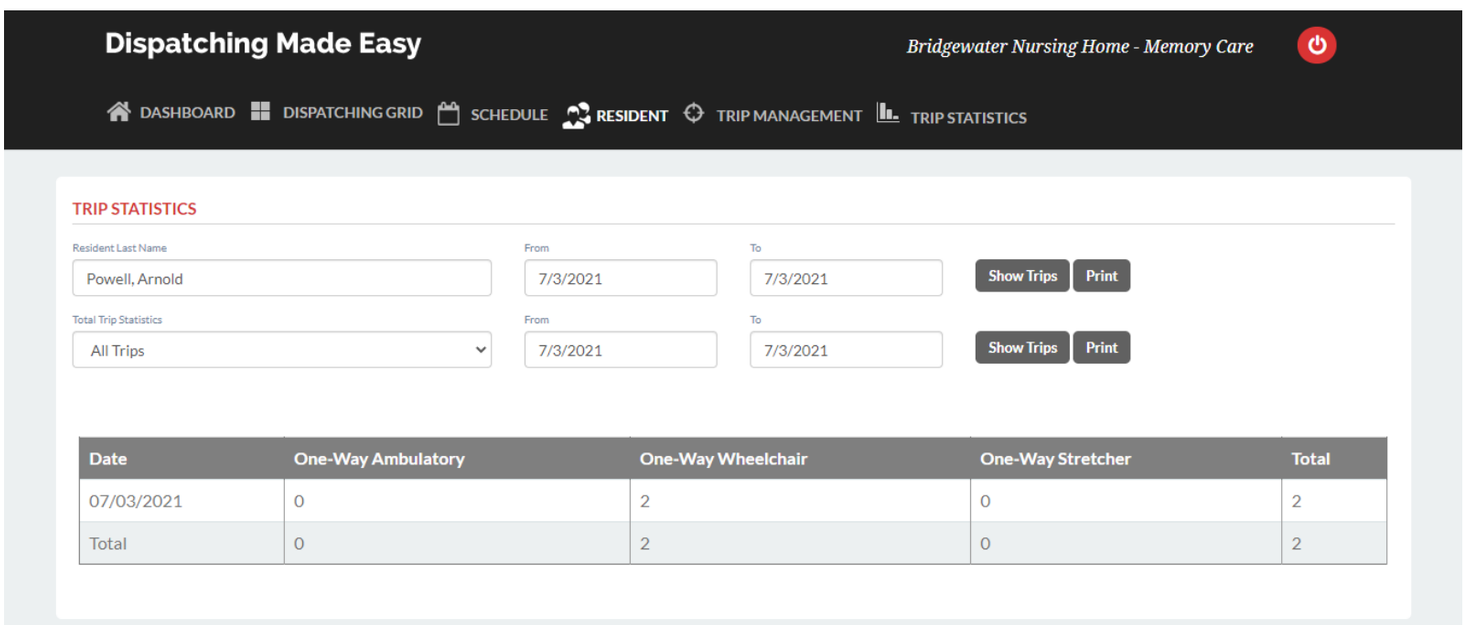
Added benefits of this unique functionality is the ability of a facility to reference various statistics.

Facilities can reference trips for individual residents or total volume. Obviously, this can assist with billing in accordance with a direct pay contract or service agreement.



Similar to trips, a trip management, facilities can ONLY see statistics assocaited with their exclusive account and not that of other Facilities and customers.