To:	Gabriel, Jason; Mairs, Rita
Cc:	Hodges, Lawsikia; Bowling, Karen; Smith, Darnell; Elias, Bradley; Jamo Rubin
Subject:	RE: City of Jacksonville | RightSite Health
Date:	Tuesday, April 2, 2024 4:48:12 PM

Rita and Jason,

After our meeting with the Administration today, I was instructed to get a permanent Administrative Award put into place with RIghtSite Health. Can the two of you connect and complete this process? Let me now if you need any assistance from me or my team.

Jamo/Dr. Elias,

Please work together to begin training the entire department (suppression and rescue) and we need to draft a JFRD policy for OGC to review. Also, I need both of you to work together on looking at our dispatch protocol to see how we can implement this process into the 911 center.

Team,

Once the Administrative Award is signed and sufficient training is completed, we want to conduct an aggressive media campaign to educate the public on the new JFRD telemedicine program.

Thanks for all the assistance with this very important project!

Keith Powers
Director/Fire Chief
Jacksonville Fire/Rescue Department
515 N. Julia Street
Jacksonville, Fl. 32202
904-255-3300 office
904-237-9807 cell

From: Gabriel, Jason <jgabriel@burr.com>
Sent: Wednesday, February 14, 2024 2:21 PM
To: Mairs, Rita <MairsR@coj.net>
Cc: Powers, Keith <KPowers@coj.net>; Hodges, Lawsikia <LHodges@coj.net>
Subject: City of Jacksonville | RightSite Health

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Rita –

Attached is the proposed draft Rightsite / COJ contract we discussed previously. As you will see I tried to format into the standard COJ form, to the extent you need to insert the standard COJ terms and conditions such as public records

statement etc, there's a place in Exhibit C to do so as "additional terms." Please let me know if you have any questions or concerns. Look forward to finalizing this with COJ.

Thanks very much,

-Jason G.

Jason R. Gabriel
Partner

50 North Laura Street, Suite 3000
Jacksonville, Florida 32202

direct 904-232-7211
mobile 904-226-8191
fax 904-212-2003
jgabriel@burr.com
Web

The information contained in this email is intended for the individual or entity above. If you are not the intended recipient, please do not read, copy, use, forward or disclose this communication to others; also, please notify the sender by replying to this message, and then delete this message from your system. Thank you.

From: Powers, Keith
To: Gabriel, Jason; Mairs, Rita
Cc: Hodges, Lawsikia; Bowling, Karen; Smith, Darnell; Elias, Bradley; Jamo Rubin; Marx, James; Blanton, Jake; Guthrie, Daniel
Subject: RE: City of Jacksonville | RightSite Health
Date: Tuesday, April 2, 2024 4:51:00 PM

Rita and Jason,

After our meeting with the Administration today, I was instructed to get a permanent Administrative Award put into place with RIghtSite Health. Can the two of you connect and complete this process? Let me now if you need any assistance from me or my team.

Jamo/Dr. Elias,

Please work together to begin training the entire department (suppression and rescue) and we need to draft a JFRD policy for OGC to review. Also, I need both of you to work on looking at our dispatch protocol to see how we can implement this process into the 911 center.

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Jacksonville, Fl. 32202
904-255-3300 office
904-237-9807 cell

From: Gabriel, Jason <jgabriel@burr.com>
Sent: Wednesday, February 14, 2024 2:21 PM
To: Mairs, Rita <MairsR@coj.net>
Cc: Powers, Keith <KPowers@coj.net>; Hodges, Lawsikia <LHodges@coj.net>
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Thanks very much,

-Jason G.

Jason R. Gabriel
Partner

50 North Laura Street, Suite 3000
Jacksonville, Florida 32202

direct 904-232-7211
mobile 904-226-8191
fax 904-212-2003
jgabriel@burr.com
Web

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From: Marx, James
To: Swati Swani; Jamo Rubin
Subject: 11/13 Meeting
Date: Thursday, November 9, 2023 9:26:57 AM
Attachments: Outlook-zudxysgk.png

Good morning,

I will not be able to attend our meeting on Monday, I'll be out of town on vacation. I will be back the following week.

Capt. Keeney is working on finding rescues and personnel to receive the Right Site training. I know the week after next is Thanksgiving, so we may need to wait until after Thanksgiving to start any training. Lets plan on tentative training for 11/27-11/29. I'll let you know the exact dates as soon as I'm able to commit. Thank you for your understanding and patience.

Respectfully,

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St. Jacksonville, FL 32202
(904) 255-7777 {Office}

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From: Greene, Rachel
To: matt.sedgwick@rightsitehealth.com; Collier, Kevin - AFRM
Cc: Gabriel, Jason
Subject: 15 Minute Call re RightSite
Date: Friday, July 12, 2024 10:39:46 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Gentlemen,
Looking for a 15 minute window in your schedules to coordinate a quick call. Can you both please provide dates/times in your schedules for the next few days and I can take a look at Jason's calendar and find a mutual date/time.

I will also send around a calendar appointment with call-in instructions.

Thank you!

Rachel Greene
Legal Practice Assistant

rgreene@burr.com
904-232-7228 (*direct*)

50 North Laura Street, Suite 3000
Jacksonville, Florida 32202

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From: Jamo Rubin
To: Powers, Keith
Cc: Swati Swani; Kristeen Pierce; Mene Demestihas M.D.
Subject: Activating RightSite
Date: Friday, July 28, 2023 7:31:28 AM
Attachments: RightSite-Logo-Tagline-teal.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Chief Powers,

We heard the great news yesterday that the mayor's office enthusiastically approved the launch of RightSite! We couldn't be more excited.

We are ready to go. Please let us know who we should contact for planning next steps.

Thanks again for all your support. This will be a big success for JFRD, the city, and especially for those citizens that we are all going to help.

Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From:	Pierce, Melissa
To:	tblanchard@telescopehealth.com; amamas@telescopehealth.com; info@triagelogic.com; info@rightsitehealth.com; rfp@elevationhealthgroup.com; jack.marquez@mtechmobility.com; yvonneandkennedy@gmail.com; sourcemanagement@deltek.com; v.denson@helpingfamiliesllc.com; gbs@bidnet.com; bids@pwxpress.com; thwbonds@outlook.com; natalla@me.com; aleslie@securevideo.com; gayawomenswellness@gmail.com; primevendor123@gmail.com; rfpalerts@gmail.com; preethyw@medi.ci; kvanmeter@humanpotentialhc.com; haissam@epami.net
Cc:	Laidler, Marilyn; Leslie-Burney, Annette; Freeman, Dustin; Waremburg, Robert; Phillips, Cynthia; BidRoom; Barnett, Renata
Subject:	ADDENDUM #1 - ESC-0335-24 - TELEHEALTH SAFETY NET CLINIC
Date:	Wednesday, February 21, 2024 9:57:51 AM
Attachments:	ESC-0335-241A.pdf image001.png

Good Day All,

Please find attached Addendum #1 for ESC-0335-24.

Thank you.

Melissa Pierce
Buyer, Purchasing Services
City of Jacksonville
Finance and Administration Department
Procurement Division
Phone: 904-255-8835
mpierce@coj.net

-
-

A NEW DAY.

****** Please note that under Florida's very broad public records law, email communications to and from city officials are subject to public disclosure. ******

Please click on the links below for any of the following for Bids and Awards:

For Bidding Opportunities: Jacksonville.gov - Bidding Opportunities (Including Capital Improvement and Design/Build)

For COJ weekly award intentions: Jacksonville.gov - Agendas and Minutes

For bid award information: Procurement Division (coj.net)

For Public Records: COJ Public Records (govqa.us)

From:	Pierce, Melissa
To:	tblanchard@telescopehealth.com; amamas@telescopehealth.com; info@triagelogic.com; info@rightsitehealth.com; rfp@elevationhealthgroup.com; jack.marquez@mtechmobility.com; yvonneandkennedy@gmail.com; sourcemanagement@deltek.com; v.denson@helpingfamiliesllc.com; gbs@bidnet.com; bids@pwxpress.com; thwbonds@outlook.com; natalla@me.com; aleslie@securevideo.com; gayawomenswellness@gmail.com; primevendor123@gmail.com; rfpalerts@gmail.com; preethyw@medi.ci; kvanmeter@humanpotentialhc.com; haissam@epami.net
Cc:	Laidler, Marilyn; Leslie-Burney, Annette; Freeman, Dustin; Waremburg, Robert; Phillips, Cynthia; BidRoom; Barnett, Renata
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Cc:	Laidler, Marilyn; Leslie-Burney, Annette; Freeman, Dustin; Waremburg, Robert; Phillips, Cynthia; BidRoom; Barnett, Renata
Subject:	ADDENDUM #1 - ESC-0335-24 - TELEHEALTH SAFETY NET CLINIC
Date:	Wednesday, February 21, 2024 9:57:50 AM
Attachments:	ESC-0335-241A.pdf image001.png

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Please find attached Addendum #1 for ESC-0335-24.

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Buyer, Purchasing Services
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Subject:	ADDENDUM #1 - ESC-0335-24 - TELEHEALTH SAFETY NET CLINIC
Date:	Wednesday, February 21, 2024 9:57:49 AM
Attachments:	ESC-0335-241A.pdf image001.png

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mpierce@coj.net

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Subject:	ADDENDUM #1 - ESC-0335-24 - TELEHEALTH SAFETY NET CLINIC
Date:	Wednesday, February 21, 2024 9:57:51 AM
Attachments:	ESC-0335-241A.pdf image001.png

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Melissa Pierce
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City of Jacksonville
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Phone: 904-255-8835
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For bid award information: Procurement Division (coj.net)

For Public Records: COJ Public Records (govqa.us)

From: Jamo Rubin
To: Powers, Keith - FROD
Subject: Adding call volume in dispatch
Date: Monday, March 17, 2025 6:26:34 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Chief Powers,

Thanks for your patience as we analyzed the differences between JFRD and Grady's non-emergent dispatch codes. Here's what we found.

In addition to the one signal code (Sick Person) Dr. Elias approved for dispatch to offer RightSite to non-emergent callers, we identified 14 more JFRD signal codes that match Grady's non-emergent CAD codes—codes they use to activate RightSite and redirect more non-emergent patients away from unnecessary ER visits and costs.

If JFRD Dispatch adds these 14 signal codes, it should drive significantly more call volume to RightSite, cut unnecessary ambulance runs, and connect more non-emergent patients to better, less expensive care and follow-up outside the ER.

If you need specific information, please let me know.

Thanks,

Jamo

From: Swati Swani
To: Marx, James
Cc: Jamo Rubin
Subject: Agenda for JFRD/RightSite Monday (9/18) Touchbase
Date: Friday, September 15, 2023 2:24:37 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Afternoon Chief Marx,

We put together a list of a few items that we can discuss in our Monday call.

RightSite Updates:

1. Updates on 4th call

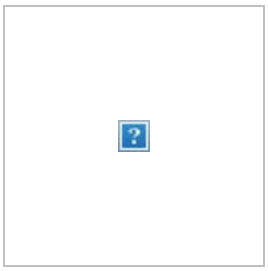
JFRD Updates:

1. Follow up with Dr. Elias on RightSite eligibility criteria
2. Follow up with Lt. Beth Harkins on 2nd patient call
3. Follow up with Capt. Keeney on feedback on bag tags/distribution

Please let me know if I am missing anything.

Have a nice weekend!

Regards,
Swati



Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James
Cc: Jamo Rubin
Subject: Agenda for JFRD/RightSite Monday (9/25) Touchbase
Date: Friday, September 22, 2023 8:27:37 PM
Attachments: JFRD - FL Case Highlight. 1254-2023.09.22.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief Marx,

Here's a list of agenda items for our Monday call.

RightSite Updates:

1. Review attached case highlight

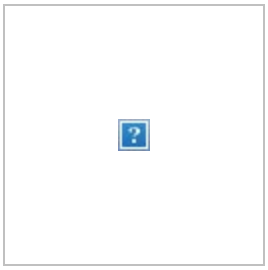
JFRD Updates:

1. Training of 2 new EMS Clinicians
2. Follow up on Capt. Keeney's involvement in the pilot call analysis work

Please let me know if I am missing anything.

Have a nice weekend!

Regards,
Swati



Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James
Cc: Jamo Rubin
Subject: Agenda for JFRD/RightSite Monday (10/2) Touchbase
Date: Friday, September 29, 2023 5:57:13 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief Marx,

Here's a list of agenda items for our Monday call.

RightSite Updates:

1. RightSite/Steve touch base scheduled for Wednesday

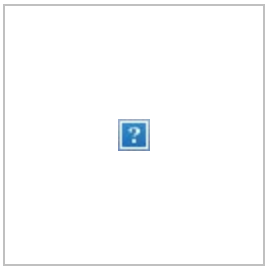
JFRD Updates:

1. Training of 2 new EMS Clinicians
2. Follow up on Capt. Keeney's involvement in the pilot call analysis work

Please let me know if I am missing anything.

Have a nice weekend!

Regards,
Swati



Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James
Cc: Jamo Rubin
Subject: Agenda for JFRD/RightSite Monday (10/9) Touchbase
Date: Friday, October 6, 2023 9:24:02 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Chief Marx,

Here's a list of agenda items for our Monday call.

RightSite Updates:

1. RightSite/Steve touch base updates

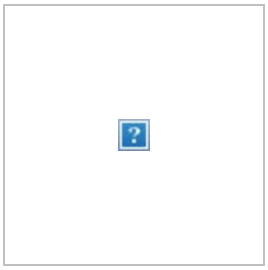
JFRD Updates:

1. Updates on new Chief
2. Training updates
3. Follow up on Capt. Keeney's involvement in the pilot call analysis work

Please let me know if I am missing anything.

Have a nice weekend!

Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James
Cc: Jamo Rubin
Subject: Agenda for JFRD/RightSite Monday (10/16) Touchbase
Date: Sunday, October 15, 2023 3:07:59 PM

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Hello Brien,

Here's a list of agenda items for our Monday call.

RightSite Updates:

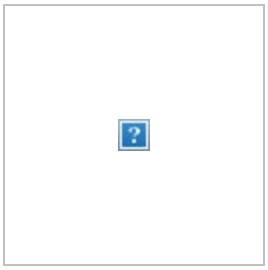
1. RightSite/Steve touch base updates
2. Follow up with Jeff Lundy for connection issues

JFRD Updates:

1. Updates on new Chief

Please let me know if I am missing anything.

Thanks,
Swati



Swati Swani
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rightsitehealth.com

From: Swati Swani
To: Marx, James
Cc: Jamo Rubin
Subject: Agenda for JFRD/RightSite Monday (10/23) Touchbase
Date: Friday, October 20, 2023 4:35:52 PM

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Hello Brien,

Here's a list of agenda items for our Monday call.

RightSite Updates:

1. RightSite/Steve next steps updates

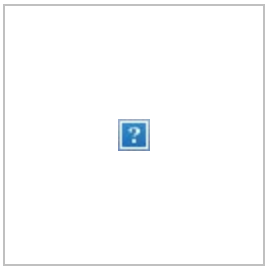
JFRD Updates:

1. Updates on new Chief
2. Additional training needs

Please let me know if I am missing anything.

Have a nice weekend!

Thanks,
Swati



Swati Swani
Director, Design & Implementation
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swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James
Cc: Jamo Rubin
Subject: Agenda for JFRD/RightSite Monday (10/30) Touchbase
Date: Sunday, October 29, 2023 6:23:08 PM

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Hello Brien,

Hope you are having a nice weekend. Here's the agenda for tomorrow's call. Please let me know if you want to add/change anything.

RightSite Updates:

1. Realignment on expansion

JFRD Updates:

1. Updates on new Chief
2. Continuation from last week's discussion: Psychiatric Facility: Name of the facility and contact person we can work with

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James
Cc: Jamo Rubin
Subject: Agenda for JFRD/RightSite Monday (11/6) Touchbase
Date: Friday, November 3, 2023 5:55:29 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Brien,

Here's the agenda for our Monday's call. Please let me know if you want to add anything.

1. New stations and additional training
2. Updates on Capt. Keeney
3. Behavioral Health/Psychiatric Facility: Next Steps

Have a nice weekend!

Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James
Cc: Jamo Rubin
Subject: Agenda for JFRD/RightSite Monday (11/20) Touchbase
Date: Sunday, November 19, 2023 7:01:08 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Brien,

Hope you are having a nice weekend. Here's the agenda for our Monday's call. Please let me know if you want to add anything.

1. New stations and additional training: Next Steps
2. Updates on data request - total run numbers for the entire department to identify percent of EMS runs match Dr. Elias's list
3. Behavioral Health/Psychiatric Facility: Next Steps

Talk to you tomorrow!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James
Cc: Jamo Rubin
Subject: Agenda for JFRD/RightSite Monday (11/27) Touchbase
Date: Wednesday, November 22, 2023 1:40:32 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

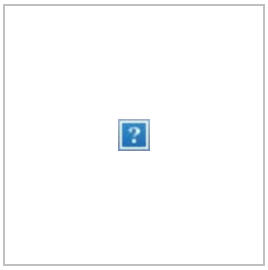
Hello Brien,

Here's our agenda for Monday's meeting. Wanted to send it to you prior to the holiday weekend.

1. Update from the meeting with Mayor and Chief on 11/21
2. Plan for expansion to additional stations
3. Discuss possibility of expansion into Dispatch

Wishing you and your family a very happy Thanksgiving! Thank you for all your support, hope you have a nice weekend!

Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

To:	Jamo Rubin
Subject:	CAD Codes / ProQa Codes
Date:	Wednesday, February 26, 2025 3:09:04 PM
Attachments:	image010.png image004.png image006.png image008.png image020.png image021.png image022.png RS-IncidentType_7-23-2024_12-25-45.xlsx

---

Jamo,

Here is a list of CAD codes and response codes from Priority Dispatch for protocol 26 Sick Person in P.D.

I'm also attaching a complete list of our CAD codes, unfortunately do not have a matching code for P.D. I'll try and work on getting the list updated but as you'll see there's over 300 CAD codes.

Here are all the Delta's, Charlie's, Alpha's and Omega's CAD codes from Protocol 26 "Sick Person".

- O 2 Boils
  - Cursor Priority: 1
  - Response/Type: Omega
  - CAD Code: 17SP17
  - Suffixes
- O 3 Bumps (non-traumatic)
  - Cursor Priority: 2
  - Response/Type: Omega
  - CAD Code: 17SP18
  - Suffixes
- O 4 Can't sleep
  - Cursor Priority: 3
  - Response/Type: Omega
  - CAD Code: 17SP19
  - Suffixes
- O 5 Can't urinate (without abdominal pain)
  - Cursor Priority: 4
  - Response/Type: Omega
  - CAD Code: 17SP20
  - Suffixes
- O 6 Catheter (urinary – in/out without
  - Cursor Priority: 5
  - Response/Type: Omega
  - CAD Code: 17SP21
  - Suffixes
- O 7 Constipation
  - Cursor Priority: 6
  - Response/Type: Omega
  - CAD Code: 17SP22
  - Suffixes
- O 8 Cramps/Spasms/Joint pain (in extremiti
  - Cursor Priority: 7
  - Response/Type: Omega
  - CAD Code: 17SP23
  - Suffixes

- O 9 Cut-off ring request
  - Cursor Priority: 8
  - Response/Type: Omega
  - CAD Code: 17SP24
  - Suffixes
- O 10 Deafness
  - Cursor Priority: 9
  - Response/Type: Omega
  - CAD Code: 17SP25
  - Suffixes
- O 11 Defecation/Diarrhea
  - Cursor Priority: 10
  - Response/Type: Omega
  - CAD Code: 17SP26
  - Suffixes
- O 12 Earache
  - Cursor Priority: 11
  - Response/Type: Omega
  - CAD Code: 17SP27
  - Suffixes
- O 13 Enema
  - Cursor Priority: 12
  - Response/Type: Omega
  - CAD Code: 17SP28
  - Suffixes
- O 14 Gout
  - Cursor Priority: 13
  - Response/Type: Omega
  - CAD Code: 17SP29
  - Suffixes
- O 15 Hemorrhoids/Piles
  - Cursor Priority: 14
  - Response/Type: Omega
  - CAD Code: 17SP30
  - Suffixes

- O 16 Hepatitis
  - Cursor Priority 15
  - Response/Type Omega
  - CAD Code 17SP31
  - Suffixes
- O 17 Hiccups
  - Cursor Priority 16
  - Response/Type Omega
  - CAD Code 17SP32
  - Suffixes
- O 18 Itching
  - Cursor Priority 17
  - Response/Type Omega
  - CAD Code 17SP33
  - Suffixes
- O 19 Nervous
  - Cursor Priority 18
  - Response/Type Omega
  - CAD Code 17SP34
  - Suffixes
- O 20 Object stuck (nose, ear, vagina, rectum,
  - Cursor Priority 19
  - Response/Type Omega
  - CAD Code 17SP35
  - Suffixes
- O 21 Object swallowed (without choking or
  - Cursor Priority 20
  - Response/Type Omega
  - CAD Code 17SP36
  - Suffixes
- O 22 Painful urination
  - Cursor Priority 21
  - Response/Type Omega
  - CAD Code 17SP37
  - Suffixes

- O 23 Penis problems/pain
  - Cursor Priority 22
  - Response/Type Omega
  - CAD Code 17SP38
  - Suffixes
- O 24 Rash/Skin disorder (without difficulty
  - Cursor Priority 23
  - Response/Type Omega
  - CAD Code 17SP39
  - Suffixes
- O 25 Sexually transmitted disease (STD)
  - Cursor Priority 24
  - Response/Type Omega
  - CAD Code 17SP40
  - Suffixes
- O 26 Sore throat (without difficulty breathing o
  - Cursor Priority 25
  - Response/Type Omega
  - CAD Code 17SP41
  - Suffixes
- O 27 Toothache (without jaw pain)
  - Cursor Priority 26
  - Response/Type Omega
  - CAD Code 17SP42
  - Suffixes
- O 28 Wound infected (focal or surface)
  - Cursor Priority 27
  - Response/Type Omega
  - CAD Code 17SP43
  - Suffixes
- A 0 **Override**
  - Response/Type Alpha.
  - CAD Code 17SPC1
  - Suffixes

- A 1 **No** priority symptoms (complaint conditi
  - Cursor Priority 1
  - Response/Type Alpha
  - CAD Code 17SP01
  - Suffixes
- A 2 Blood pressure abnormality (asymptoma
  - Cursor Priority 2
  - Response/Type Alpha
  - CAD Code 17SP02
  - Suffixes

- A 3 Dizziness/Vertigo
  - Cursor Priority: 3
  - Response/Type: Alpha
  - CAD Code: 17SP03
  - Suffixes
- A 4 Fever/Chills
  - Cursor Priority: 4
  - Response/Type: Alpha
  - CAD Code: 17SP04
  - Suffixes
- A 5 General weakness
  - Cursor Priority: 5
  - Response/Type: Alpha
  - CAD Code: 17SP05
  - Suffixes
- A 6 Nausea
  - Cursor Priority: 6
  - Response/Type: Alpha
  - CAD Code: 17SP06
  - Suffixes
- A 7 New onset of immobility
  - Cursor Priority: 7
  - Response/Type: Alpha
  - CAD Code: 17SP07
  - Suffixes
- A 8 Other pain (non-OMEGA-level)
  - Cursor Priority: 8
  - Response/Type: Alpha
  - CAD Code: 17SP08
  - Suffixes
- A 9 Transportation only
  - Cursor Priority: 9
  - Response/Type: Alpha
  - CAD Code: 17SP09
  - Suffixes

- A 10 Unwell/Ill
  - Cursor Priority: 10
  - Response/Type: Alpha
  - CAD Code: 17SP10
  - Suffixes
- A 11 Vomiting
  - Cursor Priority: 11
  - Response/Type: Alpha
  - CAD Code: 17SP11
  - Suffixes
- A 12 Possible meningitis
  - Cursor Priority: 12
  - Response/Type: Alpha.
  - CAD Code: 17SP12
  - Suffixes
- B 0 **Override**
  - Response/Type: Bravo.
  - CAD Code: 17SPB0
  - Suffixes
- B 1 **Unknown** status/**Other** codes **not**
  - Response/Type: Bravo
  - CAD Code: 17SP01
  - Suffixes
- C 0 **Override**
  - Response/Type: Charlie.
  - CAD Code: 17SP01
  - Suffixes

- C 1 **ALTERED LEVEL OF**
  - Cursor Priority: 1
  - Response/Type: Charlie
  - CAD Code: 17SP01
  - Suffixes
- C 2 **Abnormal** breathing
  - Cursor Priority: 2
  - Response/Type: Charlie
  - CAD Code: 17SP02
  - Suffixes
- C 3 **Sickle cell** crisis/**Thalassemia**
  - Cursor Priority: 3
  - Response/Type: Charlie
  - CAD Code: 17SP03
  - Suffixes
- C 4 **Autonomic dysreflexia/hyperreflexia**
  - Cursor Priority: 4
  - Response/Type: Charlie.
  - CAD Code: 17SP04
  - Suffixes
- D 0 **Override**
  - Response/Type: Delta.
  - CAD Code: 17SP01
  - Suffixes
- D 1 **Not** alert
  - Response/Type: Delta
  - CAD Code: 17SP01
  - Suffixes

From: Marx, James - FRRS
To: Jamo Rubin
Subject: CAD Codes
Date: Wednesday, February 26, 2025 3:24:00 PM

Jamo,

I'm working on getting a list of our CAD codes to send to you. Unfortunately, I don't have a list of the CAD codes and how they pair to the determinant codes in P.D. I do have someone trying to work on trying to put a list together for you though.

Brien

NOTICE: This message is confidential, intended for the named-recipient(s) and may contain information that is (i) proprietary to the sender, and/or, (ii) privileged, confidential and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the Federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

From: Elias, Bradley
To: Mene Demestihas
Subject: Call today
Date: Tuesday, August 22, 2023 12:32:17 PM

Are you having Jamo and other admin on the call?

Sent from my iPhone

From: Jamo Rubin
To: Marx, James
Cc: Swati Swani
Subject: Call Today
Date: Monday, November 27, 2023 7:40:48 AM
Attachments: RightSite City of Jacksonville.23.11.22.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good morning, Brien. I've had a conflict come up during our call this morning but hope you and Swati can go over the agenda. If you have some time today/tomorrow for a quick call, I'd like to update you on the meeting last week Keith and I had with the City (the follow up email is below).

Karen (CAO) and Lynn (Exec Dir of Health Programs for CoJ) were both very excited and supportive of Keith expanding the program. The next steps are for us to get together with Keith and create specific next steps. I'll reach out to him today to see how he wants to approach that.

Hope you had a great Thanksgiving!

Jamo

> Begin forwarded message:
>
> **From:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Subject: RightSite Health / JFRD**
> **Date:** November 27, 2023 at 6:32:31 AM CST
> **To:** lsherman@coj.net, bowlingk@coj.net
> **Cc:** Keith Powers <kpowers@coj.net>, Swati Swani <swati.swani@rightsitehealth.com>
>
> Karen and Lynn,
>
> Thank you again for your time last week and interest in RightSite's service for non-emergent 911/EMS callers. We are excited about the partnership with JFRD and improving medical and social care for the Jacksonville community.
>
> Lynn, as promised, here's a copy of the deck we brought to the meeting.
>
> We also look forward to meeting with Jax Care Connect and its partners. Please let us know what the next steps are to get that scheduled.
>
> Hope you all had a great Thanksgiving holiday,
>
> Jamo



Jamo Rubin, M.D.
CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Chip Walls
To: Elias, Bradley - FRRS
Subject: Cancelled Meeting
Date: Tuesday, October 14, 2025 10:58:06 AM

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Dr. Elias

Chief Marx is unavailable to meet today.

I canceled the meeting.

We will catch up next week.

Have a great day.

Chip

From: Jamo Rubin
To: Marx, James - FRRS
Subject: Checking In
Date: Thursday, September 26, 2024 7:56:40 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Chief!

Just checking in to see how things are going?

Jamo

From: Jamo Rubin
To: Marx, James
Subject: Checking in
Date: Thursday, November 2, 2023 6:48:08 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Brien,

Just checking in to see if there's any movement about adding new stations and training those crews?

Thanks, Jamo

From: Jamo Rubin
To: Marx, James - FRRS
Subject: Checking In
Date: Thursday, August 8, 2024 7:21:23 AM

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Hi Brien,

Just thought I'd check in to see how things are going in Dispatch? If a quick call is easier, let me know.

Hope all is well,

Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Jamo Rubin
To: Marx, James - FRRS
Subject: Checking In
Date: Friday, October 25, 2024 12:20:02 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Brien,

Just thought I'd check in to see how things are going on your end. Hope you have a good weekend, and look forward to hearing from you.

Jamo

From: Jamo Rubin
To: Marx, James - FRRS
Subject: Checking in
Date: Thursday, September 12, 2024 8:12:10 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Brien, hope you and your family had a fun Labor Day weekend.

I'm just checking in to see how things are going and hoping we can find time for a quick catch up call?

Thanks,

Jamo.

To: Swati Swani
Cc: Jamo Rubin
Subject: Data Request
Date: Thursday, December 12, 2024 12:12:42 PM
Attachments: image001.png

Swati,

We're excited to begin our training next week. I have a few questions and data requests so that I have something to gauge with what Right Site is seeing in other departments. This information will also help us to determine what staffing may be required to meet potential demands.

1. I know you said that Right Site is in San Antonio Fire/Rescue dispatch and Grady. Are you working in any other 911 EMS Communication Centers? If so, which departments.
2. How many calls are being referred from each dispatch center on a daily basis?
3. How long does it take from when the phone is answered until the dispatcher is able to hang up?
4. How many referrals that you receive from a dispatch center that RS escalates the call back to the dispatch center for 911 responders to transport the patient?
5. Can you send me a name and contact info for someone in San Antonio Dispatch? I would like to hear from them what is working for them or possibly what isn't working. I'm hoping they can help us

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Marx, James - FRRS
To: Swati Swani
Cc: Jamo Rubin
Subject: Data Request
Date: Thursday, December 12, 2024 12:15:00 PM
Attachments: image001.png

Swati,

We're excited to begin our training next week. I have a few questions and data requests so that I have something to gauge with what Right Site is seeing in other departments. This information will also help us to determine what staffing may be required to meet potential demands.

1. I know you said that Right Site is in San Antonio Fire/Rescue dispatch and Grady. Are you working in any other 911 EMS Communication Centers or any other fire departments? If so, which departments.
2. How many calls are being referred from each dispatch center or fire department on a daily basis?
3. How long does it take from when the phone is answered by RS until the dispatcher is able to hang up?
4. How many referrals that you receive from a dispatch center that RS is escalates the call back to the dispatch center for 911 responders to transport the patient?
5. Can you send me a name and contact info for someone in San Antonio Dispatch? I would like to hear from them what is working for them or possibly what isn't working.

See you next week!

Kind Regards,

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Elias, Bradley
To: Jamo Rubin
Bcc: Blanton, Jake
Subject: Data
Date: Friday, December 22, 2023 10:38:00 AM

Good morning Jamo,

As we are trying to further increase the utilization of RiteSite, I think I can be an even greater advocate with more supporting data.

Can I get a list of all the current fire departments using RiteSite and their Medical Director contact?

Are you able to provide agency data from some of the fire departments?

Specifically, numbers of patient encounters, patients provided treatment from physician (Rx only), patients arranged for transport to alternative destinations, patients turned back over to Fire/Rescue for ED transport.

Thank you,

Brad

To: Jamo Rubin
Bcc: Blanton, Jake
Subject: Data
Date: Friday, December 22, 2023 10:37:38 AM

Good morning Jamo,

As we are trying to further increase the utilization of RiteSite, I think I can be an even greater advocate with more supporting data.

Can I get a list of all the current Fire Departments using RiteSite and their Medical Director contact?

Are you able to provide agency data from some of the fire departments?

Specifically, numbers of patient encounters, patients provided treatment from physician (Rx only), patients arranged for transport to alternative destinations, patients turned back over to Fire/Rescue for ED transport.

Thank you,

Brad

From: Elias, Bradley
To: Jamo Rubin
Subject: Data
Date: Friday, December 22, 2023 10:38:51 AM

Good morning Jamo,

As we are trying to further increase the utilization of RiteSite, I think I can be an even greater advocate with more supporting data.

Can I get a list of all the current fire departments using RiteSite and their Medical Director contact?

Are you able to provide agency data from some of the fire departments?

Specifically, numbers of patient encounters, patients provided treatment from physician (Rx only), patients arranged for transport to alternative destinations, patients turned back over to Fire/Rescue for ED transport.

Thank you,

Brad

From: Jamo Rubin
To: Powers, Keith
Cc: Jared Oscarson
Subject: Description of RightSite Services
Date: Tuesday, April 16, 2024 12:36:57 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Chief,

Here's a summary of our service. Please let us know if this is the format you had in mind.

Jamo

RightSite Health, Inc. offers Fire Departments and Emergency Medical Services (EMS) a cutting-edge system that enables on-scene emergency room (ER) telehealth consultations and social determinants of health (SDOH) navigation. RightSite's service allows EMS providers to address non-emergent patient needs and overcome barriers to care while still at the incident site. By facilitating real-time telehealth assessments and facilitating tailored patient support, RightSite Health helps reduce unnecessary ambulance dispatches and transports, optimizing patient care outcomes directly from the scene.

- **EMS On-Scene Activation**: Upon arriving at a non-emergent 911 call, EMS crews connect to the RightSite Connect platform via a smartphone or internet-enabled device to initiate a telehealth visit.
- **Telehealth Assessment**: A RightSite ER Physician and Navigator assess the patient via telehealth to confirm the condition's non-emergency status.
- **Further Care Coordination**: If additional care is necessary, the Navigator schedules an appointment with an appropriate in-network, non-emergency provider at a clinic or the patient's home.
- **Transportation Arrangements**: The Navigator can also organize on-demand, non-ambulance transportation for the patient if required.

Direct Activation by 911 Dispatch: RightSite can be activated directly by 911 dispatch to ensure patients with low-acuity needs receive suitable care outside the ER, preventing unnecessary EMS dispatch.

- **Follow-Up Care**: Regardless of the care pathway (ambulatory or ER), a RightSite Navigator conducts a follow-up check-in the next day.

- **Culturally Relevant Communication**: Navigators are trained in culturally relevant and empathic communication, addressing patients' daily challenges and providing personalized guidance.

- **SDOH-Based Navigation**: Navigators offer navigation based on social determinants of health, including prescription assistance, referrals to health plan programs, and identifying root causes of avoidable ER visits.

- **Sharing Insights and Creating Solutions**: RightSite shares insights about patients' health challenges with their primary care provider or case manager, leading to the development of actionable solutions in real-time.

- **Cost to Agency:** EMS agencies incur no fees for accessing the RightSite service. RightSite is a medical provider and billing is handled in accordance with RightSite health plan contracts.

To: Jamo Rubin
Cc: Chip Walls; Swati Swani
Subject: Determinant Codes
Date: Tuesday, August 19, 2025 10:20:53 AM

Jamo,

Hope all is well.

Hope moving to all alpha and omega call types for RightSite will be a positive development.

On another note, do you have the contact info for the Grady EMS Chief we met? I have a question about their mobile stroke unit protocols.

Brad Elias, M.D.
Medical Director
Jacksonville Fire Rescue Department
515 N. Julia Street
Jacksonville, Fl
32202
Office 904-255-3307
Cell 904-483-0471

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From: Elias, Bradley - FRRS
To: Jamo Rubin
Cc: Chip Walls; Swati Swani
Subject: Determinant Codes
Date: Tuesday, August 19, 2025 10:22:00 AM

Jamo,

Hope moving to all alpha and omega call types for RightSite will be a positive development !!

On another note, do you have the contact info for the Grady EMS Chief we met? I have a question about their mobile stroke unit protocols.

Brad Elias, M.D.
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From: Kristeen Pierce
To: Linton, Dasha - FRFO
Cc: Swati Swani
Subject: Email content for RightSite reminders
Date: Thursday, December 19, 2024 4:38:10 PM
Attachments: Email Content for JFRD Dispatch Training 20241219 (1).docx

---

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Dasha!

As promised, here is the word document with content for emails. It includes a "template" for before training (for you to use in the future) and several others to send each week, to keep RightSite top of mind as they are learning to implement us into their process. The video links are pasted in as well, so it's easy to use.

Please let me know if you have any questions. Thank you!

Kristeen

--

Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

From:	Elias, Bradley - FRRS
To:	Swati Swani; Jamo Rubin
Cc:	Marx, James - FRRS; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Guthrie, Daniel - FRRS; Blanton, Jake - FROD
Subject:	Emory Trip
Date:	Monday, June 10, 2024 9:36:47 AM

Good Morning Jamo and the RightSite Team,

We are looking forward to the Atlanta/Emory trip.

Our plan is to travel on July 10th, and we will be ready to meet everyone at 8am on July 11th.

Hopefully we can meet all the appropriate Emory and Atlanta Fire personnel that day and learn how best to incorporate RightSite into our operations.

I am sure we will exchange more details regarding the meetings in the next couple of weeks.

Brad Elias, M.D.
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From:	Elias, Bradley - FRRS
To:	Swati Swani; Jamo Rubin
Cc:	Marx, James - FRRS; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Guthrie, Daniel - FRRS; Blanton, Jake - FROD
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To:	Swati Swani; Jamo Rubin
Cc:	Marx, James - FRRS; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Guthrie, Daniel - FRRS; Blanton, Jake - FROD
Subject:	Emory Trip
Date:	Monday, June 10, 2024 9:36:26 AM

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To:	Swati Swani; Jamo Rubin
Cc:	Marx, James - FRRS; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Guthrie, Daniel - FRRS; Blanton, Jake - FROD
Subject:	Emory Trip
Date:	Monday, June 10, 2024 9:36:00 AM

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Cc:	Marx, James - FRRS; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Guthrie, Daniel - FRRS; Blanton, Jake - FROD
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From:	Jamo Rubin
To:	Powers, Keith; Marx, James; Elias, Bradley; Jimmy Blanton
Cc:	Swati Swani
Subject:	Florida ERs face new regulations - "Live Healthy" legislation
Date:	Monday, December 11, 2023 12:30:05 PM
Attachments:	Florida ERs face new regulations.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

I wanted to share with you some upcoming legislation that should make our JFRD/RightSite program a standout in the state!

Jamo

From:	Jamo Rubin
To:	Powers, Keith; Marx, James; Elias, Bradley; Jimmy Blanton
Cc:	Swati Swani
Subject:	Florida ERs face new regulations - "Live Healthy" legislation
Date:	Monday, December 11, 2023 12:29:53 PM
Attachments:	Florida ERs face new regulations.pdf

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I wanted to share with you some upcoming legislation that should make our JFRD/RightSite program a standout in the state!

Jamo

From: Jamo Rubin
To: Powers, Keith; Marx, James; Elias, Bradley; Jimmy Blanton
Cc: Swati Swani
Subject: Florida ERs face new regulations - "Live Healthy" legislation
Date: Monday, December 11, 2023 12:30:25 PM
Attachments: Florida ERs face new regulations.pdf

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I wanted to share with you some upcoming legislation that should make our JFRD/RightSite program a standout in the state!

Jamo

From: Mene Demestihas
To: Elias, Bradley
Cc: Swati Swani
Subject: Follow up and next steps with RightSite
Date: Monday, July 31, 2023 3:12:30 PM

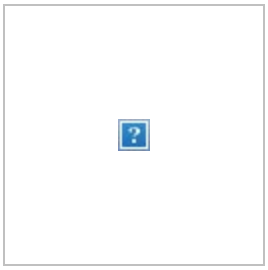
EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Dr. Elias,

I was informed that there will be more training at JFRD this week. We are hosting a virtual training and even though I won't be in Jacksonville I still wanted to see if you still had any questions or concerns.

Happy to hop on a call to discuss if needed!

~Mene



Mene Demestihas, M.D.
Chief Medical Officer
Direct Line 770.373.7634
Office 866.774.4911
mene.demestihas@righsitehealth.com
rightsitehealth.com

From:	Jamo Rubin
To:	Elias, Bradley; Mene Demestihas M.D.
Cc:	Marx, James; Swati Swani
Subject:	Follow Up Call with RightSite
Date:	Wednesday, August 16, 2023 10:21:08 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Dr. Elias,

I'm connecting you to our CMO, Dr. Mene Demestihas, who's also an EM physician. We're looking at the run data for last week to understand which of those calls would be appropriate to offer a RightSite on-scene Telehealth visit to the patient.

I've asked Mene to schedule a call with you at your earliest convenience.

Thanks,

Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Jamo Rubin
To: Elias, Bradley; Mene Demestihas M.D.
Cc: Marx, James; Swati Swani
Subject: Follow Up Call with RightSite
Date: Wednesday, August 16, 2023 10:21:09 AM

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Dr. Elias,

I'm connecting you to our CMO, Dr. Mene Demestihas, who's also an EM physician. We're looking at the run data for last week to understand which of those calls would be appropriate to offer a RightSite on-scene Telehealth visit to the patient.

I've asked Mene to schedule a call with you at your earliest convenience.

Thanks,

Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Elias, Bradley
To: Swati Swani
Cc: Marx, James
Subject: Follow up please
Date: Friday, January 5, 2024 1:46:00 PM

Hello Swati,

Can you provide me follow up on this patient?

Incident FR-00157471-2023-11-15: Aquilar, Tabitha; 34 Years Old (01/12/1989); Female; 165 lbs (75 kg)

Thank you,

Brad Elias MD

From: Elias, Bradley
To: Swati Swani
Cc: Marx, James
Subject: Follow up please
Date: Friday, January 5, 2024 1:46:44 PM

Hello Swati,

Can you provide me follow up on this patient?

Incident FR-00157471-2023-11-15: Aquilar, Tabitha; 34 Years Old (01/12/1989); Female; 165 lbs (75 kg)

Thank you,

Brad Elias MD

From: Marx, James - FRRS
To: Swati Swani
Subject: FRCC Make-Up Training
Date: Wednesday, February 5, 2025 2:09:00 PM
Attachments: image001.png

Swati,

Here is the list of updated FRCC trained personnel.

76528 BRIGHTWELL, BRITTANY
81368 BRIN, JAZMIN
86235 MILLER, CAITLIN
83504 BUI, PETER
86541 DANIELS, TIANA
85481 CASH, ASHLEY
87822 CLAYTON, TEAGAN

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Powers, Keith
To: Blanton, Jake; Jamo Rubin; Mairs, Rita
Subject: FW: Activating RightSite
Date: Friday, July 28, 2023 9:25:14 AM
Attachments: RightSite-Logo-Tagline-teal.png

Chief Blanton,

The Mayors office approved us to move forward with the three month trial of RightSite. Please get with Jamo's team and figure out an implementation plan.

Rita,

As you can see, we have approval for the three month trail. Do we have all the necessary legal pieces in place to proceed?

Jamo,

Chief Blanton will be the JFRD POC. Please have your team coordinate with him.

Thanks,
Keith

Keith Powers
Director/Fire Chief
Jacksonville Fire/Rescue Department
515 N. Julia Street
Jacksonville, Fl. 32202
904-255-3300 office
904-237-9807 cell

ONE CITY ★ ONE JACKSONVILLE!

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, July 28, 2023 7:31 AM
To: Powers, Keith <KPowers@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>
Subject: Activating RightSite

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Chief Powers,

We heard the great news yesterday that the mayor's office enthusiastically approved the launch of RightSite! We couldn't be more excited.

We are ready to go. Please let us know who we should contact for planning next steps.

Thanks again for all your support. This will be a big success for JFRD, the city, and especially for those citizens that we are all going to help.

Jamo

Jamo Rubin, M.D.
CEO

210.557.2205
jamo.rubin@rightsitehealth.com
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Cc: Swati Swani <swati.swani@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>
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CEO

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jamo.rubin@rightsitehealth.com
rightsitehealth.com

To: Blanton, Jake; Jamo Rubin
Subject: FW: Activating RightSite
Date: Friday, July 28, 2023 9:22:16 AM
Attachments: RightSite-Logo-Tagline-teal.png

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To: Powers, Keith <KPowers@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>
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Cc: Swati Swani <swati.swani@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>
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Jamo

Jamo Rubin, M.D.
CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Marx, James - FRRS
To: Jamo Rubin
Subject: FW: Google Meet Link
Date: Tuesday, October 29, 2024 9:17:00 AM

Good morning,

Below is a link for the meeting this morning. Probably be ready around 10:05 or so.

Brien

From: Linton, Dasha - FRFO <DLinton@coj.net>
Sent: Tuesday, October 29, 2024 9:09 AM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Google Meet Link

Here is the Google Meet link for the Right Site Demo.

https://meet.google.com/mzy-cezk-use

Cpt. D.R. Linton

JFRD Communications Training Administrator, EMD/EFD-Q

Fire HQ - 515 N. Julia St: 904-630-0522

Cecil BUCC - 5847 Aviation Ave: 904-255-4566

Cell : 904-993-8446

DLinton@coj.net

From: Marx, James
To: Jamo Rubin; Swati Swani
Subject: FW: Question for Capt Keeney
Date: Tuesday, November 21, 2023 3:48:00 PM
Attachments: image001.png

Jamo,

I received an email from Capt. Bernard who compiles our data for JFRD. The ePCR system we use does not have a robust data query which makes data collection difficult. In our reporting system we do not have many of the criteria in our system, so we're unable to find that data. Example: Med Refill, we do not have that entered in our reporting system, so we don't have that data. I've forwarded the email I received from Capt. Bernard.

I know this is not what you're wanting to hear, but this is what we have. Let me know if you have any questions.

Respectfully,

Brien

Chief,

There is no way to query Dr. Elias's list of "Appropriate for Referral" for right site.

- Med Refill Does not exist in Epro
- Dental pain/fracture Does not exist in Epro
- Stable illness (sinusitis, pharyngitis, bronchitis, earaches, conjunctivitis, etc.) Does not exist in Epro
- Simple UTI, not pyelonephritis (no fever or flank pain) Does not exist in Epro
- Extremity injuries without deformity There is a "trauma extremity injuries", but no way to exclude deformity
- Mild hypertension (systolic _s180, diastolic _s110) There is a Hypertension and I might be able to create a query to include vitals with BP < 180/110 *
- Mild hyperglycemia <200 There is a hyperglycemia and I might be able to create a query to include vitals with BGL < 200 *
- Abrasions There is a "Trauma Minor Injuries" not sure I can weed it out to only include Abrasions
- Isolated rashes without fever and stable vitals Does not exist in Epro

Respectfully,

Captain Michael Bernard
Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
(O) 904.255.7731
Email: mbernard@coj.net
Website: www.MyJFRD.com

NOTICE: This message is intended for the named-recipient(s) only and may contain information that is (i) proprietary to the sender, and/or, (ii) privileged, confidential and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

CITY OF JACKSONVILLE

From: Marx, James <JMarx@coj.net>
Sent: Monday, November 20, 2023 11:09 AM
To: Bernard, Michael <MBernard@coj.net>
Subject: Fwd: Question for Capt Keeney

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202

904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, November 10, 2023 10:25:37 AM
To: Marx, James <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
Subject: Re: Question for Capt Keeney

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I think the total for the entire department - that might help us size the potential impact of the RightSite program at scale.

Thanks!

Jamo

> On Nov 10, 2023, at 10:23 AM, Marx, James <JMarx@coj.net> wrote:
>
> Jamo,
>
> Do you want the numbers for the assigned rescues we're currently using or total run numbers for the entire department?
>
> Brien Marx
> Asst. Chief Quality Assurance &
> Communications
>
> Jacksonville Fire/Rescue
> 515 Julia St. Jacksonville, FL 32202
> (904) 255-7777 {Office}
>
> NOTICE: This message is confidential, intended for the named-recipient(s) and may contain information that is (i) proprietary to the sender, and/or, (ii) privileged, confidential and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.
> <Outlook-qsqgplur.png>
>
> ---
>
> **From:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Sent:** Friday, November 10, 2023 10:08 AM
> **To:** Marx, James <JMarx@coj.net>
> **Cc:** Swati Swani <swati.swani@rightsitehealth.com>
> **Subject:** Question for Capt Keeney
>
> EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Brien,
>
> Is there a chance that we could get Capt Keeney to identify what percent of EMS runs match Dr. Elias's list? Our experience is that 25-50% of the runs match the non-emergent list our other EMS medical directors use, and it would be a good comparison to run for Dr. Elias's list.
>
> Thanks!
>
> Jamo

From: Marx, James
To: Swati Swani
Subject: Fw: RightSite Policy
Date: Tuesday, January 16, 2024 2:07:46 PM
Attachments: RightSite Project Trial Policy.docx
image001.png
Outlook-thrk4qxd.png

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St. Jacksonville, FL 32202
(904) 255-7728 {Office}
(904) 763-3429 {Cell}

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From: Blanton, Jake <JBlanton@coj.net>
Sent: Tuesday, January 16, 2024 9:24 AM
To: Marx, James <JMarx@coj.net>
Subject: RightSite Policy

Jake Blanton
Chief of Rescue
Jacksonville Fire & Rescue Department
515 N Julia St

Jacksonville, FL 32202
904-255-3302 (office)
904-654-6351 (cell)
EMAIL: jblanton@coj.net

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From: Jamo Rubin
To: Powers, Keith - FROD
Subject: Fwd: Adding call volume in dispatch
Date: Tuesday, March 25, 2025 10:29:31 AM

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Hi Chief,

I know you've been out of town for a few days, so wanted to resend this and see if you have any questions?

Thanks,

Jamo

Begin forwarded message:

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Adding call volume in dispatch
Date: March 17, 2025 at 5:26:17 PM CDT
To: Keith Keith - Powers <kpowers@coj.net>

Chief Powers,

Thanks for your patience as we analyzed the differences between JFRD and Grady's non-emergent dispatch codes. Here's what we found.

In addition to the one signal code (Sick Person) Dr. Elias approved for dispatch to offer RightSite to non-emergent callers, we identified 14 more JFRD signal codes that match Grady's non-emergent CAD codes—codes they use to activate RightSite and redirect more non-emergent patients away from unnecessary ER visits and costs.

If JFRD Dispatch adds these 14 signal codes, it should drive significantly more call volume to RightSite, cut unnecessary ambulance runs, and connect more non-emergent patients to better, less expensive care and follow-up outside the ER.

If you need specific information, please let me know.

Thanks,

Jamo

From: Mene Demestihas
To: Elias, Bradley
Subject: Fwd: RightSite/JFRD Meeting Data
Date: Thursday, January 25, 2024 6:06:42 PM
Attachments: image.png
RightSite_JFRD Weekly 1.23.2024.pdf
JFRD-01-22-24 Metrics.pdf

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If you haven't seen it, this was the slide deck presented on Monday.

Inline image

Mene Demestihas, M.D.
Chief Medical Officer

[m] 770.373.7634
[o] 866.774.4911
mene.demestihas@rightsitehealth.com
rightsitehealth.com

~~~~
Sent from my mobile device

---------- Forwarded message ---------
From: **Jared Oscarson** <jared.oscarson@rightsitehealth.com>
Date: Thu, Jan 25, 2024 at 5:18 PM
Subject: RightSite/JFRD Meeting Data
To: Marx, James <JMarx@coj.net>
CC: Swati Swani <swati.swani@rightsitehealth.com>, Mene Demestihas <mene.demestihas@rightsitehealth.com>

Hi Chief Marx,

Thank you for your time on Tuesday to review the partnership data after the long week of training. We are excited to see this data and share with you for review and feedback. This data has been updated with dates as requested and will be provided in our weekly call going forward.

It is encouraging that we are continuing to see your team utilization RightSite as the week has progressed.

Please let me know if you have any questions. Dr. Demestihas will be reaching out to Dr. Elias to discuss clinical cases.

Best regards,
~~~~

Jared



From: Swati Swani
To: Marx, James
Subject: Fwd:
Date: Friday, May 3, 2024 6:09:47 PM
Attachments: JFRD Telehealth Services 5.1.24.pdf

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FYI...

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

---------- Forwarded message ---------
From: **Marx, James** <JMarx@coj.net>
Date: Fri, May 3, 2024 at 4:45 PM
Subject:
To: Swati Swani <swati.swani@rightsitehealth.com>

Happy Friday, attached is the updated policy. Have a great weekend!

Brien Marx
Asst. Chief Communications &
Special Projects

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Jamo Rubin
To: Marx, James
Cc: Swati Swani
Subject: Idea for RightSite implementation
Date: Monday, August 14, 2023 10:18:01 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good morning Brien,

When launching RightSite's service, it's to have a "trusted advisor" visit the stations to reinforce awareness of RightSite and why it's good for them, for JFRD, and for the community. These trusted advisors also make test calls at the station with the crews, making crews more comfortable with the experience of using RightSite and having a doc come online on-demand.

If you think the idea of a trusted advisor would work, are there any firefighters you recommend to help us with this training? We'd happily pay them for hours they work outside their scheduled shifts.

Thanks for your consideration,

Jamo

From:	Pierce, Melissa on behalf of BidRoom
To:	tblanchard@telescopehealth.com; amamas@telescopehealth.com; info@triagelogic.com; info@rightsitehealth.com; rfp@elevationhealthgroup.com; jack.marquez@mtechmobility.com; yvonneandkennedy@gmail.com
Cc:	Laidler, Marilyn; Leslie-Burney, Annette; Freeman, Dustin; Waremburg, Robert; Phillips, Cynthia; BidRoom; Barnett, Renata
Subject:	INVITATION TO BID - ESC-0335-24 - TELEHEALTH SAFETY NET CLINIC
Date:	Thursday, February 15, 2024 8:14:36 AM
Attachments:	image001.png ITB - ESC-0335-24.pdf ESC-0335-24 TELEHEALTH SAFETY NET CLINIC.pdf

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Good Day All,

This is an invitation to bid subject project. Interested parties shall submit their response in accordance with the specifications attached by the date and time stated.

****PLEASE NOTE THAT BID OPENING IS IN THE ED BALL BLDG - 8TH FLOOR, ROOM 825.****

Thank you.

Melissa Pierce
Buyer, Purchasing Services
City of Jacksonville
Finance and Administration Department
Procurement Division
Phone: 904-255-8835
mpierce@coj.net

A NEW DAY.

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Date:	Thursday, February 15, 2024 8:14:00 AM
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Subject:	INVITATION TO BID - ESC-0335-24 - TELEHEALTH SAFETY NET CLINIC
Date:	Wednesday, February 14, 2024 1:07:05 PM
Attachments:	image001.png ITB - ESC-0335-24.pdf ESC-0335-24 TELEHEALTH SAFETY NET CLINIC.pdf

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From: Swati Swani
To: Jenny O"Donnell; Sherman, Lynn; Joshi, Sunil; Angela Strain
Subject: JAXCareConnect/RightSite Workgroup Session scheduling
Date: Friday, December 8, 2023 4:41:07 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello All,

Will any of these days/times work for you all for us to meet for an hour to understand the process for referrals and intake at JaxCareConnect. All times are in ET.

December 13th, Wednesday: 10:30 am - 12 pm or 3:30 pm - 4:30 pm
Dec 14th, Thursday: 10 am -11 am or 12 pm - 1 pm or 3 pm - 4 pm
Dec 15th, Friday: 11 am - 12 pm

I can look for times on 18th and 19th the following week if none of these work.

Thanks so much!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Jenny O"Donnell; Sherman, Lynn; Joshi, Sunil; Angela Strain
Subject: JAXCareConnect/RightSite Workgroup Session scheduling
Date: Friday, December 8, 2023 4:41:08 PM

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Thanks so much!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Google Calendar on behalf of Jared Oscarson
To: Marx, James; Mene Demestihas; Jared Oscarson
Subject: JFRD
Date: Monday, April 8, 2024 1:02:53 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Join here.

JFRD

Monday Apr 8, 2024 · 12pm – 1pm (Central Time - Chicago)

Guests

Jared Oscarson - organizer
Mene Demestihas
jmarx@coj.net

Join with Google Meet

Meeting link

meet.google.com/jfk-tcct-zkx

Join by phone

(US) +1 760-463-2085
PIN: 897800934

More phone numbers

From: Swati Swani
To: Marx, James - FRRS
Subject: JFRD CAD signal codes/determinant codes in priority dispatch mapping
Date: Friday, February 28, 2025 8:49:57 AM

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Good Morning Chief Marx,

Just following up to see if there are any updates on the CAD signal codes/determinant codes in priority dispatch mapping. Please let me know when you have a chance.

Thanks again for all your help!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS; Marx, James - FRRS
Subject: JFRD CQI case details and JFRD Dashboard
Date: Friday, October 18, 2024 11:49:29 AM

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From: Swati Swani
To: Elias, Bradley - FRRS; Marx, James - FRRS
Subject: JFRD CQI case details and JFRD Dashboard
Date: Thursday, October 17, 2024 12:53:14 PM

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From: Swati Swani
To: Elias, Bradley - FRRS; Marx, James - FRRS
Subject: JFRD CQI case details and JFRD Dashboard
Date: Thursday, October 17, 2024 12:53:11 PM

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From: Swati Swani
To: Elias, Bradley - FRRS; Marx, James - FRRS
Subject: JFRD CQI case details and JFRD Dashboard
Date: Friday, October 18, 2024 11:49:30 AM

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From: Swati Swani
To: Marx, James - FRRS
Cc: Kristeen Pierce; Jamo Rubin
Subject: JFRD Dispatch test calls followup
Date: Friday, November 22, 2024 1:42:37 PM

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Hello Chief Marx,

Could you please share Matt's contact information for Monday's testing? It would greatly help us coordinate effectively.
Two of our navigation leads will handle JFRD's test calls. They are ready to walk Matt through the process and answer any questions he may have.

Unfortunately, I will be unavailable on Monday, but Kristeen will serve as Matt's point of contact for any questions or support he might need. I've copied Kristeen on this email, so feel free to share her contact information with Matt.

Wishing you a very happy Thanksgiving! Hope you have a nice family time with your daughter and granddaughter!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Cc: Jamo Rubin
Subject: JFRD Dispatch Update and Next Steps
Date: Monday, December 2, 2024 10:49:27 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Chief Marx,

I hope you had a wonderful Thanksgiving with your family!

I wanted to follow up on the dispatch implementation progress from last week. On 11/25, Kristeen and Matt met to review the process and the critical information exchange during handoffs. Since then, we received one call from Matt on 11/26, which involved sending the patient back for EMS response.

We'd like to schedule a 30-minute touch base this week to discuss the next steps. Below are some proposed times; please let me know if any of these work for you or suggest alternative times, and I'll be happy to coordinate:

- **Tuesday, 12/3:** 10:30 am - 11:00 am ET
- **Wednesday, 12/4:** 12:00 pm - 3:00 pm ET

Looking forward to hearing from you.

Best regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Cc: Jamo Rubin
Subject: JFRD Dispatch/RightSite Training dates
Date: Tuesday, December 3, 2024 4:57:00 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief Marx,

We plan to be in JAX during the week of **12/16** and will conduct training sessions for both day and night shift crews on **Tuesday, 12/17, and Wednesday, 12/18**. A detailed training plan will be shared in the next couple of days, but we wanted to send out these dates now so you can add them to your calendar.

Regarding the patient seen on **12/26**, he was non-ambulatory, had been vomiting for the past two days, reported severe weakness, and was unable to walk. Given the conditions, it was not feasible to transport them via rideshare; hence, we requested an EMS response.

Please let me know if you have any questions or need additional details.

Thanks, and have a nice evening!

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James
Cc: Jared Oscarson
Subject: JFRD EMS Crew Roster
Date: Wednesday, March 13, 2024 11:28:31 AM
Attachments: JFRD Roster File.xlsx

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Chief Marx,

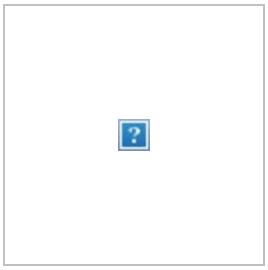
We are planning to load all the names of EMS crew members so that our navigators do not have to type in the complete name at the time of the call; the system can auto-populate names and navigators just need to confirm with the crew in the call. This is an effort to reduce the call time as much as possible.

I am using the training roster to type in the names and other information. Please see attached a sample training roster from January training and the spreadsheet that I am creating. Items highlighted in yellow are the ones that I have doubts about based on my ability to read handwriting.

I want to make sure if this is the only way to create a list or if you have a list that you can share with us. We can load all the EMS crew names (even if they have not been trained yet).

Please let me know your thoughts.

Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

To: jared.oscarson@rightsitehealth.com
Subject: JFRD EMS SOG
Date: Saturday, January 20, 2024 9:11:48 AM
Attachments: image001.png

Per

Captain Michael Bernard
Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
(O) 904.255.7731
Email: mbernard@coj.net
Website: www.MyJFRD.com

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CITY OF JACKSONVILLE

From: Bernard, Michael
To: jared.oscarson@rightsitehealth.com
Subject: JFRD EMS SOG
Date: Saturday, January 20, 2024 9:12:00 AM
Attachments: image001.png

Per your public record request.

V/R

Captain Michael Bernard
Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
(O) 904.255.7731
Email: mbernard@coj.net
Website: www.MyJFRD.com

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CITY OF JACKSONVILLE

From: Jared Oscarson
To: Marx, James - FRRS
Subject: JFRD Q2 Report
Date: Thursday, July 10, 2025 8:45:17 AM
Attachments: ems-Q2-report-jfrd-totals-q2-2025.pdf

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Please see attached.

JO

--

Jared Oscarson, NRP, FACPE
VP EMS Partnerships & Strategy
775.513.3384
jared.oscarson@rightsitehealth.com
rightsitehealth.com
Click here to schedule a meeting

From: Marx, James
To: Swati Swani
Subject: JFRD RightSite Protocol
Date: Tuesday, January 16, 2024 2:11:28 PM
Attachments: RightSite Project Trial Policy.docx
Outlook-eleub2m3.png

Swati,

Attached is JFRD policy for RS.

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St. Jacksonville, FL 32202
(904) 255-7728 {Office}
(904) 763-3429 {Cell}

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From:	Blanton, Jake - FROD
To:	Swati Swani; jamo.rubin@rightsitehealth.com; Jared Oscarson; mene.demestihas@rightsitehealth.com
Cc:	Elias, Bradley - FRRS; Guthrie, Daniel - FRRS; Marx, James - FRRS
Subject:	JFRD Telehealth Services Protocol
Date:	Wednesday, May 15, 2024 9:51:45 AM
Attachments:	image001.png SOG 430 Chapter 14 Telehealth Services - 6.1.24.pdf

Good morning, RightSite team.

I have attached the final version of our telehealth services protocol.

Respectfully,

Jake Blanton
Chief of Rescue
Jacksonville Fire & Rescue Department
515 N Julia St
Jacksonville, FL 32202
904-255-3302 (office)
904-654-6351 (cell)
EMAIL: jblanton@coj.net

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Cc:	Elias, Bradley - FRRS; Guthrie, Daniel - FRRS; Marx, James - FRRS
Subject:	JFRD Telehealth Services Protocol
Date:	Wednesday, May 15, 2024 9:51:44 AM
Attachments:	image001.png SOG 430 Chapter 14 Telehealth Services - 6.1.24.pdf

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From:	Elias, Bradley
To:	Jamo Rubin; Mene Demestihas; Jared Oscarson; Swati Swani
Cc:	Guthrie, Daniel; Blanton, Jake; Marx, James; Powers, Keith
Subject:	JFRD Telemedicine Policy
Date:	Wednesday, April 3, 2024 1:35:06 PM

Good Afternoon RightSite Team,

Exciting times ahead as we continue to expand the RightSite utilization!

After the meeting yesterday, it is clear our initial priority is to finalize a JFRD policy incorporating the concept of telemedicine and especially the use of RightSite by our JFRD field personnel for the treatment and disposition of non-emergent patients.

We have heard of your successful partnerships with the fire departments in Atlanta and San Antonio. Re-creating policies is inefficient and delays the operational goal, especially when there is a proven model, so I am asking the RightSite team to provide me with the protocols or a contact from the departments in those cities. I am also especially interested the San Antonio Fire Department dispatch protocols, describing how calls are routed to the RightSite providers. JFRD already has a working draft policy, but I think input from current users of RightSite will help make our document more functional to meet the demands and expectations of all involved.

I know we are all eager to get these protocols and polices completed, and then proceed into the department wide training in a timely manner. It would be appreciated if I can receive this requested information by next week, so we can have the JFRD policy ready for Chief Powers to review as soon as possible.

Best,

Brad Elias MD
Medical Director
Jacksonville Fire Rescue Department

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Cc:	Guthrie, Daniel; Blanton, Jake; Marx, James; Powers, Keith
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Medical Director
Jacksonville Fire Rescue Department

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To:	Jamo Rubin; Mene Demestihas; Jared Oscarson; Swati Swani
Cc:	Guthrie, Daniel; Blanton, Jake; Marx, James; Powers, Keith
Subject:	JFRD Telemedicine Policy
Date:	Wednesday, April 3, 2024 1:31:55 PM

Good Afternoon RightSite Team,

Exciting times ahead as we continue to expand the RightSite utilization!

After the meeting yesterday, it is clear our initial priority is to finalize a JFRD policy incorporating the concept of telemedicine and especially the use of RightSite by our JFRD field personnel for the treatment and disposition of non-emergent patients.

We have heard of your successful partnerships with the fire departments in Atlanta and San Antonio. Re-creating policies is inefficient and delays the operational goal, especially when there is a proven model, so I am asking the RightSite team to provide me with the protocols or a contact from the departments in those cities. I am also especially interested the San Antonio Fire Department dispatch protocols, describing how calls are routed to the RightSite providers. JFRD already has a working draft policy, but I think input from current users of RightSite will help make our document more functional to meet the demands and expectations of all involved.

I know we are all eager to get these protocols and polices completed, and then proceed into the department wide training in a timely manner. It would be appreciated if I can receive this requested information by next week, so we can have the JFRD policy ready for Chief Powers to review as soon as possible.

Best,

Brad Elias MD
Medical Director
Jacksonville Fire Rescue Department

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From:	Elias, Bradley
To:	Jamo Rubin; Mene Demestihas; Jared Oscarson; Swati Swani
Cc:	Guthrie, Daniel; Blanton, Jake; Marx, James; Powers, Keith
Subject:	JFRD Telemedicine Policy
Date:	Wednesday, April 3, 2024 1:35:07 PM

Good Afternoon RightSite Team,

Exciting times ahead as we continue to expand the RightSite utilization!

After the meeting yesterday, it is clear our initial priority is to finalize a JFRD policy incorporating the concept of telemedicine and especially the use of RightSite by our JFRD field personnel for the treatment and disposition of non-emergent patients.

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From: Linton, Dasha - FRFO
To: Kristeen Pierce; Swati Swani
Cc: Marx, James - FRRS
Subject: JFRD Training Documents
Date: Thursday, December 12, 2024 11:56:00 AM
Attachments: JFRD_ Dispatch Training Introduction_ 12092024.pptx
RightSite-Training Sheet - JFRD Dispatch 20241209.pptx

Attached are the documents with screenshots and detailed information. Please let me know if you need anything further.

Cpt. D.R. Linton
JFRD Communications Training Administrator, EMD/EFD-Q
Fire HQ - 515 N. Julia St: 904-630-0522
Cecil BUCC - 5847 Aviation Ave: 904-255-4566
Cell : 904-993-8446
DLinton@coj.net

From: Linton, Dasha - FRFO
To: Kristeen Pierce; Swati Swani
Cc: Marx, James - FRRS
Subject: JFRD Training Documents
Date: Thursday, December 12, 2024 11:56:15 AM
Attachments: JFRD_ Dispatch Training Introduction_ 12092024.pptx
RightSite-Training Sheet - JFRD Dispatch 20241209.pptx

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Fire HQ - 515 N. Julia St: 904-630-0522
Cecil BUCC - 5847 Aviation Ave: 904-255-4566
Cell : 904-993-8446
DLinton@coj.net

From: Blanton, Jake
To: Swati Swani; jamo.rubin@ritesitehealth.com
Cc: Elias, Bradley; Marx, James; Guthrie, Daniel
Subject: JFRD Trial
Date: Friday, December 29, 2023 8:55:46 AM
Attachments: image001.png

Good morning, Jamo and Swati,

We are open to training more personnel, possible our entire Rescue Division, to the RightSite trial. If you can identify 6 days where your team is able conduct the training, we should be able to create a schedule to capture all 63 Rescues.

Thank you,

Jake Blanton
Chief of Rescue
Jacksonville Fire & Rescue Department
515 N Julia St
Jacksonville, FL 32202
904-255-3302 (office)
904-654-6351 (cell)
EMAIL: jblanton@coj.net

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From: Blanton, Jake
To: Swati Swani; jamo.rubin@ritesitehealth.com
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Jacksonville, FL 32202
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From: Elias, Bradley
To: Jared Oscarson; Marx, James
Cc: Jamo Rubin
Subject: JFRD Trip
Date: Monday, March 11, 2024 9:33:00 AM

Let’s meet tomorrow, 03/12 at 1130ish to chat.
You guys tell me where to meet you.

Brad Elias MD
Medical Director
Jacksonville Fire Rescue Department

From: Elias, Bradley
To: Jared Oscarson; Marx, James
Cc: Jamo Rubin
Subject: JFRD Trip
Date: Monday, March 11, 2024 9:33:19 AM

Let’s meet tomorrow, 03/12 at 1130ish to chat.
You guys tell me where to meet you.

Brad Elias MD
Medical Director
Jacksonville Fire Rescue Department

From: Jared Oscarson
To: Marx, James
Subject: JFRD Visit 3/12-3/14
Date: Thursday, March 7, 2024 10:22:42 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Morning Chief,

I am planning to be in Jacksonville 3/12-3/14. Planning to arrive on Monday night and depart Thursday late evening.

Looking forward to seeing everyone.

Best regards,

Jared

From: Swati Swani
To: Marx, James
Cc: Jamo Rubin
Subject: JFRD/RightSite - Badge buddies/bag tags to be delivered today
Date: Thursday, September 7, 2023 10:54:49 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Chief Marx,

Hope all is well. Wanted to give you a heads up that you will be receiving the following in mail today. Can you please see that these get to Capt. Keeney for distribution to EMS Clinicians.

Hope these bag tags and extended hours brochures are handy for EMS clinicians and are daily reminders to responders to activate RightSite, when appropriate.

1. 50 of the yellow badges/bag tags with couplers/key rings
2. 50 Badge Buddies, with couplers/key rings
3. 50 Extended hours communication

Appreciate your help!

Regards,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Cc: Jamo Rubin
Subject: JFRD/RightSite - Check in
Date: Monday, January 6, 2025 1:12:01 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Afternoon Chief Marx,

Hope you had a fantastic start to the new year!

Jamo and I would like to schedule a brief call with you to touch base on the Dispatch post-implementation progress. Please let me know which of the proposed days and times work best for you, and I'll set it up accordingly.

Tuesday, 1/7: 3 - 3:30 pm ET
Wednesday, 1/8: 11 - 11:30 am ET
Thursday, 1/9: 2:30 - 3:30 pm ET

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS; Elias, Bradley - FRRS
Subject: JFRD/RightSite - CQI Case details
Date: Thursday, September 12, 2024 3:22:09 PM

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From: Swati Swani
To: Marx, James - FRRS; Elias, Bradley - FRRS
Subject: JFRD/RightSite - CQI Case details
Date: Thursday, September 12, 2024 3:22:14 PM

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From: Swati Swani
To: Elias, Bradley - FRRS; Guthrie, Daniel - FRRS
Cc: Jared Oscarson
Subject: JFRD/RightSite - CQI Meeting - Activation details 2/13/2025
Date: Thursday, February 13, 2025 2:44:24 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

Here are the activation details that we discussed on the call:

Activations Summary for the reporting period: (1/17/2025 - 2/10/2025): *11 JFRD calls (6 field and 5 dispatch) with the following patient outcomes:*

> ***Alternate Site + ER no ambulance - Patient mitigated/ambulance did not roll = 8 out of 11 => 73%***

- ***Dispatch***
  - *1 Telehealth*
  - *2 Request EMS Response*
  - *1 Urgent Care*
  - *1 Refusal*
- ***Field***
  - *5 telehealth*
  - *1 ER no EMS*

Please let me know if you need additional information.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS; Guthrie, Daniel - FRRS
Cc: Jared Oscarson
Subject: JFRD/RightSite - CQI Meeting - Activation details 2/13/2025
Date: Thursday, February 13, 2025 2:44:26 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

Here are the activation details that we discussed on the call:

Activations Summary for the reporting period: (1/17/2025 - 2/10/2025): *11 JFRD calls (6 field and 5 dispatch) with the following patient outcomes:*

> ***Alternate Site + ER no ambulance - Patient mitigated/ambulance did not roll = 8 out of 11 => 73%***

- ***Dispatch***
  - *1 Telehealth*
  - *2 Request EMS Response*
  - *1 Urgent Care*
  - *1 Refusal*
- ***Field***
  - *5 telehealth*
  - *1 ER no EMS*

Please let me know if you need additional information.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Subject: JFRD/RightSite - Dashboard attached
Date: Tuesday, July 22, 2025 2:27:47 PM
Attachments: JFRD Dashboard 7.22.2025.pdf

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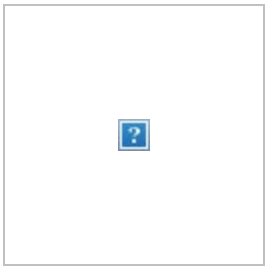
Hello Chief,

Thank you for meeting with us today. The dashboard we reviewed today is attached; we thought it might be helpful when you meet with Chief Golden tomorrow.

Please let me know if you need any additional information for the new Chief.

Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James
Cc: Jared Oscarson
Subject: JFRD/RightSite - Data and call details - Week of 1/23/2024
Date: Tuesday, January 30, 2024 12:03:02 PM
Attachments: jfrd-2024-01-29-2024_v2.pdf
RightSite_JFRD Weekly meeting 1.30.2024.pptx

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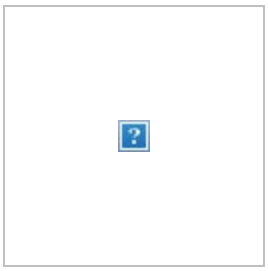
Hello Chief Marx,

The slide deck with details of patients and a PDF with summary metrics are attached. Please let me know if you need any additional information.

Thanks for all your help!

Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Jamo Rubin
To:	Marx, James
Cc:	Swati Swani
Subject:	JFRD/RightSite - Data Request
Date:	Tuesday, August 8, 2023 12:49:47 PM
Attachments:	RightSite-Logo-Tagline-teal.png Incident codes for RightSite.xlsx RightSite Data R21, R44.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Chief Marx,

I'm following up alongside Swati to see if you have a chance to generate these reports for us (see below). The first few days and weeks of an implementation like this are critical to get buy-in from the EMS crews - both top-down and bottom-up reinforcement are so important.

Thank you for your help, and any advice you can offer along the way as we launch RightSite with JFRD.

Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

> Hello Chief Marx,
>
> Hope you had a nice weekend.
>
> Chief Blanton mentioned reaching out to you for any JFRD data request and

wanted to touch base with you regarding the data we received from Captain Michael Bernard when we were at JAX in June.

We would like to request the following additional data:

1. **Daily Run report:** Data for 4 stations (R21, R28, R44 and R72) by incident type code clustered by emergent and non-emergent incident codes (Refer file 2 for codes) for the runs from the day before. RightSite will fill in pertinent information of patient outcomes for every call we receive from rescue units for each of those runs. We will be reviewing these in detail with you and your team in weekly meetings.
2. **Historical data**: (Similar to File 1): Add R28 And R72 runs and cluster the daily runs by emergent and non emergent codes

Please refer to the two files are attached in the email below:

1. File 1 - RightSite Data R21 and R44
2. File 2 - Incident Codes for RightSite

Please let me know if you need additional information. Looking forward to working with you.

Regards,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Swati Swani
To:	Marx, James
Cc:	Blanton, Jake; Keeney, Nathan; Jamo Rubin
Subject:	JFRD/RightSite - Data Request
Date:	Monday, August 7, 2023 8:34:50 AM
Attachments:	Incident codes for RightSite.xlsx RightSite Data R21, R44.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief Marx,

Hope you had a nice weekend.

Chief Blanton asked us to reach out to you for any JFRD data we might need. As we launch today, it would be helpful for us to work together using the following information:

- **Daily Run report:** Daily run report for 4 stations (R21, R28, R44 and R72) by emergent and non-emergent incident type codes. RightSite will use this file to return back EMS crew use and patient outcomes for every call we receive, and review this report with you and your team in weekly meetings.
- **Historical data**: It would be helpful to have a baseline of emergent and non-emergent runs. Could you re-run the report below for R28 And R72 to include emergent and non emergent codes? Please see the attachment for reference that we received back in June.

Please let me know if you need additional information. Looking forward to working with you.

Regards,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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To:	Marx, James
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Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Swati Swani
To:	Marx, James - FRRS; Elias, Bradley - FRRS; Blanton, Jake - FROD; Guthrie, Daniel - FRRS
Cc:	Jamo Rubin
Subject:	JFRD/RightSite - EXTENDED HOURS IN SUPPORT OF SEVERE WEATHER MANAGEMENT
Date:	Friday, January 10, 2025 2:07:27 PM

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Hello JFRD Team,

We know the current weather conditions are challenging throughout the country, with hospital diversions, urgent care closures, and challenging road conditions. RightSite is **extending hours** to help.

Stay Safe and Activate RightSite to reduce the severe weather challenges for your crews and non-emergent patients

Here's how we're ready to assist you:

- **OPEN SATURDAY:** January 11th, 7:00 AM to 3:00 PM

RightSite is committed to providing the care and services your community needs during this severe weather event. If you have questions or require assistance, please feel free to contact us.

Stay safe, and thank you for trusting us as your partner.

Best regards,

RightSite Team

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Swati Swani
To:	Marx, James - FRRS; Elias, Bradley - FRRS; Blanton, Jake - FROD; Guthrie, Daniel - FRRS
Cc:	Jamo Rubin
Subject:	JFRD/RightSite - EXTENDED HOURS IN SUPPORT OF SEVERE WEATHER MANAGEMENT
Date:	Friday, January 10, 2025 2:07:27 PM

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Here's how we're ready to assist you:

- **OPEN SATURDAY:** January 11th, 7:00 AM to 3:00 PM

RightSite is committed to providing the care and services your community needs during this severe weather event. If you have questions or require assistance, please feel free to contact us.

Stay safe, and thank you for trusting us as your partner.

Best regards,

RightSite Team

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Swati Swani
To:	Marx, James - FRRS; Elias, Bradley - FRRS; Blanton, Jake - FROD; Guthrie, Daniel - FRRS
Cc:	Jamo Rubin
Subject:	JFRD/RightSite - EXTENDED HOURS IN SUPPORT OF SEVERE WEATHER MANAGEMENT
Date:	Friday, January 10, 2025 2:07:26 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello JFRD Team,

We know the current weather conditions are challenging throughout the country, with hospital diversions, urgent care closures, and challenging road conditions. RightSite is **extending hours** to help.

Stay Safe and Activate RightSite to reduce the severe weather challenges for your crews and non-emergent patients

Here's how we're ready to assist you:

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rightsitehealth.com

From:	Swati Swani
To:	Blanton, Jake
Cc:	Jamo Rubin; Stacey Rubin; Keeney, Nathan
Subject:	JFRD/RightSite - Go-live touch base
Date:	Monday, August 7, 2023 6:42:48 AM
Attachments:	Good Fit_Not Good Fit for RightSite 8.7.2023.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Chief Blanton,

We all are very excited to start working with 4 JFRD Rescue Units and are eager to receive calls from them starting today.

As discussed last week, we understand that the decision to use RightSite happens at the individual level, and some folks will take more time than others to adopt our service.

Two key ingredients in promoting the use of RightSite are:

1. Active and visible communication from leadership throughout the transition process to EMS clinicians who will be using RightSite.

2. Consistent encouragement, role modeling, and troubleshooting from the supervisors to promote the use of RightSite

Here are a couple of FAQs that you can use in your communication with Rescue Units to kick off the go-live day:

Q1: How does RightSite work?

A: If you have a patient who does not need to go to the ER, RightSite offers on-demand access to an ER doctor through telehealth as well as navigation to non-ER care that includes non-ambulance transportation.

Your patient gets care faster at a lower cost, bypassing the long ER wait times.
RightSite navigator follows up the next day to see how the patient is doing to ensure they got the care they needed.

RightSite will free you up for true emergencies so you can save more lives, help you get back to the station, back to post, or get off on time for the end of your shift.

Q2: Are there costs for RightSite Services?

A: There is no cost to patients today. Patients will be responsible for the normal copays or deductibles if they end up going to urgent care or PCPs, which will be substantially lower than

those associated with an emergency room visit. If your patient does not have insurance or needs financial assistance, RightSite can help you.

Also, please pass along the attached list of great/good fits for RightSite that we covered in the training sessions to all the EMS Clinicians for a quick reference during their runs.

We will start working with Capt. Keeney to identify and implement techniques of Change Management in the coming week and keep you posted.

Please let me know if you have any ideas on how we can help you and your supervisors to reinforce RightSite adoption and have a great start to the 90-day trial period.

Appreciate your help and guidance!

Thank you,

Swati



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swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Swati Swani
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Appreciate your help and guidance!

Thank you,

Swati

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916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Cc: Jamo Rubin
Subject: JFRD/RightSite - Grady EMD codes attached
Date: Tuesday, March 4, 2025 5:37:30 PM
Attachments: Grady RightSite DeterminantCodes.xlsx

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief Marx,

As we discussed in our operations call today, I have attached a list of the Grady EMD codes. Thank you for mapping the JFRD CAD signal codes to the Grady codes; we appreciate your assistance!

Please let me know if you need additional information.

Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Subject: JFRD/RightSite - One quick question on call volume
Date: Thursday, May 9, 2024 2:10:42 PM

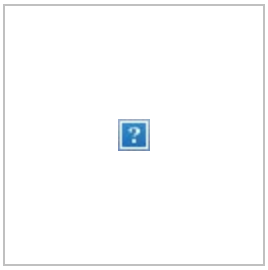
EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

Thanks so much for your time today. Will it be possible for you to provide me with an estimated number of calls/day that could be RightSite eligible (non-emergent patients) under the proposed clinical criteria? It will help us tremendously for planning purposes.

Appreciate your help!

Regards,
Swati



Swati Swani
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[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Subject: JFRD/RightSite - Quick question on dispatch volume
Date: Monday, August 26, 2024 11:59:45 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Chief Marx,

Hope all is well at your end. Can you please let me know the current approx. yearly call volume out of JFRD dispatch (**not** based on the codes that Dr. Elias has finalized for RightSite).

We need it for our staffing purposes only.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Subject: JFRD/RightSite - September data details
Date: Thursday, September 26, 2024 11:39:12 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Chief Marx,

I hope the Hurricane in JAX isn't causing too much disruption on your end. I wanted to update you that we received another activation from JFRD yesterday, and the patient was treated via a RightSite Telehealth Visit.

This brings the total to 4 JFRD activations for the month.

- 75% (3 patients) of the patients were treated in non-ER locations
- 25% (1 patient) was sent to ER in a rideshare

Please let us know if there's anything we can do to assist during this hurricane situation.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Cc: Jamo Rubin
Subject: JFRD/RightSite - Updated GoodFit List
Date: Friday, January 10, 2025 4:58:49 PM
Attachments: JFRD-RightSite Good Fit.202501.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief Marx,

As discussed yesterday, an updated good-fit list is attached. We added a fourth exclusion criterion: The patient does not require an EMS Response, to cover the use case where patients calling 911 do not have a medical complaint.

Please let us know if you want us to make any other changes to help with your communication with the crew.

Also, please send us the case number of the patient you discussed yesterday for a longer close loop time, as mentioned by your supervisor.

Thanks for your help, and have a wonderful weekend!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Swati Swani
To:	Elias, Bradley; Marx, James; Jared Oscarson; Mene Demestihas; Jamo Rubin
Subject:	JFRD/RightSite - Weekly Meeting Notes 2/8/2024
Date:	Thursday, February 8, 2024 3:37:46 PM
Attachments:	JFRD Report - 2.8.2024.pdf RightSite_JFRD Weekly meeting 2.8.2024.pptx

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello All,

Thanks for your time today. Please review the meeting notes/next steps from today's call and let me know if I have missed/misstated anything.

1. Reports Review: **Next Steps:** RightSite will add suggested new metrics
    1. Add insurance data for JFRD patients in the summary report
    2. Add the patient's urgent care data
2. Follow up with Lt. Donte Williams about his experience with RightSite. He seemed a little frustrated and we want to make sure we address his concerns right away. **Next Steps**: Jared will work with Chief Marx to address this.
3. Targeting early March for next training sessions
4. The slide deck and summary report are attached.

Next Call: 2/15/2024 at 1:30 PM ET

Please let us know if you have any questions or need additional information.

Action Items:

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley; Marx, James; Jared Oscarson; Mene Demestihas; Jamo Rubin
Subject: JFRD/RightSite - Weekly Meeting Notes 2/8/2024
Date: Thursday, February 8, 2024 3:38:35 PM
Attachments: JFRD Report - 2.8.2024.pdf
RightSite_JFRD Weekly meeting 2.8.2024.pptx

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4. The slide deck and summary report are attached.

Next Call: 2/15/2024 at 1:30 PM ET

Please let us know if you have any questions or need additional information.

Action Items:

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley; Marx, James; Jamo Rubin; Jared Oscarson; Mene Demestihas
Subject: JFRD/RightSite - Weekly Meeting Notes 2/15/2024
Date: Thursday, February 15, 2024 3:34:36 PM
Attachments: JFRD Summary Report - 02-15-2024.pdf
RightSite_JFRD Weekly meeting 2.15.2024.pptx

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Hello All,

Thanks for your time today. Please review the meeting notes/next steps below:

1. Reports Review:
    1. **Next Steps**: Chief Marx will follow up with Lt. Donte Williams about his experience with RightSite.
    2. **Next Steps**: Chief Marx will follow up with Tammy Davis to reiterate the appropriate flow of calls to RightSite.
    3. **Next Steps**: Jared will provide RightSite references to Chief Marx.
2. The slide deck and summary report are attached.

Next Call: 2/22/2024 at 1:30 PM ET

Please let us know if you have any questions or need additional information.

Regards,
Swati

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[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley; Marx, James; Jamo Rubin; Jared Oscarson; Mene Demestihas
Subject: JFRD/RightSite - Weekly Meeting Notes 2/15/2024
Date: Thursday, February 15, 2024 3:34:39 PM
Attachments: JFRD Summary Report - 02-15-2024.pdf
RightSite_JFRD Weekly meeting 2.15.2024.pptx

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    1. **Next Steps**: Chief Marx will follow up with Lt. Donte Williams about his experience with RightSite.
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    3. **Next Steps**: Jared will provide RightSite references to Chief Marx.
2. The slide deck and summary report are attached.

Next Call: 2/22/2024 at 1:30 PM ET

Please let us know if you have any questions or need additional information.

Regards,
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From: Swati Swani
To: Elias, Bradley; Marx, James; Jamo Rubin; Jared Oscarson; Kristeen Pierce; Mene Demestihas
Subject: JFRD/RightSite - Weekly Meeting Notes 2/22/2024
Date: Thursday, February 22, 2024 3:45:50 PM
Attachments: JFRD Summary Report - as-of-2-21-2024.pdf
RightSite_JFRD Weekly meeting 2.22.2024.pdf

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Hello All,

Thanks for your time today. Please review the meeting notes and next steps below:

1. Reports Review:
    1. Payor mix distribution: After volume increases, RightSite will add metrics to show the age distribution of patients with commercial insurance.
    2. Home health options for patients who are not ambulatory: RightSite works with Emcara Health, an attributed provider for Florida Blue patients who provide home health services.
    3. **Next Steps**: Dr. Elias will include RightSite in conversations with hospitals in the JAX area, as deemed fit.
2. JAX Care Connect Update:
    1. Duval Safety Net Collaborative.
    2. Patients are followed for one year - provides medical homes and addresses patient's SDOH needs.
    3. RightSite will refer all patients (age 18 and above, Duval County residents, need a medical home, uninsured) to JAX Care Connect irrespective of patient outcome (sent to ER or alternate site).
    4. Children of uninsured parents are also helped by JAX Care Connect.
3. Increase RightSite adoption strategies:
    1. RightSite should consider single-day visits on different shift days.
    2. **Next Steps:** RightSite to work with Chief Marx regarding the re-training schedule.
    3. **Next Steps**: Chief Marx to connect RightSite with district/shift Chiefs to help with RightSite reinforcement.
    4. **Next Steps**: Dr. Elias to touch base with frequent users of RightSite to close the loop.
    5. **Next Steps**: Dr. Elias and Mene to revisit the RightSite inclusion criteria as the volume picks up.
    6. Constant touchpoints from JFRD leadership help with EMS crew's behavior/habit changes for activating RightSite:
        1. **Next Steps:** RightSite to send email templates utilized in other markets by a Medical Director that Dr. Elias can use to communicate with the JFRD EMS crew.
4. The slide deck and summary report are attached.

Next Call: 2/28/2024 at 10 AM ET

Please let us know if you have any questions or need additional information.

Regards,
Swati



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[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley; Marx, James; Jamo Rubin; Jared Oscarson; Kristeen Pierce; Mene Demestihas
Subject: JFRD/RightSite - Weekly Meeting Notes 2/22/2024
Date: Thursday, February 22, 2024 3:45:59 PM
Attachments: JFRD Summary Report - as-of-2-21-2024.pdf
RightSite_JFRD Weekly meeting 2.22.2024.pdf

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swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Swati Swani
To:	Elias, Bradley; Marx, James; Jamo Rubin; Jared Oscarson; Kristeen Pierce; Mene Demestihas
Subject:	JFRD/RightSite - Weekly Meeting Notes 2/28/2024
Date:	Wednesday, February 28, 2024 11:29:07 AM
Attachments:	RightSite_JFRD Weekly meeting 2.28.2024.pdf JFRD Summary Data 2024.02.27.pdf

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Hello All,

Thanks for your time today. Please review the meeting notes and next steps below:

1. Reports Review:
    1. The new metrics and format look great.
    2. There was one call from JFRD this week; there have been 3 days of B shift (currently leading in activating RightSite) with no call volume in the past week.
    3. JFRD experienced a low volume of 911 calls last week but nothing significant to impact calls to RightSite for non-emergent patients.
    4. Chief Marx shared a JAX transportation resource that can transport patients requiring wheelchairs and stretchers. **Next Steps:** RightSite will research and add to our resources list.
2. Increase RightSite adoption strategies:
    1. **Next Steps:** Jared will work on a training/reinforcement/in-person presence strategy and share it with the team in next week's meeting.
    2. Constant touchpoints from JFRD leadership help with the EMS crew's behavior/habit changes for activating RightSite:
        1. **Next Steps:** Jared will send an email template to Dr. Elias that can be used to communicate with the JFRD EMS crew.
3. RightSite References: **Next Steps:** Jared will send details to Chief Marx
4. The slide deck and summary report are attached.

Next Call: 3/7/2024 at 1:30 PM ET

Please let us know if you have any questions or need additional information.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley; Marx, James; Jamo Rubin; Jared Oscarson; Kristeen Pierce; Mene Demestihas
Subject: JFRD/RightSite - Weekly Meeting Notes 2/28/2024
Date: Wednesday, February 28, 2024 11:29:09 AM
Attachments: RightSite_JFRD Weekly meeting 2.28.2024.pdf
JFRD Summary Data 2024.02.27.pdf

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Next Call: 3/7/2024 at 1:30 PM ET

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Regards,
Swati

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swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Swati Swani
To:	Elias, Bradley; Marx, James; Jamo Rubin; Jared Oscarson; Kristeen Pierce; Mene Demestihas
Subject:	JFRD/RightSite - Weekly Meeting Notes 3/7/2024
Date:	Thursday, March 7, 2024 3:41:17 PM
Attachments:	JFRD - Positive Outcomes Dashboard-03-07-2024.pdf JFRD Summary Metrics - 03-07-2024.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello All,

Thanks for your time today. Please review the meeting notes and next steps below:

1. Reports Review:
    1. 3 calls last week
    2. Reviewed new dashboard: JFRD Positive Outcomes (see attached)
    3. Reviewed new JFRD handout (see attached)
2. Increase RightSite adoption strategies:
    1. **Next Steps:** Jared is visiting JFRD next week and will visit rescue units along with Chief Marx
3. The slide deck and summary report are attached.

Next Call: 3/14/2024 at 1:30 PM ET

Please let us know if you have any questions or need additional information.

Regards,
Swati

Swati Swani
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[m] 916.337-2182
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rightsitehealth.com

From:	Swati Swani
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Subject:	JFRD/RightSite - Weekly Meeting Notes 3/7/2024
Date:	Thursday, March 7, 2024 3:41:19 PM
Attachments:	JFRD - Positive Outcomes Dashboard-03-07-2024.pdf JFRD Summary Metrics - 03-07-2024.pdf

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Hello All,

Thanks for your time today. Please review the meeting notes and next steps below:

1. Reports Review:
    1. 3 calls last week
    2. Reviewed new dashboard: JFRD Positive Outcomes (see attached)
    3. Reviewed new JFRD handout (see attached)
2. Increase RightSite adoption strategies:
    1. **Next Steps:** Jared is visiting JFRD next week and will visit rescue units along with Chief Marx
3. The slide deck and summary report are attached.

Next Call: 3/14/2024 at 1:30 PM ET

Please let us know if you have any questions or need additional information.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley; Marx, James; Jamo Rubin; Stacey Rubin; Kristeen Pierce; Mene Demestihas
Subject: JFRD/RightSite - Weekly Meeting Notes 3/22/2024
Date: Friday, March 22, 2024 1:25:01 PM

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Hello All,

Thanks for your time today. We appreciate all your feedback to increase adoption and improve processes!

Please review the meeting notes and next steps below:

1. Jared's field visit:
    1. Jared met with the crew who have activated RightSite in the past and also who have never called.
    2. He received overall positive feedback from the crew on patient care and processes.
    3. Rescue 14 and 52 were reluctant to call RightSIte as their service area is 2 minutes away from the ER.
    4. Some crew think that it is hard to find patients that fit JFRD's clinical criteria to call RightSite.
    5. It is hard for the crew to remember which day of the week it is and if RightSite can be called or not.
2. Reports Review:
    1. One call last week; two calls total after Jared's field visit
    2. **Next Steps:** Dr. Elias and Mene will review 2 calls/episodes: 4635 and 4722 in the next weekly call
3. Ideas to increase adoption:
    1. Chief Marx sent out an email to almost 160 EMS crews (who have been trained) encouraging them to activate RightSite for non-emergent patients and requesting feedback. 8 folks have responded to date.
    2. There were 144K 911 calls to JFRD last year and approximately 93K were transported. We should explore the possibility of activating RightSite for non-transports.
    3. Interviewing front-line users, a combination of high users like Corey and Rachel and some new and young paramedics who are reluctant to call RightSite.

Next Call: 3/28/2024 at 1:30 PM ET

Please let us know if you have any questions or need additional information.

Have a nice weekend!

Regards,
Swati



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swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley; Marx, James; Jamo Rubin; Stacey Rubin; Kristeen Pierce; Mene Demestihas
Subject: JFRD/RightSite - Weekly Meeting Notes 3/22/2024
Date: Friday, March 22, 2024 1:25:02 PM

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Next Call: 3/28/2024 at 1:30 PM ET

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Have a nice weekend!

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rightsitehealth.com

From:	Swati Swani
To:	Elias, Bradley; Marx, James; Jamo Rubin; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Jared Oscarson
Subject:	JFRD/RightSite - Weekly Meeting Notes 3/29/2024
Date:	Friday, March 29, 2024 6:14:35 PM
Attachments:	RightSite_JFRD Weekly meeting 3.29.2024.pdf

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Hello All,

Thanks for your time today. Please review the meeting notes and next steps below:

1. Reports Review: No calls this week; last call from JFRD on 3/20
2. Case Review: Dr. Elias and Dr. Mene reviewed 2 episodes for patient outcomes and clinical processes: 4635 and 4722
3. **Next Steps:** Onsite meeting with Jamo, JFRD team, and the Mayor's office on 4/2
4. The slide deck is attached

Next Call: 4/4/2024 at 1:30 PM ET

Please let us know if you have any questions or need additional information.

Happy Easter and have a nice weekend!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Swati Swani
To:	Elias, Bradley; Marx, James; Jamo Rubin; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Jared Oscarson
Subject:	JFRD/RightSite - Weekly Meeting Notes 3/29/2024
Date:	Friday, March 29, 2024 6:14:53 PM
Attachments:	RightSite_JFRD Weekly meeting 3.29.2024.pdf

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4. The slide deck is attached

Next Call: 4/4/2024 at 1:30 PM ET

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Regards,
Swati

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swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Swati Swani
To:	Marx, James; Elias, Bradley; Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas
Subject:	JFRD/RightSite - Weekly Meeting Notes 4/4/2024
Date:	Thursday, April 4, 2024 5:04:25 PM
Attachments:	JFRD Summary Report-2024-04-04.pdf

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Hello All,

Thanks for your time today. Please review the meeting notes and next steps below:

1. Updates from the JAX meeting on 4/2/2024:
    1. **Next steps:** RightSite will share policy examples from TX and ATL partners this week for JFRD to incorporate, as appropriate.
    2. Future training will be held at fire stations instead of JFRD headquarters.
    3. RightSite will consider expanding hours of operation as the volume of JFRD calls to RightSite increases.
    4. Discussed high-level workflow of calls coming from JFRD Dispatch to RightSite. A detailed workflow discussion will be held at the time of implementation into dispatch.
2. Reports Review: One call this week
3. Changing the format of weekly calls: Separate calls for operations and Clinical review
    1. Operations weekly meeting (time will be changed to AM after discussing in next week's call): These meetings will focus on business review, summary call reports, change management, optimization of existing processes, and expansion plans.
    2. Clinical Review Meeting (CQI): These will be scheduled at a cadence of twice a month. These meetings will focus on discussing patient-level outcomes and clinical process improvements. Mandatory Attendees: Mene and Dr. Elias
4. The summary report is attached

Next Call: 4/11/2024 at 1:30 PM ET

Please let us know if you have any questions or need additional information.

Regards,
Swati

Swati Swani
Director, Design & Implementation

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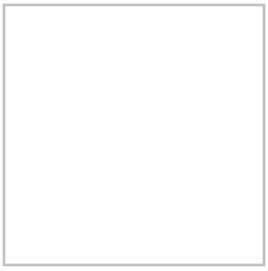

From:	Swati Swani
To:	Marx, James; Elias, Bradley; Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas
Subject:	JFRD/RightSite - Weekly Meeting Notes 4/4/2024
Date:	Thursday, April 4, 2024 5:04:27 PM
Attachments:	JFRD Summary Report-2024-04-04.pdf

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4. The summary report is attached

Next Call: 4/11/2024 at 1:30 PM ET

Please let us know if you have any questions or need additional information.

Regards,
Swati

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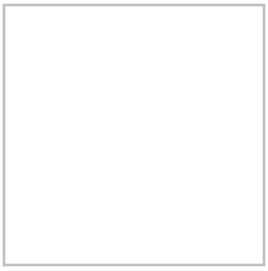

From:	Swati Swani
To:	Marx, James; Elias, Bradley; Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas
Subject:	JFRD/RightSite - Weekly Meeting Notes 4/11/2024
Date:	Thursday, April 11, 2024 2:42:28 PM
Attachments:	jfrd-2024-2024-04-10.pdf

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Hello All,

Thanks for your time today. Please review the meeting notes and next steps below and let me know if I have missed or misstated anything:

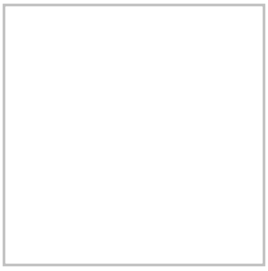
1. Finalizing JFRD telemedicine policy for field activations:
    1. RightSite has shared Grady EMS information with Dr. Elias. **Next Steps**: JFRD policy will be drafted and sent for Chief Power's review.
    2. **Next Steps**: Train all Rescue and Suppression units with emphasis on making the EMS crew comfortable towards activating RightSite for non-emergent patients.
    3. **Call Volume Goals**: These were discussed today and a successful JFRD/RightSite partnership will have:
        1. 15-20 calls/day on the low side
        2. 65-75 calls/day on the high end
2. Reports Review: Two calls this week
3. Changing the format of weekly calls: Separate calls for operations and Clinical review
    1. Operations weekly meeting scheduled for Thursday @ 9 am ET. These meetings will focus on business reviews, summary call reports, change management, optimization of existing processes, and expansion plans.
    2. Clinical Review (CQI) weekly meetings are scheduled for Thursday @ 1:30 pm ET. These meetings will focus on discussing patient-level outcomes and clinical process improvements.
4. The summary report is attached.

Next Operations Call: 4/18/2024 at 9 AM ET
Next Clinical/CQI call: 4/18/2024 at 1:30 PM ET

Please let us know if you have any questions or need additional information.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182



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From: Swati Swani
To: Marx, James; Elias, Bradley; Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas
Subject: JFRD/RightSite - Weekly Meeting Notes 4/11/2024
Date: Thursday, April 11, 2024 2:42:33 PM
Attachments: jfrd-2024-2024-04-10.pdf

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4. The summary report is attached.

Next Operations Call: 4/18/2024 at 9 AM ET
Next Clinical/CQI call: 4/18/2024 at 1:30 PM ET

Please let us know if you have any questions or need additional information.

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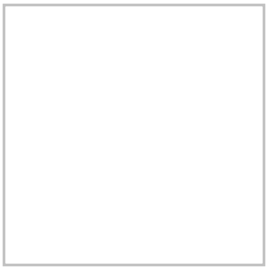
Director, Design & Implementation
[m] 916.337-2182



swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Swati Swani
To:	Marx, James; Elias, Bradley; Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Guthrie, Daniel
Subject:	JFRD/RightSite - Weekly Meeting Notes 4/18/2024
Date:	Thursday, April 18, 2024 2:00:20 PM
Attachments:	jfrd-2024-4.18.2024.pdf

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1. **Operations Meeting**:
    1. JFRD telemedicine policy for field activations:
        1. Dr. Elias is finalizing the JFRD telemedicine policy for field activations. It will be reviewed by the JFRD team next week. **Next Steps**: JFRD policy will be shared with the RightSite team.
        2. **Next Steps**: Train all Rescue and Suppression units in May with emphasis on making the EMS crew comfortable towards activating RightSite for non-emergent patients.
    2. Reports Review: Two calls last week and one call today. The summary report is attached.
    3. Preferred providers Urgent Care in JAX: **Next Steps**: Dr. Elias will provide a point of contact to RightSite from Baptist to onboard urgent care part of the Baptist health system.
2. **Clinical CQI Meeting**:
    1. Reviewed three cases for continuous quality improvement of services for patients between the two organizations.

Next Operations Call: 4/25/2024 at 9 AM ET
Next Clinical CQI call: 4/25/2024 at 1:30 PM ET

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Swati

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Subject:	JFRD/RightSite - Weekly Meeting Notes 4/18/2024
Date:	Thursday, April 18, 2024 2:00:09 PM
Attachments:	jfrd-2024-4.18.2024.pdf

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Next Clinical CQI call: 4/25/2024 at 1:30 PM ET

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rightsitehealth.com

From:	Swati Swani
To:	Marx, James; Elias, Bradley; Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Guthrie, Daniel
Subject:	JFRD/RightSite - Weekly Meeting Notes 4/18/2024
Date:	Thursday, April 18, 2024 2:00:25 PM
Attachments:	jfrd-2024-4.18.2024.pdf

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Next Clinical CQI call: 4/25/2024 at 1:30 PM ET

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Swati

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rightsitehealth.com

From:	Swati Swani
To:	Elias, Bradley - FRRS; Marx, James - FRRS; Guthrie, Daniel - FRRS
Cc:	Jamo Rubin; Jared Oscarson
Subject:	JFRD/RightSite - Weekly Operations Meeting Notes 6/27/2024
Date:	Thursday, June 27, 2024 12:00:53 PM
Attachments:	JFRD Totals 6.27.2024.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Everyone,

Thanks for your time today! Please review the meeting notes/next steps from today's call below.

1. **Reports Review:** Report is attached.
2. **Next Steps:**
    1. The JFRD team will visit Grady on July 11th. RightSite will share a detailed agenda early next week.
    2. Schedule training after the RightSite/CoJ contract is executed.

Next Operations Call (Thursday): 7/18/2024 at 9 AM ET
Next CQI call (Thursday): 7/18/2024 at 2 PM ET

Please let me know if you need any additional details. Have a great week and Happy July 4th!

Regards,
Swati

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rightsitehealth.com

From:	Swati Swani
To:	Elias, Bradley - FRRS; Marx, James - FRRS; Guthrie, Daniel - FRRS
Cc:	Jamo Rubin; Jared Oscarson
Subject:	JFRD/RightSite - Weekly Operations Meeting Notes 6/27/2024
Date:	Thursday, June 27, 2024 12:00:53 PM
Attachments:	JFRD Totals 6.27.2024.pdf

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Next Operations Call (Thursday): 7/18/2024 at 9 AM ET
Next CQI call (Thursday): 7/18/2024 at 2 PM ET

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From:	Swati Swani
To:	Elias, Bradley - FRRS; Marx, James - FRRS; Guthrie, Daniel - FRRS
Cc:	Jamo Rubin; Jared Oscarson
Subject:	JFRD/RightSite - Weekly Operations Meeting Notes 6/27/2024
Date:	Thursday, June 27, 2024 12:01:28 PM
Attachments:	JFRD Totals 6.27.2024.pdf

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Next CQI call (Thursday): 7/18/2024 at 2 PM ET

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From:	Swati Swani
To:	Marx, James; Elias, Bradley; Jamo Rubin; Jared Oscarson; Kristeen Pierce; Mene Demestihas
Subject:	JFRD/RightSite - Weekly reports 3/14/2024
Date:	Thursday, March 14, 2024 2:51:44 PM
Attachments:	JFRD-positive-outcomes-dashboard-03-13-2024.pdf JFRD-totals -2024-03-13.pdf RightSite_JFRD Weekly meeting 3.14.2024.pdf

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Hello Everyone,

Please see the attached JFRD reports and slide deck with patient details through 3/13/2024.

1. **JFRD-totals-2024.03.13.pdf -** *We are at a total of 50 calls since the first call in Aug 2023. Hope the next 50 happen sooner!*
2. **JFRD-positive-outcomes-dashboard-2024-03-13.pdf -** Positive outcomes dashboard with EMS crew outcomes analysis
3. **JFRD Weekly Meeting slide deck-2024-03-14.pdf**

Next Call: 3/21/2024 at 11 AM ET

Please let me know if you need additional information.

Regards,

Swati

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From:	Swati Swani
To:	Marx, James; Elias, Bradley; Jamo Rubin; Jared Oscarson; Kristeen Pierce; Mene Demestihas
Subject:	JFRD/RightSite - Weekly reports 3/14/2024
Date:	Thursday, March 14, 2024 2:52:12 PM
Attachments:	JFRD-positive-outcomes-dashboard-03-13-2024.pdf JFRD-totals -2024-03-13.pdf RightSite_JFRD Weekly meeting 3.14.2024.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Everyone,

Please see the attached JFRD reports and slide deck with patient details through 3/13/2024.

1. **JFRD-totals-2024.03.13.pdf -** *We are at a total of 50 calls since the first call in Aug 2023. Hope the next 50 happen sooner!*
2. **JFRD-positive-outcomes-dashboard-2024-03-13.pdf -** Positive outcomes dashboard with EMS crew outcomes analysis
3. **JFRD Weekly Meeting slide deck-2024-03-14.pdf**

Next Call: 3/21/2024 at 11 AM ET

Please let me know if you need additional information.

Regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Swati Swani
To:	Marx, James - FRRS
Cc:	Jamo Rubin; Kristeen Pierce
Subject:	JFRD/RightSite Activations Summary
Date:	Thursday, January 9, 2025 5:04:31 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief,

Thanks for your time today. Here is the summary data for field and dispatch activations:

Time Period: Dec'24 - Current Date

Dispatch: 12 activations (9-Dec, 3-Jan)
Patient Outcomes: 50% RightSite Addressed (ambulance did not roll)

- 4 - Alternate Site
- 2 - ER - non-emergency Transport
- 4 - Requested EMS Response
- 2 - Patient Refusals

Average EMS Release Time: 3 minutes
Average Close Loop Time: 23 minutes

Field: 12 activations (8-Dec, 4-Jan)
Patient Outcomes: 83% RightSite Addressed (ambulance did not roll)

- 7 - Alternate Site
- 3 - ER - Non Emergent Transport
- 2 - ER - Ambulance

Average EMS Release Time: 13 minutes

Please let me know if I have missed anything.

Have a nice evening!
Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Jamo Rubin
Subject: JFRD/RightSite CQI call on 1/2/2025
Date: Monday, December 30, 2024 10:34:06 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Dr. Elias,

Hope you had a wonderful Christmas!

Since our last CQI meeting, we've received 12 JFRD calls (three field and nine dispatch).

Please let me know if you can join the upcoming call on 1/2 at 2 PM ET or if you'd prefer to skip this week.

Please let me know your preference.

Thanks,

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Marx, James - FRRS; Jamo Rubin
Subject: JFRD/RightSite CQI call on 1/16/2025
Date: Tuesday, January 14, 2025 2:21:32 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

Since our last CQI meeting, we've received 9 JFRD calls (four field and five dispatch) with the following patient outcomes:

- 1 dispatch patient sent back as Requested EMS Response
- 3 patients sent to ER in a rideshare (2 field, 1 dispatch)
- 1 dispatch patient refused
- 4 patients treated via RightSite Telehealth (2 field, 2 dispatch)

Please let me know if you can join the upcoming call on 1/16 at 2 PM ET or if you'd prefer to skip this week.

Please let me know your preference.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Marx, James - FRRS; Jamo Rubin
Subject: JFRD/RightSite CQI call on 1/16/2025
Date: Tuesday, January 14, 2025 2:21:49 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

Since our last CQI meeting, we've received 9 JFRD calls (four field and five dispatch) with the following patient outcomes:

- 1 dispatch patient sent back as Requested EMS Response
- 3 patients sent to ER in a rideshare (2 field, 1 dispatch)
- 1 dispatch patient refused
- 4 patients treated via RightSite Telehealth (2 field, 2 dispatch)

Please let me know if you can join the upcoming call on 1/16 at 2 PM ET or if you'd prefer to skip this week.

Please let me know your preference.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS; Marx, James - FRRS
Cc: Jamo Rubin
Subject: JFRD/RightSite CQI call on 1/30/2025
Date: Wednesday, January 29, 2025 9:11:43 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Dr. Elias,

Since our last CQI meeting, we've received 5 JFRD calls (three field and two dispatch) with the following patient outcomes:

- 3 patients treated via RightSite Telehealth (2 field, 1 dispatch)
- 1 field patient sent to ER in a rideshare
- 1 dispatch patient sent back as Requested EMS Response

Please let me know if you can join the upcoming call on 1/30 at 2 PM ET or if you'd prefer to skip this week.

Please let me know your preference.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS; Marx, James - FRRS
Cc: Jamo Rubin
Subject: JFRD/RightSite CQI call on 1/30/2025
Date: Wednesday, January 29, 2025 9:11:43 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Dr. Elias,

Since our last CQI meeting, we've received 5 JFRD calls (three field and two dispatch) with the following patient outcomes:

- 3 patients treated via RightSite Telehealth (2 field, 1 dispatch)
- 1 field patient sent to ER in a rideshare
- 1 dispatch patient sent back as Requested EMS Response

Please let me know if you can join the upcoming call on 1/30 at 2 PM ET or if you'd prefer to skip this week.

Please let me know your preference.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS; Marx, James - FRRS
Cc: Jamo Rubin
Subject: JFRD/RightSite CQI call on 11/7
Date: Monday, November 4, 2024 7:43:40 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Dr. Elias and Chief Marx,

We've received three JFRD calls since our last CQI meeting. Please let me know if you'll be able to join the upcoming CQI call on 11/7 at 2 PM ET, or if you'd prefer to skip this week.

We're also finalizing the JFRD dispatch implementation plan. If the team is available for Thursday's call, we can review it together; otherwise, we can schedule a separate session to go over it in detail.

Please let me know your preference.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS; Marx, James - FRRS
Cc: Jamo Rubin
Subject: JFRD/RightSite CQI call on 11/7
Date: Monday, November 4, 2024 7:43:41 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Dr. Elias and Chief Marx,

We've received three JFRD calls since our last CQI meeting. Please let me know if you'll be able to join the upcoming CQI call on 11/7 at 2 PM ET, or if you'd prefer to skip this week.

We're also finalizing the JFRD dispatch implementation plan. If the team is available for Thursday's call, we can review it together; otherwise, we can schedule a separate session to go over it in detail.

Please let me know your preference.

Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS; Marx, James - FRRS
Cc: Jamo Rubin
Subject: JFRD/RightSite CQI call on 12/5
Date: Wednesday, December 4, 2024 9:52:23 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Dr. Elias and Chief Marx,

We've received three JFRD calls (2- field, 1 - dispatch) since our last CQI meeting. Please let me know if you can join the upcoming CQI call on 12/5 at 2 PM ET, or if you'd prefer to skip this week.

We're also finalizing the JFRD dispatch training plan for the week of 12/16. We can touch base on training too.

Please let me know your preference.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS; Marx, James - FRRS
Cc: Jamo Rubin
Subject: JFRD/RightSite CQI call on 12/5
Date: Wednesday, December 4, 2024 9:52:24 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Dr. Elias and Chief Marx,

We've received three JFRD calls (2- field, 1 - dispatch) since our last CQI meeting. Please let me know if you can join the upcoming CQI call on 12/5 at 2 PM ET, or if you'd prefer to skip this week.

We're also finalizing the JFRD dispatch training plan for the week of 12/16. We can touch base on training too.

Please let me know your preference.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

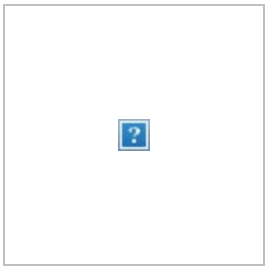
From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Jared Oscarson; Guthrie, Daniel - FRRS; Marx, James - FRRS
Subject: JFRD/RightSite CQI Meeting on Thursday, 7/25
Date: Tuesday, July 23, 2024 3:04:59 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

We have a CQI call scheduled for coming Thursday and Mene is out of office this week. Will it be OK if we cancel this week's call and plan to meet next week? Please let me know your thoughts.

Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

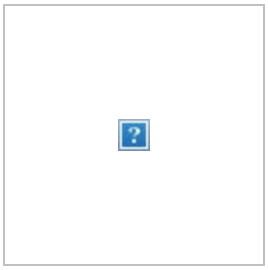
From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Jared Oscarson; Guthrie, Daniel - FRRS; Marx, James - FRRS
Subject: JFRD/RightSite CQI Meeting on Thursday, 7/25
Date: Tuesday, July 23, 2024 3:04:56 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

We have a CQI call scheduled for coming Thursday and Mene is out of office this week. Will it be OK if we cancel this week's call and plan to meet next week? Please let me know your thoughts.

Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

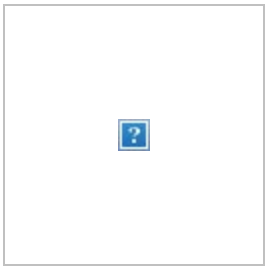
From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Jared Oscarson; Guthrie, Daniel - FRRS; Marx, James - FRRS
Subject: JFRD/RightSite CQI Meeting on Thursday, 7/25
Date: Tuesday, July 23, 2024 3:05:00 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

We have a CQI call scheduled for coming Thursday and Mene is out of office this week. Will it be OK if we cancel this week's call and plan to meet next week? Please let me know your thoughts.

Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Subject: JFRD/RightSite CQI Meeting this Thursday (4/10)
Date: Monday, April 7, 2025 8:01:05 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

Since March 27th, we have had 3 dispatch and 3 field activations. 50% of patients were RightSite Addressed (Ambulance did not roll to ER):

1. Two patients (1 field and 1 dispatch) were treated via Urgent care appointment
2. One field patient went to ER in an ambulance
3. One field patient was sent to ER in non-emergency transport
4. Two dispatch patients were sent back to JFRD (Requested EMS Response)

Please let me know if you can join the upcoming call on 4/10 at 2 PM ET or if you'd prefer to skip this week.

Please let me know your preference.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Jared Oscarson
Subject: JFRD/RightSite CQI Meeting this Thursday (5/8)
Date: Monday, May 5, 2025 7:22:06 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Dr. Elias,

Since April 24th, we have had one dispatch and one field activation. 50% of patients were RightSite Addressed (ambulance did not roll to ER):

1. One field patients went to ER in ambulance
2. One dispatch patient was sent to ER in non-emergency transport

Please let me know if you can join the upcoming call on 5/8 at 2 PM ET or if you'd prefer to skip this week.

Please let me know your preference.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Natasha Demehri
Subject: JFRD/RightSite Dashboard - May 2025
Date: Thursday, June 5, 2025 5:38:08 PM
Attachments: JFRD Monthly Dashboard - May 2025.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

Thanks for meeting with us today. May dashboard is attached. I have copied Natasha on this email.

Please let me know if you have any questions or need any additional information.

Have a nice evening!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Elias, Bradley
To: Swati Swani; Marx, James; Jamo Rubin; Jared Oscarson; Mene Demestihas
Cc: Blanton, Jake
Subject: JFRD/RightSite Follow up
Date: Wednesday, February 21, 2024 9:35:49 AM

Good morning,

Just checking in and seeing if there is anything else we can do to help get more utilization with RightSite for this trial.

Brad Elias MD
Medical Director
Jacksonville Fire and Rescue Department

To:	Swati Swani; Marx, James; Jamo Rubin; Jared Oscarson; Mene Demestihas
Cc:	Blanton, Jake
Subject:	JFRD/RightSite Follow up
Date:	Wednesday, February 21, 2024 9:35:03 AM

Good morning,

Just checking in and seeing if there is anything else we can do to help get more utilization with RightSite for this trial.

Brad Elias MD
Medical Director
Jacksonville Fire and Rescue Department

From: Elias, Bradley
To: Swati Swani; Marx, James; Jamo Rubin; Jared Oscarson; Mene Demestihas
Cc: Blanton, Jake
Subject: JFRD/RightSite Follow up
Date: Wednesday, February 21, 2024 9:35:00 AM

Good morning,

Just checking in and seeing if there is anything else we can do to help get more utilization with RightSite for this trial.

Brad Elias MD
Medical Director
Jacksonville Fire and Rescue Department

From: Elias, Bradley
To: Swati Swani; Marx, James; Jamo Rubin; Jared Oscarson; Mene Demestihas
Cc: Blanton, Jake
Subject: JFRD/RightSite Follow up
Date: Wednesday, February 21, 2024 9:35:50 AM

Good morning,

Just checking in and seeing if there is anything else we can do to help get more utilization with RightSite for this trial.

Brad Elias MD
Medical Director
Jacksonville Fire and Rescue Department

From:	Swati Swani
To:	Marx, James - FRRS; Elias, Bradley - FRRS
Cc:	Jamo Rubin; Chip Walls; Kristeen Pierce; Natasha Demehri; Bryan Norris
Subject:	JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date:	Friday, August 1, 2025 3:50:31 PM
Attachments:	JFRD Leaderboard 8-1-2025.pdf JFRD - RightSite Utilization Expansion Plan 8-1-2025.pdf RightSite Sample Codes.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief Marx and Dr. Elias,

Thank you for taking the time yesterday to discuss the RightSite expansion. We sincerely appreciate your collaboration and leadership as we move this work forward.

As a follow-up, I've attached the proposed action plan, including the recommended EMD codes for RightSite in Dispatch and the leaderboard. (Lt. James Davis is by far the top user of RightSite).

Chip and other team members plan to be in Jacksonville on August 11. They will be available over the next few days to meet in person, review the plan, make any necessary updates, and support the next steps across dispatch and field operations.

Please let us know if you require any further information. Have a great weekend!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Swati Swani
To:	Marx, James - FRRS; Elias, Bradley - FRRS
Cc:	Jamo Rubin; Chip Walls; Kristeen Pierce; Natasha Demehri; Bryan Norris
Subject:	JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date:	Friday, August 1, 2025 3:50:42 PM
Attachments:	JFRD Leaderboard 8-1-2025.pdf JFRD - RightSite Utilization Expansion Plan 8-1-2025.pdf RightSite Sample Codes.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief Marx and Dr. Elias,

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As a follow-up, I've attached the proposed action plan, including the recommended EMD codes for RightSite in Dispatch and the leaderboard. (Lt. James Davis is by far the top user of RightSite).

Chip and other team members plan to be in Jacksonville on August 11. They will be available over the next few days to meet in person, review the plan, make any necessary updates, and support the next steps across dispatch and field operations.

Please let us know if you require any further information. Have a great weekend!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Keeney, Nathan
Cc: Blanton, Jake
Subject: JFRD/RightSite Go-live Kickoff Touch base
Date: Friday, August 4, 2023 4:31:35 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Afternoon Capt. Keeney,

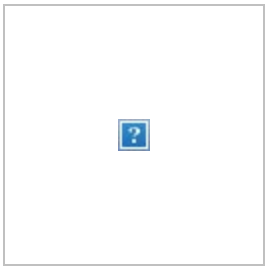
This is Swati from RightSite. Chief Blanton mentioned that you will be my point of contact for day to day operations. Very nice to meet you virtually during virtual training sessions.

I hope your team is all geared up to give us a call on Monday starting 7 am to 7 pm EST.

As we go live on Monday, would it be possible for us to meet on Monday to touch base? Please let me know and I will schedule time accordingly.

Looking forward to working with you, have a nice weekend!

Regards,
Swati



Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Keeney, Nathan
Cc: Blanton, Jake
Subject: JFRD/RightSite Go-live Kickoff Touch base
Date: Friday, August 4, 2023 4:31:35 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Afternoon Capt. Keeney,

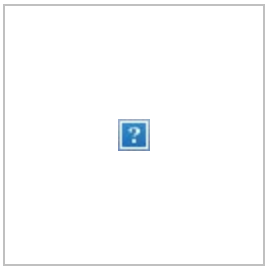
This is Swati from RightSite. Chief Blanton mentioned that you will be my point of contact for day to day operations. Very nice to meet you virtually during virtual training sessions.

I hope your team is all geared up to give us a call on Monday starting 7 am to 7 pm EST.

As we go live on Monday, would it be possible for us to meet on Monday to touch base? Please let me know and I will schedule time accordingly.

Looking forward to working with you, have a nice weekend!

Regards,
Swati



Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Blanton, Jake
Subject: JFRD/RightSite Post-Training day 1 followup
Date: Wednesday, August 2, 2023 12:13:46 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief,

Thank you very much for your and your team's time today! Your team was very engaged and seemed eager to try RightSite services.

Please let me know if we did not answer any of the questions or if you need details on anything that we did not cover today. Also, please let me know if there is anything you would like us to change/add for Day 2/Day 3 training, your feedback is very valuable to us!

Couple of things:

1. Can you please send me a list of conditions when EMS declines transport, a few were mentioned on the call today, but if you have a list, it will be helpful for us to be aware of.
2. It was mentioned that in certain rescue unit areas, there are some preferred urgent care/care providers that your crew works with, can you please send me that information? I want to make sure we utilize your crew's experience to provide best care to the patients.

Thanks again for your help! We are looking forward to this partnership!

Regards,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James
Cc: Jamo Rubin; Jared Oscarson
Subject: JFRD/RightSite Weekly meeting - Agenda 12/19/2023
Date: Monday, December 18, 2023 2:38:01 PM

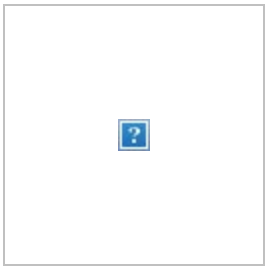
EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Afternoon Brien,

Hope you had a nice weekend. Here is the proposed agenda for tomorrow's touchbase, please let us know if we need to change/add anything.

1. Training followup
2. Expansion - next steps

Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Swati Swani
To:	Marx, James; Elias, Bradley; Jamo Rubin; Jared Oscarson; Mene Demestihas; Kristeen Pierce; Stacey Rubin
Subject:	JFRD/RightSite weekly reports and meeting agenda (3/22/2024)
Date:	Thursday, March 21, 2024 8:50:35 PM
Attachments:	JFRD-totals-2024.03.20.pdf JFRD-positive-outcomes-dashboard-2024-03-20.pdf JFRD Weekly Meeting slide deck-2024-03-22.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Everyone,

Please see the attached JFRD reports and slide deck with patient details through 3/20/2024.

1. **JFRD-totals-2024.03.20.pdf**
2. **JFRD-positive-outcomes-dashboard-2024-03-20.pdf -** Positive outcomes dashboard with EMS crew outcomes analysis
3. **JFRD Weekly Meeting slide deck-2024-03-22.pdf**

Agenda for tomorrow's call:

- Review last week's numbers
- Brainstorm ideas to increase adoption

Have a nice evening!

Regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Swati Swani
To:	Marx, James; Elias, Bradley; Jamo Rubin; Jared Oscarson; Mene Demestihas; Kristeen Pierce; Stacey Rubin
Subject:	JFRD/RightSite weekly reports and meeting agenda (3/22/2024)
Date:	Thursday, March 21, 2024 8:50:39 PM
Attachments:	JFRD-totals-2024.03.20.pdf JFRD-positive-outcomes-dashboard-2024-03-20.pdf JFRD Weekly Meeting slide deck-2024-03-22.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Everyone,

Please see the attached JFRD reports and slide deck with patient details through 3/20/2024.

1. **JFRD-totals-2024.03.20.pdf**
2. **JFRD-positive-outcomes-dashboard-2024-03-20.pdf -** Positive outcomes dashboard with EMS crew outcomes analysis
3. **JFRD Weekly Meeting slide deck-2024-03-22.pdf**

Agenda for tomorrow's call:

- Review last week's numbers
- Brainstorm ideas to increase adoption

Have a nice evening!

Regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Cc: Jared Oscarson
Subject: JFRD/RightSite: April 2025 monthly reports
Date: Thursday, May 1, 2025 11:00:24 AM
Attachments: JFRD Dashboard April 2025.pdf
JFRD Dispatch Activations - List of cases April 2025.xlsx

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief Marx,

JFRD Summary Dashboard and list of cases are attached. The case-level report has **three** dispatch cases for April 2025.

Please let me know if you need any additional information.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Marx, James - FRRS
Subject: JFRD/RightSite: CQI call on Thursday, 9/26
Date: Tuesday, September 24, 2024 2:33:47 PM

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Good Afternoon Dr. Elias,

We've had two JFRD calls in the last two weeks. Please let me know if you'll be able to join the CQI call on 9/26 at 2 PM ET, or if you'd prefer to skip this week's meeting. Let me know your preference.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Marx, James - FRRS
Subject: JFRD/RightSite: CQI call on Thursday, 9/26
Date: Tuesday, September 24, 2024 2:33:48 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Afternoon Dr. Elias,

We've had two JFRD calls in the last two weeks. Please let me know if you'll be able to join the CQI call on 9/26 at 2 PM ET, or if you'd prefer to skip this week's meeting. Let me know your preference.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Marx, James - FRRS; Jamo Rubin
Subject: JFRD/RightSite: CQI call on Thursday, 10/10
Date: Tuesday, October 8, 2024 10:41:05 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Dr. Elias,

We've had four JFRD calls since we last met for the CQI meeting. Please let me know if you can join the CQI call on 10/10 at 2 PM ET or if you'd prefer to skip this week's meeting. Let me know your preference.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Marx, James - FRRS; Jamo Rubin
Subject: JFRD/RightSite: CQI call on Thursday, 10/10
Date: Tuesday, October 8, 2024 10:41:05 AM

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Good Morning Dr. Elias,

We've had four JFRD calls since we last met for the CQI meeting. Please let me know if you can join the CQI call on 10/10 at 2 PM ET or if you'd prefer to skip this week's meeting. Let me know your preference.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

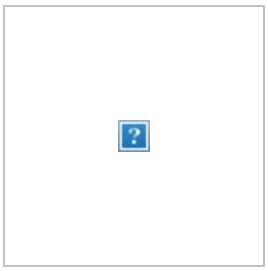
From: Swati Swani
To: Elias, Bradley - FRRS
Subject: JFRD/RightSite: CQI call on Thursday
Date: Tuesday, August 27, 2024 4:19:34 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Afternoon Dr. Elias,

Hope all is well. We have not had any JFRD calls in the last 2 weeks. Are you ok with me to cancel the CQI scheduled for Thursday? Please let me know.

Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Cc: Jamo Rubin
Subject: JFRD/RightSite: Dispatch Calls - Incident #
Date: Wednesday, January 22, 2025 3:36:36 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief,

Here is the list of incident numbers for 14 dispatch calls since inception. For one refusal, we did not capture the incident #.

165381
177019
177737
177797
179241
179415
180003
181075
181081
656
2765
3933
4402
6079

I will send you details about the new functionality for the field soon.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Subject: JFRD/RightSite: March "25 monthly reports
Date: Tuesday, April 1, 2025 2:38:15 PM
Attachments: JFRD Dashboard March 2025.pdf
JFRD Dispatch Activations - List of Cases - March 2025.xlsx

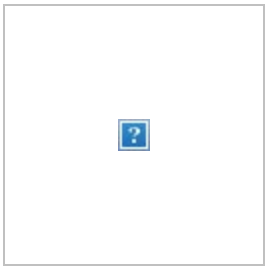
EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief Marx,

JFRD Summary Dashboard and list of cases are attached. The case-level report has all eight dispatch cases for March 2025.

Please let me know if you need any additional information.

Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS; Jared Oscarson
Subject: JFRD/RightSite: May 2025 monthly reports
Date: Monday, June 2, 2025 3:01:09 PM
Attachments: JFRD Dispatch Activations - List of cases May 2025.xlsx
ems-monthly-report-JFRD-totals-may-2025.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief Marx,

Hope you had a fantastic trip to Mongolia!

JFRD Summary Dashboard (new and improved format) and list of cases are attached. The case-level report has **four** dispatch cases for May 2025.

Please let me know if you need any additional information.

Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Subject: JFRD/SAFD CQI Meeting - 9/12 2 PM ET
Date: Tuesday, September 10, 2024 2:57:28 PM

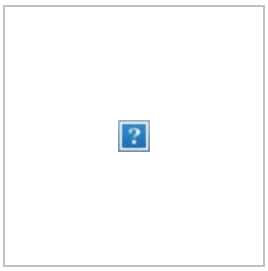
EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

We have our next CQI call scheduled for Thursday, 9/12. We have had one new call since our last meeting.
Please let me know if you would like me to cancel this week's call or if you prefer to proceed with the meeting as scheduled.

Looking forward to your response.

Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James
To: Swati Swani
Date: Friday, May 3, 2024 5:45:38 PM
Attachments: JFRD Telehealth Services 5.1.24.pdf

Happy Friday, attached is the updated policy. Have a great weekend!

Brien Marx
Asst. Chief Communications &
Special Projects

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Elias, Bradley
To: Swati Swani
Cc: Marx, James; Jamo Rubin; Jared Oscarson; Mene Demestihas
Subject: March 7 meeting
Date: Tuesday, March 5, 2024 6:59:00 PM

Sorry for last minute change.

Can we meet Thursday at 1pm?
I now have a 2pm meeting at the training academy.

Thanks
Brad

From: BElias@coj.net
To: Swati Swani
Cc: Marx, James; Jamo Rubin; Jared Oscarson; Mene Demestihas
Subject: March 7 meeting
Date: Tuesday, March 5, 2024 6:59:00 PM

Sorry for last minute change.

Can we meet Thursday at 1pm?
I now have a 2pm meeting at the training academy.

Thanks
Brad

From: Elias, Bradley
To: Swati Swani
Cc: Marx, James; Jamo Rubin; Jared Oscarson; Mene Demestihas
Subject: March 7 meeting
Date: Tuesday, March 5, 2024 6:59:04 PM

Sorry for last minute change.

Can we meet Thursday at 1pm?
I now have a 2pm meeting at the training academy.

Thanks
Brad

From: Jared Oscarson
To: Marx, James - FRRS; Kristeen Pierce
Cc: Jamo Rubin
Subject: Meeting In Person This Week
Date: Monday, July 7, 2025 2:20:01 PM

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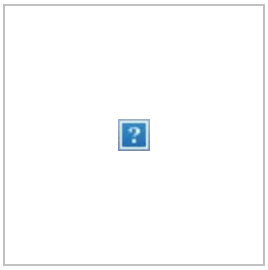
Chief Marx,

Hope you had a great holiday weekend! I cancelled our call tomorrow as we will be in person on Thursday and can review the quarterly data there.

Kristeen and I are looking forward to seeing you!

JO

--



Jared Oscarson, NRP, FACPE
VP EMS Partnerships & Strategy
775.513.3384
jared.oscarson@rightsitehealth.com
rightsitehealth.com
Click here to schedule a meeting

From: Wilson, Kurtis R
To: Webber, Sheri; Jamo Rubin; Andrea Douglas
Subject: Meeting Request
Date: Monday, November 13, 2023 10:36:27 AM
Attachments: image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good morning Sheri and Happy Monday…!
Bobby Stein has requested a meeting with Karen, Chief Powers, Dr. Jamo Rubin, and himself hoping for the week of the Nov. 20th.

Dr. Rubin owns RightSite Health, a 9-1-1 telehealth provider currently in use with JFRD and other departments across the country.
Bobby wants to make an introduction and allow Chief Powers and Jamo the opportunity to explain the benefits and functionality of the program and how it aligns with the Mayor's community health priorities.

I've copied Jamo and Andrea, who can help align their (Bobby & Jamo) calendars.
I do not need to be in the meeting, rather I'm just helping connect the group while Chief Powers is out.

Thank you ma'am,
Kurtis Wilson
VP Government Relations
Mobile: (904) 219-2456
wilskr@jea.com

From: Elias, Bradley - FRRS
To: Swati Swani
Subject: Meeting this Thursday
Date: Monday, February 24, 2025 2:47:33 PM

Do we have cases to discuss?
A few of us will be at a meeting.
Maybe we can cancel this meeting if there are not too many cases or issues.

Brad
Sent from my iPhone

From:	Elias, Bradley
To:	Swati Swani
Cc:	Marx, James; Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Guthrie, Daniel
Subject:	Meeting tomorrow
Date:	Wednesday, April 24, 2024 7:41:20 PM

I need to cancel the meetings tomorrow. My father is not well.

Brad

From: Elias, Bradley
To: Swati Swani
Cc: Marx, James; Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Guthrie, Daniel
Subject: Meeting tomorrow
Date: Wednesday, April 24, 2024 7:41:17 PM

I need to cancel the meetings tomorrow. My father is not well.

Brad

From: BElias@coj.net
To: Swati Swani
Cc: Marx, James; Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Guthrie, Daniel
Subject: Meeting tomorrow
Date: Wednesday, April 24, 2024 7:41:16 PM

I need to cancel the meetings tomorrow. My father is not well.

Brad

From:	Elias, Bradley
To:	Swati Swani
Cc:	Marx, James; Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Guthrie, Daniel
Subject:	Meeting tomorrow
Date:	Wednesday, April 24, 2024 7:41:20 PM

I need to cancel the meetings tomorrow. My father is not well.

Brad

To:	Swati Swani
Cc:	Marx, James - FRRS; Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Guthrie, Daniel - FRRS
Subject:	Meeting tomorrow
Date:	Wednesday, May 15, 2024 9:23:40 AM

Good morning,

Couple of conflicting meetings tomorrow have developed. I will try to be on the 9am. In the afternoon I am speaking at one of our hospital's Trauma Survivors Day celebrations. We can move the clinical call to Friday morning at 9am if that works.

Brad Elias, M.D.
Medical Director
Jacksonville Fire Rescue Department
515 N. Julia Street
Jacksonville, Fl
32202
Office 904-255-3307
Cell 904-483-0471

NOTICE: This message is confidential, intended for the named recipient(s) and may contain information that is proprietary to the sender and/or privileged, confidential, and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure, or distribution is expressly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

From: Elias, Bradley - FRRS
To: jamo.rubin@rightsitehealth.com
Cc: Swati Swani
Subject: Meeting
Date: Thursday, July 24, 2025 1:23:00 PM

Jamo,

Let me know if you want to meet to discuss RightSite utilization.

Brad Elias, M.D.
Medical Director
Jacksonville Fire Rescue Department
515 N. Julia Street
Jacksonville, Fl
32202
Office 904-255-3307
Cell 904-483-0471

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From:	Elias, Bradley - FRRS
To:	Swati Swani
Cc:	Marx, James - FRRS; Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Guthrie, Daniel - FRRS
Subject:	Meetings Tomorrow
Date:	Wednesday, May 15, 2024 9:26:15 AM

Good morning,

Couple of conflicting meetings tomorrow have developed. I will try to be on the 9am. In the afternoon I am speaking at one of our hospital's Trauma Survivors Day celebrations. We can move the clinical call to Friday morning at 9am if that works.

Brad Elias, M.D.
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From:	Elias, Bradley - FRRS
To:	Swati Swani
Cc:	Marx, James - FRRS; Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Guthrie, Daniel - FRRS
Subject:	Meetings Tomorrow
Date:	Wednesday, May 15, 2024 9:26:00 AM

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Cell 904-483-0471

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From:	Elias, Bradley - FRRS
To:	Swati Swani
Cc:	Marx, James - FRRS; Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Guthrie, Daniel - FRRS
Subject:	Meetings Tomorrow
Date:	Wednesday, May 15, 2024 9:26:15 AM

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From: Marx, James - FRRS
To: Swati Swani
Subject: Meetings
Date: Tuesday, June 10, 2025 11:58:00 AM
Attachments: image001.png

Swati,

Hope all is well! June 19th is a holiday for us, so we'll all be off that day. Just wanted to give you a heads up.

Have a Great Day!

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Jamo Rubin
To: Powers, Keith; Blanton, Jake; Marx, James; Elias, Bradley
Cc: Swati Swani; Jared Oscarson
Subject: Merry Christmas and Happy New Year from RightSite
Date: Thursday, December 21, 2023 8:55:53 AM

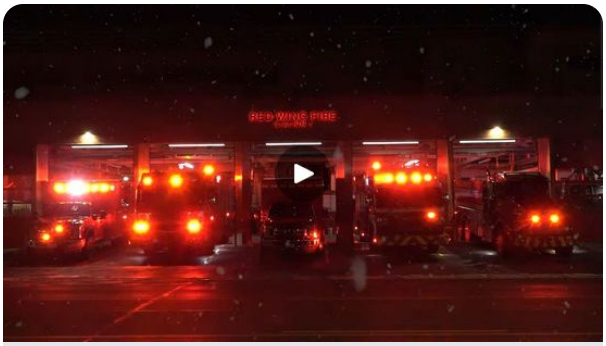
EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

The RightSite team is looking forward to a great 2024 in Jacksonville with JFRD!

We hope you all have a Merry Christmas holiday with your family and friends,

Jamo and the RightSite team

PS: If you haven't seen this Christmas Video Card from the Red Wing Fire Dept, it's the best!



Wishing you a merry and bright holiday season from all of us at the Red Wing Fire Department!

Wishing you a merry and bright holiday season from all of us at the Red Wing Fire Department! | By Red Wing Fire Department | Facebook
facebook.com

From: Jamo Rubin
To: Powers, Keith; Blanton, Jake; Marx, James; Elias, Bradley
Cc: Swati Swani; Jared Oscarson
Subject: Merry Christmas and Happy New Year from RightSite
Date: Thursday, December 21, 2023 8:55:53 AM

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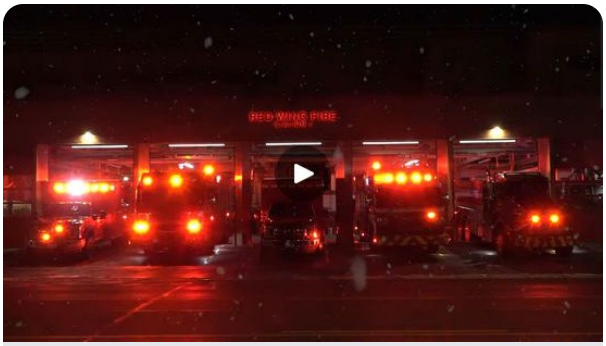
The RightSite team is looking forward to a great 2024 in Jacksonville with JFRD!

We hope you all have a Merry Christmas holiday with your family and friends,

Jamo and the RightSite team

PS: If you haven't seen this Christmas Video Card from the Red Wing Fire Dept, it's the best!



Wishing you a merry and bright holiday season from all of us at the Red Wing Fire Department!

Wishing you a merry and bright holiday season from all of us at the Red Wing Fire Department! | By Red Wing Fire Department | Facebook
facebook.com

From: Jamo Rubin
To: Powers, Keith; Blanton, Jake; Marx, James; Elias, Bradley
Cc: Swati Swani; Jared Oscarson
Subject: Merry Christmas and Happy New Year from RightSite
Date: Thursday, December 21, 2023 8:55:52 AM

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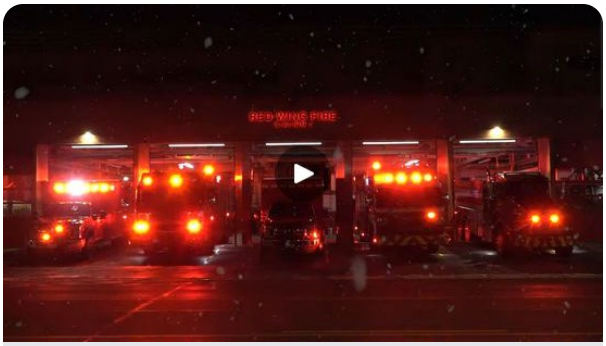
Jamo and the RightSite team

PS: If you haven't seen this Christmas Video Card from the Red Wing Fire Dept, it's the best!



Wishing you a merry and bright holiday season from all of us at the Red Wing Fire Department!

Wishing you a merry and bright holiday season from all of us at the Red Wing Fire Department! | By Red Wing Fire Department | Facebook
facebook.com

From: Jamo Rubin
To: Powers, Keith; Blanton, Jake; Marx, James; Elias, Bradley
Cc: Swati Swani; Jared Oscarson
Subject: Merry Christmas and Happy New Year from RightSite
Date: Thursday, December 21, 2023 8:55:54 AM

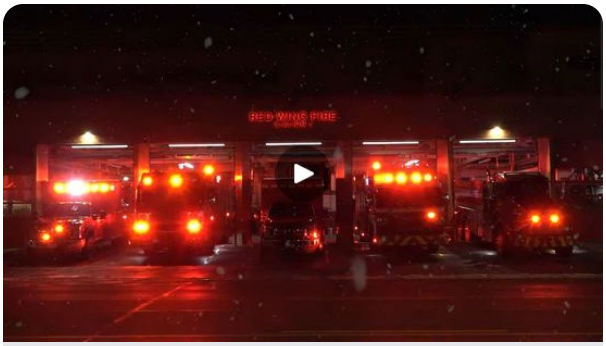
EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

The RightSite team is looking forward to a great 2024 in Jacksonville with JFRD!

We hope you all have a Merry Christmas holiday with your family and friends,

Jamo and the RightSite team

PS: If you haven't seen this Christmas Video Card from the Red Wing Fire Dept, it's the best!



Wishing you a merry and bright holiday season from all of us at the Red Wing Fire Department!

Wishing you a merry and bright holiday season from all of us at the Red Wing Fire Department! | By Red Wing Fire Department | Facebook
facebook.com

To: Bryan Norris
Subject: Michael Bernard Contact
Date: Monday, August 18, 2025 10:25:45 AM
Attachments: image001.png

Bryan,

Here is the contact information for Capt. Michael Bernard MBernard@coj.net

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Marx, James - FRRS
To: Bryan Norris
Subject: Michael Bernard Contact
Date: Monday, August 18, 2025 10:34:00 AM
Attachments: image001.png

Bryan,

Here is the contact information for Capt. Michael Bernard MBernard@coj.net

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Jamo Rubin
To: Marx, James
Cc: Swati Swani
Subject: Monday
Date: Friday, September 22, 2023 5:30:30 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Chief,

Just wanted you to know that I have a surgical procedure scheduled for Monday and won't make our morning meeting, but hope you still have it on the books so you can catch up with Swati.

Thanks for making the time, and hope you have a good weekend,

Jamo

From: Jamo Rubin
To: Powers, Keith
Subject: MoU City of Jacksonville | RightSite Health
Date: Friday, October 27, 2023 10:27:36 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Chief Powers,

We want to request a 90-day extension to RightSite's current 90-day trial period. We don't believe there has been sufficient volume to evaluate the program's effectiveness in the current period. We believe this additional time will provide enough data to properly assess the effectiveness of RightSite's avoidable ER visit navigation program.

I hope you will support this request.

Thank you,

Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Jamo Rubin
To: Powers, Keith - FROD; Kurtis Wilson
Cc: Clayton Walberg
Subject: Nassau and Baker Counties
Date: Thursday, March 27, 2025 8:36:41 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Chief,

If you have the time, we're ready to visit with Nassau and Baker County EMS to see if RightSite would help them with their non-emergent 911 callers.

Would you be able to make introductions for us?

Thank you!

Jamo

From: Stacey Rubin
To: Marx, James - FRRS
Cc: Chip Walls
Subject: New Scripting for JFRD
Date: Tuesday, September 2, 2025 2:59:23 PM
Attachments: JFRD Updated Scripting (1).docx

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Dear Chief Marx,

Great talking with you today. Attached is the updated script that we hope will provide dispatchers and field personnel with clear and respectful language to position RightSite as a reliable option for patients. The priority is to ensure the messaging is straightforward, patient-centric, and effective in fostering trust among all involved parties.

Please let me know if you have any questions or if we can help with any training on the scripting.

Thanks!

Stacey

Rightsite Logo

Stacey Rubin, Ph.D., LPC
Chief Clinical Officer

Cell 210.602.0242
rightsitehealth.com

From: Jamo Rubin
To: Powers, Keith
Subject: Next Steps with RightSite
Date: Tuesday, November 28, 2023 8:54:18 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Chief,

Thanks again for making time for last week's meeting with Andrea and Lynn Sherman.

What are the next steps that we can help with for the JFRD expansion, both in the field and possibly in dispatch?

Jamo

From: Elias, Bradley - FRRS
To: Swati Swani; Jamo Rubin; Marx, James - FRRS
Subject: Next Thursday meeting
Date: Saturday, November 16, 2024 3:45:34 PM

Can we move the Nov 21 QI meeting to 3pm?

Brad
Sent from my iPhone

From: Elias, Bradley - FRRS
To: Swati Swani; Jamo Rubin; Marx, James - FRRS
Subject: Next Thursday meeting
Date: Saturday, November 16, 2024 3:45:38 PM

Can we move the Nov 21 QI meeting to 3pm?

Brad
Sent from my iPhone

From: Jamo Rubin
To: Sherman, Lynn
Subject: Our call tomorrow
Date: Wednesday, December 6, 2023 7:26:44 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Lynn,

We're looking forward to our call tomorrow at 12:30 ET. I did want you to know that there is a chance we may have to reschedule. Our first grandbaby is due, and she's a few days late - the action could happen any minute! I'll keep you posted if good news happens but wanted to give you a heads up.

Thanks, and look forward to meeting your team.

Jamo

From: Jamo Rubin
To: Powers, Keith - FROD
Subject: Palm Beach Fire/Rescue
Date: Tuesday, July 2, 2024 7:33:59 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Chief,

Palm Beach County Fire/Rescue reached out to us to learn more about RightSite and for a contact at JFRD. Would you mind if I gave them your contact info?

The person who reached out was:

Lauren Young Work, LCSW
Medical Social Work & MIH Coordinator
Palm Beach County Fire Rescue

Thank you!

Jamo

From: Johnson, Brandice
To: kristeen.pierce@rightsitehealth.com
Subject: Priority IAED Change Information
Date: Sunday, July 2, 2023 8:51:46 AM

Good morning,

I am sorry for my late response, we had a busy afternoon and I was out of office a few days after we had our conversation. I wanted to touch base with you and let you know not only the information of how to propose change but to let you know it is all done via their website. Here is the link to the proposal for change and a link to their contact information. The proposal for change would be under MPDS (Medical Priority Dispatch System), I hope this information helps you.

Proposal for change link: https://www.emergencydispatch.org/what-we-do/proposal-for-change
Contact information link: https://www.emergencydispatch.org/who-we-are/contact-us

Some helpful information we are currently under program version Paramount for Medical 5.1.1.38
Protocol Logic Version MPDS 13.3.157

Have a wonderful 4th of July holiday!
Please let me know if I can be of any further assistance,

Captain Brandice L. Johnson

JFRD Communications Quality/ Training Administrator

P: 904-630-0522

Fax HQ: 904-255-7779

Fax BUCC: 904-255-4569

To: bryan.norris@rightsitehealth.com; chip.walls@rightsitehealth.com
Subject: ProQA Alpha and Omega
Date: Monday, August 11, 2025 2:08:34 PM
Attachments: image001.png

Good afternoon,

Attached is a list of ProQA codes that we are looking at to implement. The ones highlighted in yellow we have questions about, the green ones most likely will be approved and the ones that aren't highlighted

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net



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From: Marx, James - FRRS
To: bryan.norris@rightsitehealth.com; chip.walls@rightsitehealth.com
Subject: ProQA Alpha and Omega
Date: Monday, August 11, 2025 2:11:00 PM
Attachments: image001.png
Grady RightSite DeterminantCodes.xlsx

Good afternoon,

Attached is a list of ProQA codes that we are looking at to implement. The ones highlighted in yellow we have questions about, the green ones most likely will be approved and the ones that aren't highlighted are either bravo or delta or they aren't ones in our system. We can go over these tomorrow as well.

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Elias, Bradley - FRRS
To: Swati Swani
Cc: Marx, James - FRRS
Subject: QI call
Date: Monday, October 14, 2024 1:23:00 PM

I know we had to cancel a few QI calls due to storms. Can we meet this Thursday, the 17th? I won't be available on the 24th. I am open all afternoon that day.

Brad Elias, M.D.
Medical Director
Jacksonville Fire Rescue Department
515 N. Julia Street
Jacksonville, Fl
32202
Office 904-255-3307
Cell 904-483-0471

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To: Swati Swani
Cc: Marx, James - FRRS
Subject: QI call
Date: Monday, October 14, 2024 1:22:47 PM

I know we had to cancel a few QI calls due to storms. Can we meet this Thursday, the 17th? I won't be available on the 24th.

Brad Elias, M.D.
Medical Director
Jacksonville Fire Rescue Department
515 N. Julia Street
Jacksonville, Fl
32202
Office 904-255-3307
Cell 904-483-0471

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From: Elias, Bradley - FRRS
To: Swati Swani
Cc: Marx, James - FRRS
Subject: QI call
Date: Monday, October 14, 2024 1:23:23 PM

I know we had to cancel a few QI calls due to storms. Can we meet this Thursday, the 17th? I won't be available on the 24th. I am open all afternoon that day.

Brad Elias, M.D.
Medical Director
Jacksonville Fire Rescue Department
515 N. Julia Street
Jacksonville, Fl
32202
Office 904-255-3307
Cell 904-483-0471

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From: Elias, Bradley - FRRS
To: Swati Swani
Subject: QI meeting
Date: Tuesday, August 13, 2024 2:51:00 PM

Hello,

Are we scheduled for a meeting this Thursday?
If so, I will ask that we cancel it. I am doing critical care training for our personnel that day.

Brad Elias, M.D.
Medical Director
Jacksonville Fire Rescue Department
515 N. Julia Street
Jacksonville, Fl
32202
Office 904-255-3307
Cell 904-483-0471

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From: Jamo Rubin
To: Marx, James
Cc: Swati Swani
Subject: Question for Capt Keeney
Date: Friday, November 10, 2023 10:08:18 AM

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Brien,

Is there a chance that we could get Capt Keeney to identify what percent of EMS runs match Dr. Elias's list? Our experience is that 25-50% of the runs match the non-emergent list our other EMS medical directors use, and it would be a good comparison to run for Dr. Elias's list.

Thanks!

Jamo

From: Jamo Rubin
To: Marx, James
Subject: Quick question
Date: Monday, December 18, 2023 2:02:43 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Brien,

We're doing some homework of the dispatch opportunity before we meet with you all.

Can you remind me - is the card system you all use ProQA/Priority?

Thanks!

Jamo

From: Marx, James
To: Jared Oscarson
Subject: R.S. fire station list
Date: Wednesday, March 13, 2024 10:00:00 AM
Attachments: Jared Right Site List for C Shift.docx
image001.png

Jared,

Attached is a list for you. They are in order for you're travel pattern. Let me know if you need any additional names.

J. Brien Marx
Asst. Chief Quality Assurance &
Communications
Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Jamo Rubin
To: Marx, James
Cc: Swati Swani
Subject: Re: 11/13 Meeting
Date: Thursday, November 9, 2023 10:21:12 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thanks for letting us know and hope you have a great vacation!

Jamo

> On Nov 9, 2023, at 8:26 AM, Marx, James <JMarx@coj.net> wrote:
>
> Good morning,
>
> I will not be able to attend our meeting on Monday, I'll be out of town on vacation. I will be back the following week.
>
> Capt. Keeney is working on finding rescues and personnel to receive the Right Site training. I know the week after next is Thanksgiving, so we may need to wait until after Thanksgiving to start any training. Lets plan on tentative training for 11/27-11/29. I'll let you know the exact dates as soon as I'm able to commit. Thank you for your understanding and patience.
>
> Respectfully,
>
> Brien Marx
> Asst. Chief Quality Assurance &
> Communications
>
> Jacksonville Fire/Rescue
> 515 Julia St. Jacksonville, FL 32202
> (904) 255-7777 {Office}
>
> NOTICE: This message is confidential, intended for the named-recipient(s) and may contain information that is (i) proprietary to the sender, and/or, (ii) privileged, confidential and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.
>
> <Outlook-zudxysgk.png>

From: Matt Sedgwick
To: Greene, Rachel
Cc: Collier, Kevin - AFRM; Gabriel, Jason
Subject: Re: 15 Minute Call re RightSite
Date: Sunday, July 14, 2024 10:28:20 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thank you Rachel. Would sometime after 3 est tomorrow work for the group?

Thanks and have a good weekend,
Matt

On Jul 12, 2024, at 10:39 AM, Greene, Rachel <rgreene@burr.com> wrote:

Good Morning Gentlemen,
Looking for a 15 minute window in your schedules to coordinate a quick call. Can you both please provide dates/times in your schedules for the next few days and I can take a look at Jason's calendar and find a mutual date/time.

I will also send around a calendar appointment with call-in instructions.

Thank you!

Rachel Greene
Legal Practice Assistant

rgreene@burr.com
904-232-7228 (*direct*)

50 North Laura Street, Suite 3000
Jacksonville, Florida 32202

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From: Greene, Rachel
To: Matt Sedgwick
Cc: Collier, Kevin - AFRM; Gabriel, Jason
Subject: RE: 15 Minute Call re RightSite
Date: Monday, July 15, 2024 10:02:55 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Yes, looks like Jason is available 3pm and after today, if there is a 15 minute window in that timeframe that can work for all.

Rachel Greene
Legal Practice Assistant

rgreene@burr.com
904-232-7228 (*direct*)

50 North Laura Street, Suite 3000
Jacksonville, Florida 32202

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From: Matt Sedgwick <matt.sedgwick@rightsitehealth.com>
Sent: Sunday, July 14, 2024 10:28 AM
To: Greene, Rachel <rgreene@burr.com>
Cc: CKevin@coj.net; Gabriel, Jason <jgabriel@burr.com>
Subject: Re: 15 Minute Call re RightSite

This is an EXTERNAL email! STOP, ASSESS, and VERIFY

Thank you Rachel. Would sometime after 3 est tomorrow work for the group?

Thanks and have a good weekend,
Matt

> On Jul 12, 2024, at 10:39 AM, Greene, Rachel <rgreene@burr.com> wrote:
>
> Good Morning Gentlemen,
> Looking for a 15 minute window in your schedules to coordinate a quick call. Can you both please provide dates/times in your schedules for the next few days and I can take a look at Jason's calendar and find a mutual date/time.
>
> I will also send around a calendar appointment with call-in instructions.
>
> Thank you!
>
> **Rachel Greene**
> ***Legal Practice Assistant***
>
> rgreene@burr.com
> 904-232-7228 (*direct*)
>
> *50 North Laura Street, Suite 3000*
> *Jacksonville, Florida 32202*

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From: Blanton, Jake
To: Swati Swani
Subject: Re: Activating RightSite
Date: Monday, July 31, 2023 6:52:46 PM
Attachments: image001.png
Outlook-g4iqgees.png

Yes, send them to Julia Street please, attention Chief Marx.

Jake Blanton
Chief of Rescue
Jacksonville Fire & Rescue Department
515 N Julia St
Jacksonville, FL 32202
904-255-3302 (office)
904-654-6351 (cell)
EMAIL: jblanton@coj.net

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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, July 31, 2023 6:50 PM
To: Blanton, Jake <JBlanton@coj.net>
Subject: Re: Activating RightSite

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Since we are adding new Rescues, we thought of mailing additional badge buddies. (We had left some badge buddies with Chief Marx when we were onsite in June). We can ship those tomorrow, if that works for you and your team.

Mailing address:
JFRD HQ (515 N. Julia St.) or we can mail to individual Rescue stations? Please let me know your thoughts.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Jul 31, 2023 at 5:27 PM Blanton, Jake <JBlanton@coj.net> wrote:

> That will also be Captain Nathan Keeney. I'll introduce him to your group in the training session Wednesday morning.
>
> If you're needing something down with them before then, I'll take care of it.
>
>
> *Jake Blanton*
> *Chief of Rescue*
> Jacksonville Fire & Rescue Department
> 515 N Julia St
> Jacksonville, FL 32202
> 904-255-3302 (office)
> 904-654-6351 (cell)
> EMAIL: jblanton@coj.net
>

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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, July 31, 2023 6:10 PM
To: Blanton, Jake <JBlanton@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>; Keeney, Nathan <NKeeney@coj.net>; Marx, James <JMarx@coj.net>
Subject: Re: Activating RightSite

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Hello Chief Blanton,

Thanks so much for sending this information. I am sending an invite to connect tomorrow at 3 pm est to talk about communication cadence and change management.

One quick question: Please let me know the the contact person to coordinate the badge buddies for your various crews at each station.

Regards,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Jul 31, 2023 at 12:46 PM Blanton, Jake <JBlanton@coj.net> wrote:

> Good afternoon, Swani,
>
> For the training Aug. 2-4, the attendees will be the crews of R21, R28, R44, and R72. The hope is that by adding the 2 additional Rescues, we'll always have at least 2 or 3 trained crews on-duty each day of the 90-day trial period.

JFRD Rescue Units Participating in RightSite Trial		
A	B	C
Rescue 28		
Lt. Elizabeth Harkins - Para - 75131	Lt. Jamie Dunlap - Para - 76260	Capt. Christopher Perrotta - Para - 67093
Eng. Betsy Kirshbaum - Para - 82805	Eng. Todd Kirshbaum - Para - 82812	Eng. Lawrence Wolfe - Para - 79732
Rescue 72		
Capt. Ryan Smith - Para - 31136	Lt. Jeff Lundy - Para - 75148	Lt. Matthew Williams - Para - 73812
Eng. Caleb Mele - EMT - 83825	Eng. Jared Glassberg - Para - 80470	Eng. Reiner Ferrer - EMT - 83814
Rescue 21		
VACANT	Capt. Justin Summey - Para - 67756	Lt. David West - Para - 76881
Eng. Jake Mcintosh - EMT - 83007	Eng. Kyle Distin - EMT - 78697	Eng Jordan Lambert - EMT - 83874
Rescue 44		
Lt. David Valiente - Para - 73803	VACANT	Capt. Bernard Stewart - Para - 73804
Eng. Kyle Paquette - Para - 81258	Eng. Garrett Adamson - EMT - 83193	Eng. Charles Crosby - Para - 45520
Rescue 107 (Shift Supervisor, Non-Transport)		
Chief Tracy Hooten - Para - 11909	Chief Andrew Cox - Para - 11927	Chief Howard Davidson - Para - 11601

> Capt. Nathan Keeney (Nkeeney@coj.net) will be your primary contact for day-to-day operational questions. He's currently not up to speed but he'll be attending all three training sessions this week.

Chief Brien Marx (JMarx@coj.net) will be your primary contact for data exchange.

Regarding a meeting with me, I'll make myself available tomorrow. Just send me a meeting invite.

Thank you,

Jake Blanton
Chief of Rescue
Jacksonville Fire & Rescue Department
515 N Julia St
Jacksonville, FL 32202
904-255-3302 (office)
904-654-6351 (cell)
EMAIL: jblanton@coj.net

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, July 31, 2023 9:01 AM
To: Blanton, Jake <JBlanton@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Mairs, Rita <MairsR@coj.net>; Powers, Keith <KPowers@coj.net>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
Subject: Re: Activating RightSite

Good Morning Chief Blanton,

Thanks for confirming the training dates, I will send out the meeting invites for 3 virtual training sessions (Aug 2 - 4, 9:30 - 11:30 AM) shortly. Please make sure everyone has a ToughBook and internet connectivity so we can do test calls at the end of training.

As part of RightSite's activation plan, here are a few open items:

Aug 2-4 Training Sessions

- Please send a list of attendees and their roles (EMS Clinicians, Shift Supervisor, etc)

- Are there others that you think should be trained or informed about the RightSite pilot?

Pilot Period

- Who will be our primary contact during the pilot for day-to-day questions and feedback?

- Who will be our primary contact for data exchange?

- Our CMO, Dr. Demestihas, will reach out to Dr. Elias to make sure Dr. Elias has Dr. D's contact information in case there are any clinical questions or feedback during the pilot

- Communications with the EMS Clinicians will be essential for the pilot's success. To that end, can we schedule a call with you asap to make sure we understand JFRD's current communication cadences with your Fire and EMS teams? Please let us know a few convenient times on your end.

Thanks again, and we are looking forward to working together,

Regards,

Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Sat, Jul 29, 2023 at 12:26 PM Blanton, Jake <JBlanton@coj.net> wrote:

> Yes, it will.
>
> *Jake Blanton*
> *Chief of Rescue*
> Jacksonville Fire & Rescue Department
> 515 N Julia St
> Jacksonville, FL 32202
> 904-255-3302 (office)
> 904-654-6351 (cell)
> EMAIL: jblanton@coj.net
>
> **NOTICE: This message is confidential, intended for the named recipient(s) and may contain information that is proprietary to the sender and/or privileged, confidential, and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure, or distribution is expressly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.**
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Friday, July 28, 2023 4:00 PM
> **To:** Blanton, Jake <JBlanton@coj.net>
> **Cc:** Jamo Rubin <jamo.rubin@rightsitehealth.com>; Mairs, Rita <MairsR@coj.net>; Powers, Keith <KPowers@coj.net>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
> **Subject:** Re: Activating RightSite
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Good Afternoon Chief Blanton,
>
> Regarding training sessions, will Aug 2nd thru Aug 4th (Wednesday - Friday) next week from 9:30 - 11:30 AM EST work for you all? Please let us know.
>
> We appreciate everyone's support and are looking forward to working with you all.
>
> Regards,
>
> Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Fri, Jul 28, 2023 at 1:09 PM Blanton, Jake <JBlanton@coj.net> wrote:

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>
> ---
>
> **From:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Sent:** Friday, July 28, 2023 11:01 AM
> **To:** Mairs, Rita <MairsR@coj.net>
> **Cc:** Powers, Keith <KPowers@coj.net>; Blanton, Jake <JBlanton@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
> **Subject:** Re: Activating RightSite
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Great!

Chief Blanton, we'll be in touch shortly to get going.

Thanks everyone!

Jamo

> On Jul 28, 2023, at 9:56 AM, Mairs, Rita <MairsR@coj.net> wrote:
>
> Jamo- Everything is in order for the 3 month trial run.
>
> Sent from my iPhone
>
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> >
> > **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
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> > Thanks Chief Powers.
> >
> > Rita as soon as we hear from you that everything is in order, we'll reach out to Chief Blanton and get started.
> >
> > Thanks everyone! We're excited about the partnership!
> >
> > Jamo
> >
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> > > **Chief Blanton,**
> > >
> > > The Mayors office approved us to move forward with the three month trial of RightSite. Please get with Jamo's team and figure out an implementation plan.
> > >
> > > **Rita,**
> > >
> > > As you can see, we have approval for the three month trail. Do we have all the necessary legal pieces in place to proceed?
> > >
> > > **Jamo,**
> > >
> > > Chief Blanton will be the JFRD POC. Please have your team coordinate with him.
> > >
> > > Thanks,
> > >
> > > Keith

Keith Powers

Director/Fire Chief

Jacksonville Fire/Rescue Department

515 N. Julia Street

Jacksonville, Fl. 32202

904-255-3300 office

904-237-9807 cell

<image001.jpg>

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, July 28, 2023 7:31 AM
To: Powers, Keith <KPowers@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>
Subject: Activating RightSite

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Chief Powers,

We heard the great news yesterday that the mayor's office enthusiastically approved the launch of RightSite! We couldn't be more excited.

We are ready to go. Please let us know who we should contact for planning next steps.

Thanks again for all your support. This will be a big success for JFRD, the city, and especially for those citizens that we are all going to help.

Jamo

<RightSite-Logo-Tagline-teal.png>

Jamo Rubin, M.D.
CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From:	Blanton, Jake
To:	Swati Swani
Cc:	Jamo Rubin; Elias, Bradley; Guthrie, Daniel
Subject:	RE: Activating RightSite
Date:	Monday, July 31, 2023 3:31:37 PM
Attachments:	image001.png

Good afternoon again,

Do the RightSite practitioners that we'll be utilizing in this trial possess Florida licenses? If not, have they registered with the Department of Health, as described in this link: Telehealth (flhealthsource.gov)?

Thank you,

Jake Blanton
Chief of Rescue
Jacksonville Fire & Rescue Department
515 N Julia St
Jacksonville, FL 32202
904-255-3302 (office)
904-654-6351 (cell)
EMAIL: jblanton@coj.net

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From: Blanton, Jake
Sent: Monday, July 31, 2023 3:02 PM
To: Swati Swani <swati.swani@rightsitehealth.com>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
Subject: RE: Activating RightSite

What was your pediatric age cut off preference?

Jake Blanton
Chief of Rescue
Jacksonville Fire & Rescue Department
515 N Julia St
Jacksonville, FL 32202
904-255-3302 (office)
904-654-6351 (cell)

EMAIL: jblanton@coj.net

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Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Mairs, Rita <MairsR@coj.net>; Powers, Keith <KPowers@coj.net>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
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Good Morning Chief Blanton,

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As part of RightSite's activation plan, here are a few open items:

Aug 2-4 Training Sessions

- Please send a list of attendees and their roles (EMS Clinicians, Shift Supervisor, etc)
- Are there others that you think should be trained or informed about the RightSite pilot?

Pilot Period

- Who will be our primary contact during the pilot for day-to-day questions and feedback?
- Who will be our primary contact for data exchange?
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Thanks again, and we are looking forward to working together,

Regards,
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Swati Swani
Director, Design & Implementation
916.337.2182
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916.337.2182
swati.swani@rightsitehealth.com
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From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, July 28, 2023 11:01 AM
To: Mairs, Rita <MairsR@coj.net>
Cc: Powers, Keith <KPowers@coj.net>; Blanton, Jake <JBlanton@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
Subject: Re: Activating RightSite

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> Chief Blanton will be the JFRD POC. Please have your team coordinate with him.
>
> Thanks,

Keith

Keith Powers

Director/Fire Chief

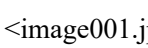
Jacksonville Fire/Rescue Department

515 N. Julia Street

Jacksonville, Fl. 32202

904-255-3300 office

904-237-9807 cell



From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, July 28, 2023 7:31 AM
To: Powers, Keith <KPowers@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>
Subject: Activating RightSite

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Chief Powers,

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going to help.

Jamo

<RightSite-Logo-Tagline-teal.png>

Jamo Rubin, M.D.
CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Blanton, Jake
Subject: Re: Activating RightSite
Date: Monday, July 31, 2023 6:50:36 PM
Attachments: image001.png
Outlook-g4iqgees.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Since we are adding new Rescues, we thought of mailing additional badge buddies. (We had left some badge buddies with Chief Marx when we were onsite in June). We can ship those tomorrow, if that works for you and your team.

Mailing address:
JFRD HQ (515 N. Julia St.) or we can mail to individual Rescue stations? Please let me know your thoughts.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Jul 31, 2023 at 5:27 PM Blanton, Jake <JBlanton@coj.net> wrote:

> That will also be Captain Nathan Keeney. I'll introduce him to your group in the training session Wednesday morning.
>
> If you're needing something down with them before then, I'll take care of it.
>
> _____
> *Jake Blanton*
> *Chief of Rescue*
> Jacksonville Fire & Rescue Department
> 515 N Julia St
> Jacksonville, FL 32202
> 904-255-3302 (office)
> 904-654-6351 (cell)
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>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Monday, July 31, 2023 6:10 PM
> **To:** Blanton, Jake <JBlanton@coj.net>
> **Cc:** Jamo Rubin <jamo.rubin@rightsitehealth.com>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>; Keeney, Nathan <NKeeney@coj.net>; Marx, James <JMarx@coj.net>
> **Subject:** Re: Activating RightSite
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Hello Chief Blanton,
>
> Thanks so much for sending this information. I am sending an invite to connect tomorrow at 3 pm est to talk about communication cadence and change management.

One quick question: Please let me know the the contact person to coordinate the badge buddies for your various crews at each station.

Regards,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Jul 31, 2023 at 12:46 PM Blanton, Jake <JBlanton@coj.net> wrote:

> Good afternoon, Swani,
>
> For the training Aug. 2-4, the attendees will be the crews of R21, R28, R44, and R72. The hope is that by adding the 2 additional Rescues, we'll always have at least 2 or 3 trained crews on-duty each day of the 90-day trial period.

JFRD Rescue Units Participating in RightSite Trial		
A	B	C
Rescue 28		
Lt. Elizabeth Harkins - Para - 75131	Lt. Jamie Dunlap - Para - 76260	Capt. Christopher Perrotta - Para - 67093
Eng. Betsy Kirshbaum - Para - 82805	Eng. Todd Kirshbaum - Para - 82812	Eng. Lawrence Wolfe - Para - 79732
Rescue 72		
Capt. Ryan Smith - Para - 31136	Lt. Jeff Lundy - Para - 75148	Lt. Matthew Williams - Para - 73812
Eng. Caleb Mele - EMT - 83825	Eng. Jared Glassberg - Para - 80470	Eng. Reiner Ferrer - EMT - 83814
Rescue 21		
VACANT	Capt. Justin Summey - Para - 67756	Lt. David West - Para - 76881
Eng. Jake Mcintosh - EMT - 83007	Eng. Kyle Distin - EMT - 78697	Eng Jordan Lambert - EMT - 83874
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Rescue 107 (Shift Supervisor, Non-Transport)		
Chief Tracy Hooten - Para - 11909	Chief Andrew Cox - Para - 11927	Chief Howard Davidson - Para - 11601

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>
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> **To:** Blanton, Jake <JBlanton@coj.net>

Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Mairs, Rita <MairsR@coj.net>; Powers, Keith <KPowers@coj.net>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
Subject: Re: Activating RightSite

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- Please send a list of attendees and their roles (EMS Clinicians, Shift Supervisor, etc)

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916.337.2182
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EMAIL: jblanton@coj.net

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CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

To:	Swati Swani
Cc:	Jamo Rubin; Elias, Bradley; Guthrie, Daniel
Subject:	RE: Activating RightSite
Date:	Monday, July 31, 2023 3:31:12 PM
Attachments:	image001.png

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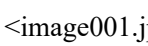

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>
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Keith

Keith Powers

Director/Fire Chief

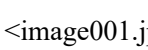
Jacksonville Fire/Rescue Department

515 N. Julia Street

Jacksonville, Fl. 32202

904-255-3300 office

904-237-9807 cell



From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, July 28, 2023 7:31 AM
To: Powers, Keith <KPowers@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>
Subject: Activating RightSite

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CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

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To: Swati Swani
Cc: Jamo Rubin; Elias, Bradley; Guthrie, Daniel; Keeney, Nathan; Marx, James
Subject: Re: Activating RightSite
Date: Monday, July 31, 2023 6:27:31 PM
Attachments: image001.png
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One quick question: Please let me know the the contact person to coordinate the badge buddies for your various crews at each station.

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JFRD Rescue Units Participating in RightSite Trial		
A	B	C

Rescue 28		
Lt. Elizabeth Harkins - Para - 75131	Lt. Jamie Dunlap - Para - 76260	Capt. Christopher Perrotta - Para - 67093
Eng. Betsy Kirshbaum - Para - 82805	Eng. Todd Kirshbaum - Para - 82812	Eng. Lawrence Wolfe - Para - 79732
Rescue 72		
Capt. Ryan Smith - Para - 31136	Lt. Jeff Lundy - Para - 75148	Lt. Matthew Williams - Para - 73812
Eng. Caleb Mele - EMT - 83825	Eng. Jared Glassberg - Para - 80470	Eng. Reiner Ferrer - EMT - 83814
Rescue 21		
VACANT	Capt. Justin Summey - Para - 67756	Lt. David West - Para - 76881
Eng. Jake Mcintosh - EMT - 83007	Eng. Kyle Distin - EMT - 78697	Eng Jordan Lambert - EMT - 83874
Rescue 44		
Lt. David Valiente - Para - 73803	VACANT	Capt. Bernard Stewart - Para - 73804
Eng. Kyle Paquette - Para - 81258	Eng. Garrett Adamson - EMT - 83193	Eng. Charles Crosby - Para - 45520
Rescue 107 (Shift Supervisor, Non-Transport)		
Chief Tracy Hooten - Para - 11909	Chief Andrew Cox - Para - 11927	Chief Howard Davidson - Para - 11601

Capt. Nathan Keeney (Nkeeney@coj.net) will be your primary contact for day-to-day operational questions. He's currently not up to speed but he'll be attending all three training sessions this week.

Chief Brien Marx (JMarx@coj.net) will be your primary contact for data exchange.

Regarding a meeting with me, I'll make myself available tomorrow. Just send me a meeting invite.

Thank you,

Jake Blanton
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Sent: Friday, July 28, 2023 11:01 AM
To: Mairs, Rita <MairsR@coj.net>
Cc: Powers, Keith <KPowers@coj.net>; Blanton, Jake <JBlanton@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
Subject: Re: Activating RightSite

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Great!

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Thanks everyone!

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CEO

210.557.2205
jamo.rubin@rightsitehealth.com
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From: Blanton, Jake
To: Swati Swani
Cc: Jamo Rubin; Elias, Bradley; Guthrie, Daniel
Subject: RE: Activating RightSite
Date: Monday, July 31, 2023 3:02:24 PM
Attachments: image001.png

What was your pediatric age cut off preference?

Jake Blanton
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Jacksonville Fire & Rescue Department
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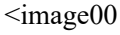

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JFRD Rescue Units Participating in RightSite Trial		
A	B	C

Rescue 28		
Lt. Elizabeth Harkins - Para - 75131	Lt. Jamie Dunlap - Para - 76260	Capt. Christopher Perrotta - Para - 67093
Eng. Betsy Kirshbaum - Para - 82805	Eng. Todd Kirshbaum - Para - 82812	Eng. Lawrence Wolfe - Para - 79732
Rescue 72		
Capt. Ryan Smith - Para - 31136	Lt. Jeff Lundy - Para - 75148	Lt. Matthew Williams - Para - 73812
Eng. Caleb Mele - EMT - 83825	Eng. Jared Glassberg - Para - 80470	Eng. Reiner Ferrer - EMT - 83814
Rescue 21		
VACANT	Capt. Justin Summey - Para - 67756	Lt. David West - Para - 76881
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Regarding a meeting with me, I'll make myself available tomorrow. Just send me a meeting invite.

Thank you,

Jake Blanton
Chief of Rescue
Jacksonville Fire & Rescue Department
515 N Julia St
Jacksonville, FL 32202
904-255-3302 (office)
904-654-6351 (cell)
EMAIL: jblanton@coj.net

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, July 31, 2023 9:01 AM
To: Blanton, Jake <JBlanton@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Mairs, Rita <MairsR@coj.net>; Powers, Keith <KPowers@coj.net>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
Subject: Re: Activating RightSite

Good Morning Chief Blanton,

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Aug 2-4 Training Sessions

- Please send a list of attendees and their roles (EMS Clinicians, Shift Supervisor, etc)
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Pilot Period

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Thanks again, and we are looking forward to working together,

Regards,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Sat, Jul 29, 2023 at 12:26 PM Blanton, Jake <JBlanton@coj.net> wrote:

> Yes, it will.
>
> _____
> *Jake Blanton*
> *Chief of Rescue*
> Jacksonville Fire & Rescue Department
> 515 N Julia St
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> EMAIL: jblanton@coj.net
>
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Sent: Friday, July 28, 2023 11:01 AM
To: Mairs, Rita <MairsR@coj.net>
Cc: Powers, Keith <KPowers@coj.net>; Blanton, Jake <JBlanton@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
Subject: Re: Activating RightSite

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Keith

Keith Powers
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Jacksonville Fire/Rescue Department
515 N. Julia Street
Jacksonville, Fl. 32202
904-255-3300 office
904-237-9807 cell

<image001.jpg>

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, July 28, 2023 7:31 AM
To: Powers, Keith <KPowers@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>
Subject: Activating RightSite

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<RightSite-Logo-Tagline-teal.png>

Jamo Rubin, M.D.
CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Blanton, Jake
To: Swati Swani
Cc: Jamo Rubin; Elias, Bradley; Guthrie, Daniel
Subject: RE: Activating RightSite
Date: Monday, July 31, 2023 3:02:24 PM
Attachments: image001.png

What was your pediatric age cut off preference?

Jake Blanton
Chief of Rescue
Jacksonville Fire & Rescue Department
515 N Julia St
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904-255-3302 (office)
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Sent: Friday, July 28, 2023 11:01 AM
To: Mairs, Rita <MairsR@coj.net>
Cc: Powers, Keith <KPowers@coj.net>; Blanton, Jake <JBlanton@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
Subject: Re: Activating RightSite

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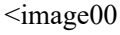

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Sent: Friday, July 28, 2023 7:31 AM
To: Powers, Keith <KPowers@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>
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CEO

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To: Swati Swani
Cc: Jamo Rubin; Elias, Bradley; Guthrie, Daniel; Keeney, Nathan; Marx, James
Subject: Re: Activating RightSite
Date: Monday, July 31, 2023 6:27:31 PM
Attachments: image001.png
Outlook-q4iqqees.png

That will also be Captain Nathan Keeney. I'll introduce him to your group in the training session Wednesday morning.

If you're needing something down with them before then, I'll take care of it.

Jake Blanton
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Jacksonville Fire & Rescue Department
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<!--[if !vml]--> <!--[endif]-->

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Hello Chief Blanton,

Thanks so much for sending this information. I am sending an invite to connect tomorrow at 3 pm est to talk about communication cadence and change management.

One quick question: Please let me know the the contact person to coordinate the badge buddies for your various crews at each station.

Regards,
Swati

Swati Swani
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swati.swani@rightsitehealth.com
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> **Sent:** Friday, July 28, 2023 4:00 PM
> **To:** Blanton, Jake <JBlanton@coj.net>
> **Cc:** Jamo Rubin <jamo.rubin@rightsitehealth.com>; Mairs, Rita <MairsR@coj.net>; Powers, Keith <KPowers@coj.net>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
> **Subject:** Re: Activating RightSite
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
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> Good Afternoon Chief Blanton,
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> Regarding training sessions, will Aug 2nd thru Aug 4th (Wednesday - Friday) next week from 9:30 - 11:30 AM EST work for you all? Please let us know.
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> We appreciate everyone's support and are looking forward to working with you all.
>
> Regards,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> 916.337.2182
> swati.swani@rightsitehealth.com
> **rightsitehealth.com**
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Following that training session, we'd be ready to go live.

Thank you,

Jake Blanton
Chief of Rescue
Jacksonville Fire & Rescue Department
515 N Julia St
Jacksonville, FL 32202
904-255-3302 (office)
904-654-6351 (cell)
EMAIL: jblanton@coj.net

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Sent: Friday, July 28, 2023 11:01 AM
To: Mairs, Rita <MairsR@coj.net>
Cc: Powers, Keith <KPowers@coj.net>; Blanton, Jake <JBlanton@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
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Great!

Chief Blanton, we'll be in touch shortly to get going.

Thanks everyone!

Jamo

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<image001.jpg>

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Sent: Friday, July 28, 2023 7:31 AM
To: Powers, Keith <KPowers@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>
Subject: Activating RightSite

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<RightSite-Logo-Tagline-teal.png>

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CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Blanton, Jake
To: Swati Swani
Cc: Jamo Rubin; Elias, Bradley; Guthrie, Daniel
Subject: RE: Activating RightSite
Date: Monday, July 31, 2023 3:02:00 PM
Attachments: image001.png

What was your pediatric age cut off preference?

Jake Blanton
Chief of Rescue
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904-255-3302 (office)
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Good Morning Chief Blanton,

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As part of RightSite's activation plan, here are a few open items:

Aug 2-4 Training Sessions

- Please send a list of attendees and their roles (EMS Clinicians, Shift Supervisor, etc)

- Are there others that you think should be trained or informed about the RightSite pilot?

Pilot Period

- Who will be our primary contact during the pilot for day-to-day questions and feedback?
- Who will be our primary contact for data exchange?
- Our CMO, Dr. Demestihas, will reach out to Dr. Elias to make sure Dr. Elias has Dr. D's contact information in case there are any clinical questions or feedback during the pilot
- Communications with the EMS Clinicians will be essential for the pilot's success. To that end, can we schedule a call with you asap to make sure we understand JFRD's current communication cadences with your Fire and EMS teams? Please let us know a few convenient times on your end.

Thanks again, and we are looking forward to working together,

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Cc: Powers, Keith <KPowers@coj.net>; Blanton, Jake <JBlanton@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
Subject: Re: Activating RightSite

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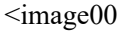

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Sent: Friday, July 28, 2023 7:31 AM
To: Powers, Keith <KPowers@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>
Subject: Activating RightSite

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<RightSite-Logo-Tagline-teal.png>

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CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Blanton, Jake
To: Swati Swani
Cc: Jamo Rubin; Elias, Bradley; Guthrie, Daniel; Keeney, Nathan; Marx, James
Subject: Re: Activating RightSite
Date: Monday, July 31, 2023 6:27:31 PM
Attachments: image001.png
Outlook-q4iqqees.png

That will also be Captain Nathan Keeney. I'll introduce him to your group in the training session Wednesday morning.

If you're needing something down with them before then, I'll take care of it.

Jake Blanton
Chief of Rescue
Jacksonville Fire & Rescue Department
515 N Julia St
Jacksonville, FL 32202
904-255-3302 (office)
904-654-6351 (cell)
EMAIL: jblanton@coj.net



<!--[if !vml]--> <!--[endif]-->

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Sent: Monday, July 31, 2023 6:10 PM
To: Blanton, Jake <JBlanton@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>; Keeney, Nathan <NKeeney@coj.net>; Marx, James <JMarx@coj.net>
Subject: Re: Activating RightSite

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Hello Chief Blanton,

Thanks so much for sending this information. I am sending an invite to connect tomorrow at 3 pm est to talk about communication cadence and change management.

One quick question: Please let me know the the contact person to coordinate the badge buddies for your various crews at each station.

Regards,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Jul 31, 2023 at 12:46 PM Blanton, Jake <JBlanton@coj.net> wrote:

> Good afternoon, Swani,
>
> For the training Aug. 2-4, the attendees will be the crews of R21, R28, R44, and R72. The hope is that by adding the 2 additional Rescues, we'll always have at least 2 or 3 trained crews on-duty each day of the 90-day trial period.

JFRD Rescue Units Participating in RightSite Trial		
A	B	C

Rescue 28		
Lt. Elizabeth Harkins - Para - 75131	Lt. Jamie Dunlap - Para - 76260	Capt. Christopher Perrotta - Para - 67093
Eng. Betsy Kirshbaum - Para - 82805	Eng. Todd Kirshbaum - Para - 82812	Eng. Lawrence Wolfe - Para - 79732
Rescue 72		
Capt. Ryan Smith - Para - 31136	Lt. Jeff Lundy - Para - 75148	Lt. Matthew Williams - Para - 73812
Eng. Caleb Mele - EMT - 83825	Eng. Jared Glassberg - Para - 80470	Eng. Reiner Ferrer - EMT - 83814
Rescue 21		
VACANT	Capt. Justin Summey - Para - 67756	Lt. David West - Para - 76881
Eng. Jake Mcintosh - EMT - 83007	Eng. Kyle Distin - EMT - 78697	Eng Jordan Lambert - EMT - 83874
Rescue 44		
Lt. David Valiente - Para - 73803	VACANT	Capt. Bernard Stewart - Para - 73804
Eng. Kyle Paquette - Para - 81258	Eng. Garrett Adamson - EMT - 83193	Eng. Charles Crosby - Para - 45520
Rescue 107 (Shift Supervisor, Non-Transport)		
Chief Tracy Hooten - Para - 11909	Chief Andrew Cox - Para - 11927	Chief Howard Davidson - Para - 11601

Capt. Nathan Keeney (Nkeeney@coj.net) will be your primary contact for day-to-day operational questions. He's currently not up to speed but he'll be attending all three training sessions this week.

Chief Brien Marx (JMarx@coj.net) will be your primary contact for data exchange.

Regarding a meeting with me, I'll make myself available tomorrow. Just send me a meeting invite.

Thank you,

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Aug 2-4 Training Sessions

- Please send a list of attendees and their roles (EMS Clinicians, Shift Supervisor, etc)
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<image001.jpg>

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, July 28, 2023 7:31 AM
To: Powers, Keith <KPowers@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>
Subject: Activating RightSite

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Chief Powers,

We heard the great news yesterday that the mayor's office enthusiastically approved the launch of RightSite! We couldn't be more excited.

We are ready to go. Please let us know who we should contact for planning next steps.

Thanks again for all your support. This will be a big success for JFRD, the city, and especially for those citizens that we are all going to help.

Jamo

<RightSite-Logo-Tagline-teal.png>

Jamo Rubin, M.D.
CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Blanton, Jake
To: Swati Swani
Cc: Jamo Rubin; Elias, Bradley; Guthrie, Daniel; Keeney, Nathan; Marx, James
Subject: RE: Activating RightSite
Date: Monday, July 31, 2023 1:46:41 PM
Attachments: image001.png

Good afternoon, Swani,

For the training Aug. 2-4, the attendees will be the crews of R21, R28, R44, and R72. The hope is that by adding the 2 additional Rescues, we'll always have at least 2 or 3 trained crews on-duty each day of the 90-day trial period.

JFRD Rescue Units Participating in RightSite Trial		
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Chief Tracy Hooten - Para - 11909	Chief Andrew Cox - Para - 11927	Chief Howard Davidson - Para - 11601

Capt. Nathan Keeney (Nkeeney@coj.net) will be your primary contact for day-to-day operational questions. He's currently not up to speed but he'll be attending all three training sessions this week.

Chief Brien Marx (JMarx@coj.net) will be your primary contact for data exchange.

Regarding a meeting with me, I'll make myself available tomorrow. Just send me a meeting invite.

Thank you,

Jake Blanton
Chief of Rescue
Jacksonville Fire & Rescue Department
515 N Julia St
Jacksonville, FL 32202
904-255-3302 (office)
904-654-6351 (cell)
EMAIL: jblanton@coj.net

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To: Blanton, Jake <JBlanton@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Mairs, Rita <MairsR@coj.net>; Powers, Keith <KPowers@coj.net>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
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As part of RightSite's activation plan, here are a few open items:

Aug 2-4 Training Sessions

- Please send a list of attendees and their roles (EMS Clinicians, Shift Supervisor, etc)
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Thanks again, and we are looking forward to working together,

Regards,
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Swati Swani
Director, Design & Implementation
916.337.2182
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> **From:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Sent:** Friday, July 28, 2023 11:01 AM
> **To:** Mairs, Rita <MairsR@coj.net>
> **Cc:** Powers, Keith <KPowers@coj.net>; Blanton, Jake <JBlanton@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
> **Subject:** Re: Activating RightSite
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Thanks everyone!

Jamo

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> Sent from my iPhone
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> > Thanks everyone! We're excited about the partnership!
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> > > Thanks,
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Keith Powers

Director/Fire Chief

Jacksonville Fire/Rescue Department

515 N. Julia Street

Jacksonville, Fl. 32202

904-255-3300 office

904-237-9807 cell

<image001.jpg>

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Cc: Swati Swani <swati.swani@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>
Subject: Activating RightSite

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CEO

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To: Swati Swani
Cc: Jamo Rubin; Elias, Bradley; Guthrie, Daniel; Keeney, Nathan; Marx, James
Subject: Re: Activating RightSite
Date: Monday, July 31, 2023 6:27:28 PM
Attachments: image001.png
Outlook-q4iqqees.png

That will also be Captain Nathan Keeney. I'll introduce him to your group in the training session Wednesday morning.

If you're needing something down with them before then, I'll take care of it.

Jake Blanton
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<!--[if !vml]--> <!--[endif]-->

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Sent: Monday, July 31, 2023 6:10 PM
To: Blanton, Jake <JBlanton@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>; Keeney, Nathan <NKeeney@coj.net>; Marx, James <JMarx@coj.net>
Subject: Re: Activating RightSite

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Hello Chief Blanton,

Thanks so much for sending this information. I am sending an invite to connect tomorrow at 3 pm est to talk about communication cadence and change management.

One quick question: Please let me know the the contact person to coordinate the badge buddies for your various crews at each station.

Regards,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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Cc: Powers, Keith <KPowers@coj.net>; Blanton, Jake <JBlanton@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
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904-654-6351 (cell)
EMAIL: jblanton@coj.net

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, July 31, 2023 9:01 AM
To: Blanton, Jake <JBlanton@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Mairs, Rita <MairsR@coj.net>; Powers, Keith <KPowers@coj.net>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
Subject: Re: Activating RightSite

Good Morning Chief Blanton,

Thanks for confirming the training dates, I will send out the meeting invites for 3 virtual training sessions (Aug 2 - 4, 9:30 - 11:30 AM) shortly. Please make sure everyone has a ToughBook and internet connectivity so we can do test calls at the end of training.

As part of RightSite's activation plan, here are a few open items:

Aug 2-4 Training Sessions

- Please send a list of attendees and their roles (EMS Clinicians, Shift Supervisor, etc)
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Thanks again, and we are looking forward to working together,

Regards,
Swati

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swati.swani@rightsitehealth.com
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> **To:** Mairs, Rita <MairsR@coj.net>
> **Cc:** Powers, Keith <KPowers@coj.net>; Blanton, Jake <JBlanton@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
> **Subject:** Re: Activating RightSite
>
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Thanks everyone!

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Keith Powers

Director/Fire Chief

Jacksonville Fire/Rescue Department

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Jacksonville, Fl. 32202

904-255-3300 office

904-237-9807 cell

<image001.jpg>

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, July 28, 2023 7:31 AM
To: Powers, Keith <KPowers@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>
Subject: Activating RightSite

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<RightSite-Logo-Tagline-teal.png>

Jamo Rubin, M.D.
CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Blanton, Jake
Cc: Jamo Rubin; Elias, Bradley; Guthrie, Daniel; Keeney, Nathan; Marx, James
Subject: Re: Activating RightSite
Date: Monday, July 31, 2023 6:11:03 PM
Attachments: image001.png

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Hello Chief Blanton,

Thanks so much for sending this information. I am sending an invite to connect tomorrow at 3 pm est to talk about communication cadence and change management.

One quick question: Please let me know the the contact person to coordinate the badge buddies for your various crews at each station.

Regards,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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Rescue 72		
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Rescue 21		
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Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Mairs, Rita <MairsR@coj.net>; Powers, Keith <KPowers@coj.net>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
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Sent: Friday, July 28, 2023 11:01 AM
To: Mairs, Rita <MairsR@coj.net>
Cc: Powers, Keith <KPowers@coj.net>; Blanton, Jake <JBlanton@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
Subject: Re: Activating RightSite

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> **Cc:** Powers, Keith <KPowers@coj.net>; Blanton, Jake <JBlanton@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
> **Subject:** Re: Activating RightSite
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Cc: Swati Swani <swati.swani@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>
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Regards,
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For the training Aug. 2-4, the attendees will be the crews of R21, R28, R44, and R72. The hope is that by adding the 2 additional Rescues, we'll always have at least 2 or 3 trained crews on-duty each day of the 90-day trial period.

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Capt. Nathan Keeney (Nkeeney@coj.net) will be your primary contact for day-to-day operational questions. He's currently not up to speed but he'll be attending all three training sessions this week.

Chief Brien Marx (JMarx@coj.net) will be your primary contact for data exchange.

Regarding a meeting with me, I'll make myself available tomorrow. Just send me a meeting invite.

Thank you,

Jake Blanton
Chief of Rescue
Jacksonville Fire & Rescue Department
515 N Julia St
Jacksonville, FL 32202
904-255-3302 (office)
904-654-6351 (cell)
EMAIL: jblanton@coj.net

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, July 31, 2023 9:01 AM
To: Blanton, Jake <JBlanton@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Mairs, Rita <MairsR@coj.net>; Powers, Keith <KPowers@coj.net>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
Subject: Re: Activating RightSite

Good Morning Chief Blanton,

Thanks for confirming the training dates, I will send out the meeting invites for 3 virtual training sessions (Aug 2 - 4, 9:30 - 11:30 AM) shortly. Please make sure everyone has a ToughBook and internet connectivity so we can do test calls at the end of training.

As part of RightSite's activation plan, here are a few open items:

Aug 2-4 Training Sessions

- Please send a list of attendees and their roles (EMS Clinicians, Shift Supervisor, etc)
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- Communications with the EMS Clinicians will be essential for the pilot's success. To that end, can we schedule a call with you asap to make sure we understand JFRD's current communication cadences with your Fire and EMS teams? Please let us know a few convenient times on your end.

Thanks again, and we are looking forward to working together,

Regards,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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>
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> **Subject:** Re: Activating RightSite
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> **To:** Mairs, Rita <MairsR@coj.net>
> **Cc:** Powers, Keith <KPowers@coj.net>; Blanton, Jake <JBlanton@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
> **Subject:** Re: Activating RightSite
>
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> Great!

Chief Blanton, we'll be in touch shortly to get going.

Thanks everyone!

Jamo

> On Jul 28, 2023, at 9:56 AM, Mairs, Rita <MairsR@coj.net> wrote:
>
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>
> Sent from my iPhone
>
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> > > Keith

Keith Powers

Director/Fire Chief

Jacksonville Fire/Rescue Department

515 N. Julia Street

Jacksonville, Fl. 32202

904-255-3300 office

904-237-9807 cell

<image001.jpg>

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, July 28, 2023 7:31 AM
To: Powers, Keith <KPowers@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>
Subject: Activating RightSite

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Chief Powers,

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Thanks again for all your support. This will be a big success for JFRD, the city, and especially for those citizens that we are all going to help.

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<RightSite-Logo-Tagline-teal.png>

Jamo Rubin, M.D.
CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Blanton, Jake
Cc: Jamo Rubin; Elias, Bradley; Guthrie, Daniel; Keeney, Nathan; Marx, James
Subject: Re: Activating RightSite
Date: Monday, July 31, 2023 6:11:02 PM
Attachments: image001.png

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Hello Chief Blanton,

Thanks so much for sending this information. I am sending an invite to connect tomorrow at 3 pm est to talk about communication cadence and change management.

One quick question: Please let me know the the contact person to coordinate the badge buddies for your various crews at each station.

Regards,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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To: Mairs, Rita <MairsR@coj.net>
Cc: Powers, Keith <KPowers@coj.net>; Blanton, Jake <JBlanton@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
Subject: Re: Activating RightSite

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CEO

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>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Friday, July 28, 2023 4:00 PM
> **To:** Blanton, Jake <JBlanton@coj.net>
> **Cc:** Jamo Rubin <jamo.rubin@rightsitehealth.com>; Mairs, Rita <MairsR@coj.net>; Powers, Keith <KPowers@coj.net>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
> **Subject:** Re: Activating RightSite
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
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> Good Afternoon Chief Blanton,
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> Regarding training sessions, will Aug 2nd thru Aug 4th (Wednesday - Friday) next week from 9:30 - 11:30 AM EST work for you all? Please let us know.
>
> We appreciate everyone's support and are looking forward to working with you all.
>
> Regards,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> 916.337.2182

swati.swani@rightsitehealth.com
rightsitehealth.com

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>
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>
> *Jake Blanton*
> *Chief of Rescue*
> Jacksonville Fire & Rescue Department
> 515 N Julia St
> Jacksonville, FL 32202
> 904-255-3302 (office)
> 904-654-6351 (cell)
> EMAIL: jblanton@coj.net
>
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> **Cc:** Powers, Keith <KPowers@coj.net>; Blanton, Jake <JBlanton@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
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Chief Blanton, we'll be in touch shortly to get going.

Thanks everyone!

Jamo

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> > > Chief Blanton will be the JFRD POC. Please have your team coordinate with him.
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> > > Thanks,
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> > > Keith

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Director/Fire Chief

Jacksonville Fire/Rescue Department

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Jacksonville, Fl. 32202

904-255-3300 office

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<image001.jpg>

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, July 28, 2023 7:31 AM
To: Powers, Keith <KPowers@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>
Subject: Activating RightSite

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We are ready to go. Please let us know who we should contact for planning next steps.

Thanks again for all your support. This will be a big success for JFRD, the city, and especially for those citizens that we are all going to help.

Jamo

<RightSite-Logo-Tagline-teal.png>

Jamo Rubin, M.D.
CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Blanton, Jake
Cc: Jamo Rubin; Elias, Bradley; Guthrie, Daniel; Keeney, Nathan; Marx, James
Subject: Re: Activating RightSite
Date: Monday, July 31, 2023 6:11:02 PM
Attachments: image001.png

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Hello Chief Blanton,

Thanks so much for sending this information. I am sending an invite to connect tomorrow at 3 pm est to talk about communication cadence and change management.

One quick question: Please let me know the the contact person to coordinate the badge buddies for your various crews at each station.

Regards,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Jul 31, 2023 at 12:46 PM Blanton, Jake <JBlanton@coj.net> wrote:

> Good afternoon, Swani,
>
> For the training Aug. 2-4, the attendees will be the crews of R21, R28, R44, and R72. The hope is that by adding the 2 additional Rescues, we'll always have at least 2 or 3 trained crews on-duty each day of the 90-day trial period.

JFRD Rescue Units Participating in RightSite Trial		
A	B	C
Rescue 28		
Lt. Elizabeth Harkins - Para - 75131	Lt. Jamie Dunlap - Para - 76260	Capt. Christopher Perrotta - Para - 67093
Eng. Betsy Kirshbaum - Para - 82805	Eng. Todd Kirshbaum - Para - 82812	Eng. Lawrence Wolfe - Para - 79732
Rescue 72		
Capt. Ryan Smith - Para - 31136	Lt. Jeff Lundy - Para - 75148	Lt. Matthew Williams - Para - 73812
Eng. Caleb Mele - EMT - 83825	Eng. Jared Glassberg - Para - 80470	Eng. Reiner Ferrer - EMT - 83814
Rescue 21		
VACANT	Capt. Justin Summey - Para - 67756	Lt. David West - Para - 76881
Eng. Jake Mcintosh - EMT - 83007	Eng. Kyle Distin - EMT - 78697	Eng Jordan Lambert - EMT - 83874
Rescue 44		
Lt. David Valiente - Para - 73803	VACANT	Capt. Bernard Stewart - Para - 73804
Eng. Kyle Paquette - Para - 81258	Eng. Garrett Adamson - EMT - 83193	Eng. Charles Crosby - Para - 45520
Rescue 107 (Shift Supervisor, Non-Transport)		
Chief Tracy Hooten - Para - 11909	Chief Andrew Cox - Para - 11927	Chief Howard Davidson - Para - 11601

> Capt. Nathan Keeney (Nkeeney@coj.net) will be your primary contact for day-to-day operational questions. He's currently not up to speed but he'll be attending all three training sessions this week.
>
> Chief Brien Marx (JMarx@coj.net) will be your primary contact for data exchange.
>
> Regarding a meeting with me, I'll make myself available tomorrow. Just send me a meeting invite.
>
> Thank you,

Jake Blanton
Chief of Rescue
Jacksonville Fire & Rescue Department
515 N Julia St
Jacksonville, FL 32202
904-255-3302 (office)
904-654-6351 (cell)
EMAIL: jblanton@coj.net

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Subject: Re: Activating RightSite

Good Morning Chief Blanton,

Thanks for confirming the training dates, I will send out the meeting invites for 3 virtual training sessions (Aug 2 - 4, 9:30 - 11:30 AM) shortly. Please make sure everyone has a ToughBook and internet connectivity so we can do test calls at the end of training.

As part of RightSite's activation plan, here are a few open items:

Aug 2-4 Training Sessions

- Please send a list of attendees and their roles (EMS Clinicians, Shift Supervisor, etc)

- Are there others that you think should be trained or informed about the RightSite pilot?

Pilot Period

- Who will be our primary contact during the pilot for day-to-day questions and feedback?

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- Our CMO, Dr. Demestihas, will reach out to Dr. Elias to make sure Dr. Elias has Dr. D's contact information in case there are any clinical questions or feedback during the pilot

- Communications with the EMS Clinicians will be essential for the pilot's success. To that end, can we schedule a call with you asap to make sure we understand JFRD's current communication cadences with your Fire and EMS teams? Please let us know a few convenient times on your end.

Thanks again, and we are looking forward to working together,

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From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, July 28, 2023 11:01 AM
To: Mairs, Rita <MairsR@coj.net>
Cc: Powers, Keith <KPowers@coj.net>; Blanton, Jake <JBlanton@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
Subject: Re: Activating RightSite

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Great!

Chief Blanton, we'll be in touch shortly to get going.

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Jamo- Everything is in order for the 3 month trial run.

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Thanks,

Keith

Keith Powers

Director/Fire Chief

Jacksonville Fire/Rescue Department

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<image001.jpg>

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Sent: Friday, July 28, 2023 7:31 AM
To: Powers, Keith <KPowers@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>
Subject: Activating RightSite

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CEO

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jamo.rubin@rightsitehealth.com
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To: Swati Swani
Cc: Jamo Rubin; Elias, Bradley; Guthrie, Daniel; Keeney, Nathan
Subject: RE: Activating RightSite
Date: Monday, July 31, 2023 1:35:44 PM
Attachments: image001.png

Good afternoon, Swani,

For the training Aug. 2-4, the attendees will primarily be the crews of Rescue 28 and 72. The hope is that by adding these 2 Rescues, we'll always have at least 2 or 3 crews on-duty each day of the 90-day trial period.

The plan is for Rescues 21, 28, 44, and 72 to participate in this trial, but only when there's a paramedic on-board the unit that has previously received the necessary training.

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Lt. Eizabeth Harkins - Para - 75131	Lt. Jamie Dunlap - Para - 76260	Capt. Christopher Perrota - Para - 67093
Eng. Betsy Kirshbaum - Para - 82805	Eng. Todd Kirshbaum - Para - 82812	Eng. Lawrence Wolfe - Para - 79732
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Subject: Re: Activating RightSite

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Jamo

<RightSite-Logo-Tagline-teal.png>

Jamo Rubin, M.D.
CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Blanton, Jake
Cc: Jamo Rubin; Elias, Bradley; Guthrie, Daniel
Subject: Re: Activating RightSite
Date: Monday, July 31, 2023 5:06:59 PM
Attachments: image001.png

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Hello Chief,

Yes - every physician who will participate in JFRD calls will have a Florida medical license.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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> Jacksonville Fire & Rescue Department
> 515 N Julia St
> Jacksonville, FL 32202
> 904-255-3302 (office)
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> EMAIL: jblanton@coj.net



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As part of RightSite's activation plan, here are a few open items:

Aug 2-4 Training Sessions

- Please send a list of attendees and their roles (EMS Clinicians, Shift Supervisor, etc)

- Are there others that you think should be trained or informed about the RightSite pilot?

Pilot Period

- Who will be our primary contact during the pilot for day-to-day questions and feedback?

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- Communications with the EMS Clinicians will be essential for the pilot's success. To that end, can we schedule a call with you asap to make sure we understand JFRD's current communication cadences with your Fire and EMS teams? Please let us know a few convenient times on your end.

Thanks again, and we are looking forward to working together,

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Good Afternoon Chief Blanton,

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We appreciate everyone's support and are looking forward to working with you all.

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Thanks,

Keith

Keith Powers

Director/Fire Chief

Jacksonville Fire/Rescue Department

515 N. Julia Street

Jacksonville, Fl. 32202

904-255-3300 office

904-237-9807 cell

<image001.jpg>

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Sent: Friday, July 28, 2023 7:31 AM
To: Powers, Keith <KPowers@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>
Subject: Activating RightSite

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CEO

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jamo.rubin@rightsitehealth.com
rightsitehealth.com

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Cc:	Powers, Keith; Swani Swati; Elias, Bradley; Guthrie, Daniel
Subject:	RE: Activating RightSite
Date:	Friday, July 28, 2023 2:09:53 PM
Attachments:	image001.png

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To: Mairs, Rita <MairsR@coj.net>
Cc: Powers, Keith <KPowers@coj.net>; Blanton, Jake <JBlanton@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
Subject: Re: Activating RightSite

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Jamo

<RightSite-Logo-Tagline-teal.png>

Jamo Rubin, M.D.
CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From:	Blanton, Jake
To:	Jamo Rubin; Mairs, Rita
Cc:	Powers, Keith; Swani Swati; Elias, Bradley; Guthrie, Daniel
Subject:	RE: Activating RightSite
Date:	Friday, July 28, 2023 2:09:53 PM
Attachments:	image001.png

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During the training session you conducted a few weeks back, a few of the members that are normally assigned to Rescue 21 and Rescue 44 were off. Also, I now have two officer vacancies at those same rescue units.

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I think just a virtual training session would suffice. If you can identify 3 consecutive days sometime in the next two weeks or so, I'll schedule the personnel to attend.

Following that training session, we'd be ready to go live.

Thank you,

Jake Blanton
Chief of Rescue
Jacksonville Fire & Rescue Department
515 N Julia St
Jacksonville, FL 32202
904-255-3302 (office)
904-654-6351 (cell)
EMAIL: jblanton@coj.net

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From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, July 28, 2023 11:01 AM
To: Mairs, Rita <MairsR@coj.net>
Cc: Powers, Keith <KPowers@coj.net>; Blanton, Jake <JBlanton@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
Subject: Re: Activating RightSite

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Great!

Chief Blanton, we'll be in touch shortly to get going.

Thanks everyone!

Jamo

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Thanks,
Keith

Keith Powers
Director/Fire Chief
Jacksonville Fire/Rescue Department
515 N. Julia Street
Jacksonville, Fl. 32202
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904-237-9807 cell

<image001.jpg>

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, July 28, 2023 7:31 AM
To: Powers, Keith <KPowers@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>
Subject: Activating RightSite

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CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Blanton, Jake
Cc: Jamo Rubin; Elias, Bradley; Guthrie, Daniel
Subject: Re: Activating RightSite
Date: Monday, July 31, 2023 5:06:58 PM
Attachments: image001.png

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Hello Chief,

Yes - every physician who will participate in JFRD calls will have a Florida medical license.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Jul 31, 2023 at 2:31 PM Blanton, Jake <JBlanton@coj.net> wrote:

> Good afternoon again,
>
> Do the RightSite practitioners that we'll be utilizing in this trial possess Florida licenses? If not, have they registered with the Department of Health, as described in this link: Telehealth (flhealthsource.gov)?
>
> Thank you,
>
> _____
>
> *Jake Blanton*
> *Chief of Rescue*
> Jacksonville Fire & Rescue Department
> 515 N Julia St
> Jacksonville, FL 32202
> 904-255-3302 (office)
> 904-654-6351 (cell)
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Sent: Monday, July 31, 2023 3:02 PM
To: Swati Swani <swati.swani@rightsitehealth.com>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
Subject: RE: Activating RightSite

What was your pediatric age cut off preference?

Jake Blanton
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Aug 2-4 Training Sessions

- Please send a list of attendees and their roles (EMS Clinicians, Shift Supervisor, etc)

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Pilot Period

- Who will be our primary contact during the pilot for day-to-day questions and feedback?

- Who will be our primary contact for data exchange?

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- Communications with the EMS Clinicians will be essential for the pilot's success. To that end, can we schedule a call with you asap to make sure we understand JFRD's current communication cadences with your Fire and EMS teams? Please let us know a few convenient times on your end.

Thanks again, and we are looking forward to working together,

Regards,

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> **Sent:** Friday, July 28, 2023 4:00 PM
> **To:** Blanton, Jake <JBlanton@coj.net>
> **Cc:** Jamo Rubin <jamo.rubin@rightsitehealth.com>; Mairs, Rita <MairsR@coj.net>; Powers, Keith <KPowers@coj.net>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>

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Good Afternoon Chief Blanton,

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We appreciate everyone's support and are looking forward to working with you all.

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Sent: Friday, July 28, 2023 11:01 AM
To: Mairs, Rita <MairsR@coj.net>
Cc: Powers, Keith <KPowers@coj.net>; Blanton, Jake <JBlanton@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
Subject: Re: Activating RightSite

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<image001.jpg>

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To: Powers, Keith <KPowers@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>
Subject: Activating RightSite

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CEO

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rightsitehealth.com

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Cc:	Powers, Keith; Swani Swati; Elias, Bradley; Guthrie, Daniel
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Date:	Friday, July 28, 2023 2:09:53 PM
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Cc: Powers, Keith <KPowers@coj.net>; Blanton, Jake <JBlanton@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
Subject: Re: Activating RightSite

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Subject: Re: Activating RightSite
Date: Monday, July 31, 2023 4:26:43 PM
Attachments: image001.png

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Pediatric age cut off is 2 years.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
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> 515 N Julia St
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From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, July 28, 2023 11:01 AM
To: Mairs, Rita <MairsR@coj.net>
Cc: Powers, Keith <KPowers@coj.net>; Blanton, Jake <JBlanton@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
Subject: Re: Activating RightSite

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Great!

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Keith

Keith Powers

Director/Fire Chief

Jacksonville Fire/Rescue Department

515 N. Julia Street

Jacksonville, Fl. 32202

904-255-3300 office

904-237-9807 cell

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Cc: Swati Swani <swati.swani@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>
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<RightSite-Logo-Tagline-teal.png>

Jamo Rubin, M.D.
CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From:	Blanton, Jake
To:	Jamo Rubin; Mairs, Rita
Cc:	Powers, Keith; Swani Swati; Elias, Bradley; Guthrie, Daniel
Subject:	RE: Activating RightSite
Date:	Friday, July 28, 2023 2:09:53 PM
Attachments:	image001.png

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jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Blanton, Jake
Cc: Jamo Rubin; Elias, Bradley; Guthrie, Daniel
Subject: Re: Activating RightSite
Date: Monday, July 31, 2023 4:26:41 PM
Attachments: image001.png

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Pediatric age cut off is 2 years.

Thanks,
Swati



Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Mairs, Rita <MairsR@coj.net>; Powers, Keith <KPowers@coj.net>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
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- Please send a list of attendees and their roles (EMS Clinicians, Shift Supervisor, etc)

- Are there others that you think should be trained or informed about the RightSite pilot?

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- Who will be our primary contact for data exchange?

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- Communications with the EMS Clinicians will be essential for the pilot's success. To that end, can we schedule a call with you asap to make sure we understand JFRD's current communication cadences with your Fire and EMS teams? Please let us know a few convenient times on your end.

Thanks again, and we are looking forward to working together,

Regards,

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> **Sent:** Friday, July 28, 2023 4:00 PM

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Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Mairs, Rita <MairsR@coj.net>; Powers, Keith <KPowers@coj.net>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
Subject: Re: Activating RightSite

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Good Afternoon Chief Blanton,

Regarding training sessions, will Aug 2nd thru Aug 4th (Wednesday - Friday) next week from 9:30 - 11:30 AM EST work for you all? Please let us know.

We appreciate everyone's support and are looking forward to working with you all.

Regards,

Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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Cc: Powers, Keith <KPowers@coj.net>; Blanton, Jake <JBlanton@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
Subject: Re: Activating RightSite

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CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

To:	Jamo Rubin; Mairs, Rita
Cc:	Powers, Keith; Swani Swati; Elias, Bradley; Guthrie, Daniel
Subject:	RE: Activating RightSite
Date:	Friday, July 28, 2023 2:09:18 PM
Attachments:	image001.png

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Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Mairs, Rita <MairsR@coj.net>; Powers, Keith <KPowers@coj.net>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
Subject: Re: Activating RightSite

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Regards,

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Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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904-255-3302 (office)
904-654-6351 (cell)
EMAIL: jblanton@coj.net

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Keith Powers

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CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

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To:	Jamo Rubin; Mairs, Rita
Cc:	Powers, Keith; Swani Swati; Elias, Bradley; Guthrie, Daniel
Subject:	RE: Activating RightSite
Date:	Friday, July 28, 2023 2:09:00 PM
Attachments:	image001.png

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From:	Swati Swani
To:	Blanton, Jake
Cc:	Jamo Rubin; Mairs, Rita; Powers, Keith; Elias, Bradley; Guthrie, Daniel
Subject:	Re: Activating RightSite
Date:	Monday, July 31, 2023 9:01:23 AM
Attachments:	image001.png Outlook-to5cgbsl.png

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Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
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904-255-3302 (office)
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Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Mairs, Rita <MairsR@coj.net>; Powers, Keith <KPowers@coj.net>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
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CEO

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> Jacksonville Fire & Rescue Department
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> Jacksonville, FL 32202
> 904-255-3302 (office)
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> EMAIL: jblanton@coj.net
>
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> **Sent:** Friday, July 28, 2023 11:01 AM
> **To:** Mairs, Rita <MairsR@coj.net>

Cc: Powers, Keith <KPowers@coj.net>; Blanton, Jake <JBlanton@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
Subject: Re: Activating RightSite

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Cc: Powers, Keith <KPowers@coj.net>; Blanton, Jake <JBlanton@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
Subject: Re: Activating RightSite

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Sent from my iPhone

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Keith

Keith Powers

Director/Fire Chief

Jacksonville Fire/Rescue Department

515 N. Julia Street

Jacksonville, Fl. 32202

904-255-3300 office

904-237-9807 cell

<image001.jpg>

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Cc: Swati Swani <swati.swani@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>
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CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Jamo Rubin
To: Mairs, Rita
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Subject: Re: Activating RightSite
Date: Friday, July 28, 2023 11:01:18 AM

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Date: Friday, July 28, 2023 10:56:08 AM
Attachments: RightSite-Logo-Tagline-teal.png

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RIGHT SITE
For non-emergency patients

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We heard the great news yesterday that the mayor's office enthusiastically approved the launch of RightSite! We couldn't be more excited.

We are ready to go. Please let us know who we should contact for planning next steps.

Thanks again for all your support. This will be a big success for JFRD, the city, and especially for those citizens that we are all going to help.

Jamo

RIGHT SITE
For non-emergency patients

Jamo Rubin, M.D.
CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Jamo Rubin
To: Powers, Keith
Cc: Blanton, Jake; Mairs, Rita; Swani Swati
Subject: Re: Activating RightSite
Date: Friday, July 28, 2023 10:50:52 AM
Attachments: RightSite-Logo-Tagline-teal.png

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Thanks Chief Powers.

Rita as soon as we hear from you that everything is in order, we'll reach out to Chief Blanton and get started.

Thanks everyone! We're excited about the partnership!

Jamo

> On Jul 28, 2023, at 8:25 AM, Powers, Keith <KPowers@coj.net> wrote:
>
> **Chief Blanton,**
>
> The Mayors office approved us to move forward with the three month trial of RightSite. Please get with Jamo's team and figure out an implementation plan.
>
> **Rita,**
>
> As you can see, we have approval for the three month trail. Do we have all the necessary legal pieces in place to proceed?
>
> **Jamo,**
>
> Chief Blanton will be the JFRD POC. Please have your team coordinate with him.
>
> Thanks,
> Keith
>
> Keith Powers
> Director/Fire Chief
> Jacksonville Fire/Rescue Department
> 515 N. Julia Street
> Jacksonville, Fl. 32202
> 904-255-3300 office

904-237-9807 cell

ONE CITY ★ ONE JACKSONVILLE!

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, July 28, 2023 7:31 AM
To: Powers, Keith <KPowers@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>
Subject: Activating RightSite

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Jamo

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For non-emergency patients

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CEO

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jamo.rubin@rightsitehealth.com
rightsitehealth.com

From:	Blanton, Jake
To:	Swati Swani
Cc:	Jamo Rubin; Elias, Bradley; Guthrie, Daniel
Subject:	RE: Activating RightSite
Date:	Monday, July 31, 2023 3:31:37 PM
Attachments:	image001.png

Good afternoon again,

Do the RightSite practitioners that we'll be utilizing in this trial possess Florida licenses? If not, have they registered with the Department of Health, as described in this link: Telehealth (flhealthsource.gov)?

Thank you,

Jake Blanton
Chief of Rescue
Jacksonville Fire & Rescue Department
515 N Julia St
Jacksonville, FL 32202
904-255-3302 (office)
904-654-6351 (cell)
EMAIL: jblanton@coj.net

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From: Blanton, Jake
Sent: Monday, July 31, 2023 3:02 PM
To: Swati Swani <swati.swani@rightsitehealth.com>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
Subject: RE: Activating RightSite

What was your pediatric age cut off preference?

Jake Blanton
Chief of Rescue
Jacksonville Fire & Rescue Department
515 N Julia St
Jacksonville, FL 32202
904-255-3302 (office)
904-654-6351 (cell)

EMAIL: jblanton@coj.net

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Sent: Monday, July 31, 2023 9:01 AM
To: Blanton, Jake <JBlanton@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Mairs, Rita <MairsR@coj.net>; Powers, Keith <KPowers@coj.net>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
Subject: Re: Activating RightSite

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Good Morning Chief Blanton,

Thanks for confirming the training dates, I will send out the meeting invites for 3 virtual training sessions (Aug 2 - 4, 9:30 - 11:30 AM) shortly. Please make sure everyone has a ToughBook and internet connectivity so we can do test calls at the end of training.

As part of RightSite's activation plan, here are a few open items:

Aug 2-4 Training Sessions

- Please send a list of attendees and their roles (EMS Clinicians, Shift Supervisor, etc)
- Are there others that you think should be trained or informed about the RightSite pilot?

Pilot Period

- Who will be our primary contact during the pilot for day-to-day questions and feedback?
- Who will be our primary contact for data exchange?
- Our CMO, Dr. Demestihas, will reach out to Dr. Elias to make sure Dr. Elias has Dr. D's contact information in case there are any clinical questions or feedback during the pilot
- Communications with the EMS Clinicians will be essential for the pilot's success. To that end, can we schedule a call with you asap to make sure we understand JFRD's current communication cadences with your Fire and EMS teams? Please let us know a few convenient times on your end.

Thanks again, and we are looking forward to working together,

Regards,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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> Yes, it will.
>
> *Jake Blanton*
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>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Friday, July 28, 2023 4:00 PM
> **To:** Blanton, Jake <JBlanton@coj.net>
> **Cc:** Jamo Rubin <jamo.rubin@rightsitehealth.com>; Mairs, Rita <MairsR@coj.net>; Powers, Keith <KPowers@coj.net>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
> **Subject:** Re: Activating RightSite
>
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>
> Good Afternoon Chief Blanton,
>
> Regarding training sessions, will Aug 2nd thru Aug 4th (Wednesday - Friday) next week from 9:30 - 11:30 AM EST work for you all? Please let us know.

We appreciate everyone's support and are looking forward to working with you all.

Regards,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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> During the training session you conducted a few weeks back, a few of the members that are normally assigned to Rescue 21 and Rescue 44 were off. Also, I now have two officer vacancies at those same rescue units.
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From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, July 28, 2023 11:01 AM
To: Mairs, Rita <MairsR@coj.net>
Cc: Powers, Keith <KPowers@coj.net>; Blanton, Jake <JBlanton@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
Subject: Re: Activating RightSite

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Great!

Chief Blanton, we'll be in touch shortly to get going.

Thanks everyone!

Jamo

> On Jul 28, 2023, at 9:56 AM, Mairs, Rita <MairsR@coj.net> wrote:
>
> Jamo- Everything is in order for the 3 month trial run.
>
> Sent from my iPhone
>
> > On Jul 28, 2023, at 10:50 AM, Jamo Rubin <jamo.rubin@rightsitehealth.com> wrote:

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> As you can see, we have approval for the three month trail. Do we have all the necessary legal pieces in place to proceed?
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> Chief Blanton will be the JFRD POC. Please have your team coordinate with him.
>
> Thanks,

Keith

Keith Powers

Director/Fire Chief

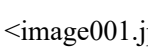
Jacksonville Fire/Rescue Department

515 N. Julia Street

Jacksonville, Fl. 32202

904-255-3300 office

904-237-9807 cell



From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, July 28, 2023 7:31 AM
To: Powers, Keith <KPowers@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>
Subject: Activating RightSite

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Jamo

<RightSite-Logo-Tagline-teal.png>

Jamo Rubin, M.D.
CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Blanton, Jake
Subject: Re: Activating RightSite
Date: Tuesday, August 1, 2023 6:46:24 PM
Attachments: image001.png
Outlook-q4iqqees.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief,

Thank you so much for meeting with Stacey and I today. We will also plan to meet with Capt. Nathan Keeney soon to develop and execute Change Management Plan.

Also, wanted to let you know that a packet with RightSite badge buddies has been mailed out with attention - Chief Marx and will reach JFRD at 10 AM tomorrow.

Looking forward to the training session tomorrow.

Regards,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Jul 31, 2023 at 5:52 PM Blanton, Jake <JBlanton@coj.net> wrote:

> Yes, send them to Julia Street please, attention Chief Marx.
>
> *Jake Blanton*
> *Chief of Rescue*
> *Jacksonville Fire & Rescue Department*
> *515 N Julia St*
> *Jacksonville, FL 32202*
> *904-255-3302 (office)*
> *904-654-6351 (cell)*
> *EMAIL: jblanton@coj.net*
>
> ***NOTICE: This message is confidential, intended for the named recipient(s) and may contain information that is proprietary to the sender and/or privileged, confidential, and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure, or distribution is expressly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.***
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Monday, July 31, 2023 6:50 PM
> **To:** Blanton, Jake <JBlanton@coj.net>
> **Subject:** Re: Activating RightSite
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Since we are adding new Rescues, we thought of mailing additional badge buddies. (We had left some badge buddies with Chief Marx when we were onsite in June). We can ship those tomorrow, if that works for you and your team.
>
> Mailing address:
> JFRD HQ (515 N. Julia St.) or we can mail to individual Rescue stations? Please let me know your thoughts.
>
> Thanks,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation

916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Jul 31, 2023 at 5:27 PM Blanton, Jake <JBlanton@coj.net> wrote:

> That will also be Captain Nathan Keeney. I'll introduce him to your group in the training session Wednesday morning.
>
> If you're needing something down with them before then, I'll take care of it.

Jake Blanton
Chief of Rescue
Jacksonville Fire & Rescue Department
515 N Julia St
Jacksonville, FL 32202
904-255-3302 (office)
904-654-6351 (cell)
EMAIL: jblanton@coj.net

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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, July 31, 2023 6:10 PM
To: Blanton, Jake <JBlanton@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>; Keeney, Nathan <NKeeney@coj.net>; Marx, James <JMarx@coj.net>
Subject: Re: Activating RightSite

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Hello Chief Blanton,

Thanks so much for sending this information. I am sending an invite to connect tomorrow at 3 pm est to talk about communication cadence and change management.

One quick question: Please let me know the the contact person to coordinate the badge buddies for your various crews at each station.

Regards,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Jul 31, 2023 at 12:46 PM Blanton, Jake <JBlanton@coj.net> wrote:

> Good afternoon, Swani,
>
> For the training Aug. 2-4, the attendees will be the crews of R21, R28, R44, and R72. The hope is that by adding the 2 additional Rescues, we'll always have at least 2 or 3 trained crews on-duty each day of the 90-day trial period.

JFRD Rescue Units Participating in RightSite Trial		
A	B	C
Rescue 28		
Lt. Elizabeth Harkins - Para - 75131	Lt. Jamie Dunlap - Para - 76260	Capt. Christopher Perrotta - Para - 67093
Eng. Betsy Kirshbaum - Para - 82805	Eng. Todd Kirshbaum - Para - 82812	Eng. Lawrence Wolfe - Para - 79732
Rescue 72		
Capt. Ryan Smith - Para - 31136	Lt. Jeff Lundy - Para - 75148	Lt. Matthew Williams - Para - 73812
Eng. Caleb Mele - EMT - 83825	Eng. Jared Glassberg - Para - 80470	Eng. Reiner Ferrer - EMT - 83814
Rescue 21		
VACANT	Capt. Justin Summey - Para - 67756	Lt. David West - Para - 76881
Eng. Jake Mcintosh - EMT - 83007	Eng. Kyle Distin - EMT - 78697	Eng Jordan Lambert - EMT - 83874
Rescue 44		
Lt. David Valiente - Para - 73803	VACANT	Capt. Bernard Stewart - Para - 73804
Eng. Kyle Paquette - Para - 81258	Eng. Garrett Adamson - EMT - 83193	Eng. Charles Crosby - Para - 45520
Rescue 107 (Shift Supervisor, Non-Transport)		
Chief Tracy Hooten - Para - 11909	Chief Andrew Cox - Para - 11927	Chief Howard Davidson - Para - 11601

Capt. Nathan Keeney (Nkeeney@coj.net) will be your primary contact for day-to-day operational questions. He's currently not up to speed but he'll be attending all three training sessions this week.

Chief Brien Marx (JMarx@coj.net) will be your primary contact for data exchange.

Regarding a meeting with me, I'll make myself available tomorrow. Just send me a meeting invite.

Thank you,

Jake Blanton
Chief of Rescue
Jacksonville Fire & Rescue Department
515 N Julia St
Jacksonville, FL 32202
904-255-3302 (office)
904-654-6351 (cell)
EMAIL: jblanton@coj.net

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, July 31, 2023 9:01 AM
To: Blanton, Jake <JBlanton@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Mairs, Rita <MairsR@coj.net>; Powers, Keith <KPowers@coj.net>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
Subject: Re: Activating RightSite

Good Morning Chief Blanton,

Thanks for confirming the training dates, I will send out the meeting invites for 3 virtual training sessions (Aug 2 - 4, 9:30 - 11:30 AM) shortly. Please make sure everyone has a ToughBook and internet connectivity so we can do test calls at the end of training.

As part of RightSite's activation plan, here are a few open items:

Aug 2-4 Training Sessions

- Please send a list of attendees and their roles (EMS Clinicians, Shift Supervisor, etc)

- Are there others that you think should be trained or informed about the RightSite pilot?

Pilot Period

- Who will be our primary contact during the pilot for day-to-day questions and feedback?

- Who will be our primary contact for data exchange?

- Our CMO, Dr. Demestihas, will reach out to Dr. Elias to make sure Dr. Elias has Dr. D's contact information in case there are any clinical questions or feedback during the pilot

- Communications with the EMS Clinicians will be essential for the pilot's success. To that end, can we schedule a call with you asap to make sure we understand JFRD's current communication cadences with your Fire and EMS teams? Please let us know a few convenient times on your end.

Thanks again, and we are looking forward to working together,

Regards,

Swati

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Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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> Yes, it will.

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Chief of Rescue
Jacksonville Fire & Rescue Department
515 N Julia St
Jacksonville, FL 32202
904-255-3302 (office)
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EMAIL: jblanton@coj.net

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Subject: Re: Activating RightSite

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Good Afternoon Chief Blanton,

Regarding training sessions, will Aug 2nd thru Aug 4th (Wednesday - Friday) next week from 9:30 - 11:30 AM EST work for you all? Please let us know.

We appreciate everyone's support and are looking forward to working with you all.

Regards,

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> Following that training session, we'd be ready to go live.
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> Thank you,
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> _____
>
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> Jacksonville Fire & Rescue Department
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> Jacksonville, FL 32202
> 904-255-3302 (office)
> 904-654-6351 (cell)
> EMAIL: jblanton@coj.net

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From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, July 28, 2023 11:01 AM
To: Mairs, Rita <MairsR@coj.net>
Cc: Powers, Keith <KPowers@coj.net>; Blanton, Jake <JBlanton@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
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Great!

Chief Blanton, we'll be in touch shortly to get going.

Thanks everyone!

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> > Thanks Chief Powers.
> >
> > Rita as soon as we hear from you that everything is in order, we'll reach out to Chief Blanton and get started.
> >
> > Thanks everyone! We're excited about the partnership!
> >
> > Jamo
> >
> > > On Jul 28, 2023, at 8:25 AM, Powers, Keith <KPowers@coj.net> wrote:
> > >
> > > **Chief Blanton,**

The Mayors office approved us to move forward with the three month trial of RightSite. Please get with Jamo's team and figure out an implementation plan.

Rita,

As you can see, we have approval for the three month trail. Do we have all the necessary legal pieces in place to proceed?

Jamo,

Chief Blanton will be the JFRD POC. Please have your team coordinate with him.

Thanks,

Keith

Keith Powers

Director/Fire Chief

Jacksonville Fire/Rescue Department

515 N. Julia Street

Jacksonville, Fl. 32202

904-255-3300 office

904-237-9807 cell

<image001.jpg>

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, July 28, 2023 7:31 AM
To: Powers, Keith <KPowers@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>
Subject: Activating RightSite

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

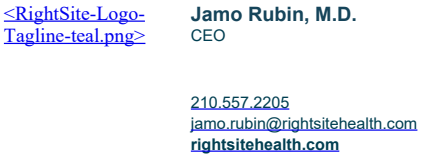
Chief Powers,

We heard the great news yesterday that the mayor's office enthusiastically approved the launch of RightSite! We couldn't be more excited.

We are ready to go. Please let us know who we should contact for planning next steps.

Thanks again for all your support. This will be a big success for JFRD, the city, and especially for those citizens that we are all going to help.

Jamo



Jamo Rubin, M.D.
CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Jamo Rubin
To: Powers, Keith - FROD
Subject: Re: Adding call volume in dispatch
Date: Tuesday, March 25, 2025 10:24:34 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Here are the 13 (not 14 - sorry about that) signal codes:

1. Abdominal Pain / Problems - 17AP
2. Allergies (Reactions) / Envenomations (Stings, Bites) - 26AR
3. Back Pain (Non-Traumatic or Non-Recent Trauma) - 17BK
4. Burns (Scalds) / Explosion (Blast) - MINOR burns - Burns < 18% body area - 53BR/BR
5. Diabetic Problems - 17DB05
6. Drowning / Near Drowning / Diving / SCUBA Accident - Alert and breathing normally (no injuries and out of water) - 26DR08
7. Eye Problems / Injuries - 53EP
8. Headache - 17HA
9. Heart Problems / A.I.C.D. Heart rate > 50 bpm and < 130 bpm (without priority symptoms) - 26HP13
10. Heat / Cold Exposure - 26EX
11. Hemorrhage (Bleeding) / Lacerations - NOT DANGEROUS/minor hemorrhage - 17HM
12. Overdose / Poisoning (Ingestion) - POISONING (without priority symptoms) - 69OD12
13. Chest Pain / Chest Discomfort (Non-Traumatic) - Breathing normally < 35 - 26CP09

Jamo

> On Mar 25, 2025, at 1:11 PM, Powers, Keith - FROD <KPowers@coj.net> wrote:
>
> Jamo,
>
> What are the 14 additional codes you reference below?
>
> Thanks,
> Keith
>
> Keith Powers
> Director/Fire Chief
> Jacksonville Fire/Rescue Department
> 515 N. Julia Street
> Jacksonville, Fl. 32202
> 904-255-3300 office
> 904-237-9807 cell

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Tuesday, March 25, 2025 10:29 AM
To: Powers, Keith - FROD <KPowers@coj.net>
Subject: Fwd: Adding call volume in dispatch

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Chief,

I know you've been out of town for a few days, so wanted to resend this and see if you have any questions?

Thanks,

Jamo

Begin forwarded message:

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Adding call volume in dispatch
Date: March 17, 2025 at 5:26:17 PM CDT
To: Keith Keith - Powers <kpowers@coj.net>

Chief Powers,

Thanks for your patience as we analyzed the differences between JFRD and Grady's non-emergent dispatch codes. Here's what we found.

In addition to the one signal code (Sick Person) Dr. Elias approved for dispatch to offer RightSite to non-emergent

callers, we identified 14 more JFRD signal codes that match Grady's non-emergent CAD codes—codes they use to activate RightSite and redirect more non-emergent patients away from unnecessary ER visits and costs.

If JFRD Dispatch adds these 14 signal codes, it should drive significantly more call volume to RightSite, cut unnecessary ambulance runs, and connect more non-emergent patients to better, less expensive care and follow-up outside the ER.

If you need specific information, please let me know.

Thanks,

Jamo

From: Powers, Keith - FROD
To: Jamo Rubin
Subject: RE: Adding call volume in dispatch
Date: Tuesday, March 25, 2025 2:11:00 PM

Jamo,

What are the 14 additional codes you reference below?

Thanks,
Keith

Keith Powers
Director/Fire Chief
Jacksonville Fire/Rescue Department
515 N. Julia Street
Jacksonville, Fl. 32202
904-255-3300 office
904-237-9807 cell

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Tuesday, March 25, 2025 10:29 AM
To: Powers, Keith - FROD <KPowers@coj.net>
Subject: Fwd: Adding call volume in dispatch

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Chief,

I know you've been out of town for a few days, so wanted to resend this and see if you have any questions?

Thanks,

Jamo

Begin forwarded message:

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
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If JFRD Dispatch adds these 14 signal codes, it should drive significantly more call volume to RightSite, cut unnecessary ambulance runs, and connect more non-emergent patients to better, less expensive care and follow-up outside the ER.

If you need specific information, please let me know.

Thanks,

Jamo

From: Jamo Rubin
To: Powers, Keith - FROD
Subject: Re: Adding call volume in dispatch
Date: Wednesday, March 26, 2025 7:01:59 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Chief - I thought I sent this email but I don't see it in my "sent" so here it is again. Please let me know if you want to discuss any of this. Sorry if this is a duplicate!

Thanks for the help.

Jamo

Here are the 14 signal codes:

1. Abdominal Pain / Problems - 17AP
2. Allergies (Reactions) / Envenomations (Stings, Bites) - 26AR
3. Back Pain (Non-Traumatic or Non-Recent Trauma) - 17BK
4. Burns (Scalds) / Explosion (Blast) - MINOR burns - Burns < 18% body area - 53BR/BR
5. Diabetic Problems - 17DB05
6. Drowning / Near Drowning / Diving / SCUBA Accident - Alert and breathing normally (no injuries and out of water) - 26DR08
7. Eye Problems / Injuries - 53EP
8. Headache - 17HA
9. Heart Problems / A.I.C.D. Heart rate > 50 bpm and < 130 bpm (without priority symptoms) - 26HP13
10. Heat / Cold Exposure - 26EX
11. Hemorrhage (Bleeding) / Lacerations - NOT DANGEROUS/minor hemorrhage - 17HM
12. Overdose / Poisoning (Ingestion) - POISONING (without priority symptoms) - 69OD12
13. Chest Pain / Chest Discomfort (Non-Traumatic) - Breathing normally < 35 - 26CP09
14. Additional Sick person codes - 17SPC

> On Mar 25, 2025, at 11:11 AM, Powers, Keith - FROD <KPowers@coj.net> wrote:
>
> Jamo,
>
> What are the 14 additional codes you reference below?
>
> Thanks,
> Keith
>
> Keith Powers
> Director/Fire Chief

Jacksonville Fire/Rescue Department
515 N. Julia Street
Jacksonville, Fl. 32202
904-255-3300 office
904-237-9807 cell

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Tuesday, March 25, 2025 10:29 AM
To: Powers, Keith - FROD <KPowers@coj.net>
Subject: Fwd: Adding call volume in dispatch

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Hi Chief,

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Begin forwarded message:

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To: Keith Keith - Powers <kpowers@coj.net>

Chief Powers,

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In addition to the one signal code (Sick Person) Dr. Elias approved for dispatch to offer RightSite to non-emergent callers, we identified 14 more JFRD signal codes that match Grady’s non-emergent CAD codes—codes they use to activate RightSite and redirect more non-emergent patients away from unnecessary ER visits and costs.

If JFRD Dispatch adds these 14 signal codes, it should drive significantly more call volume to RightSite, cut unnecessary ambulance runs, and connect more non-emergent patients to better, less expensive care and follow-up outside the ER.

If you need specific information, please let me know.

Thanks,

Jamo

From: Marx, James
To: Swati Swani
Subject: Re: Agenda for JFRD/RightSite Monday (9/25) Touchbase
Date: Monday, October 16, 2023 9:04:00 AM

Good morning. Can you send meet the meeting link

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Friday, September 22, 2023 8:27:06 PM
To: Marx, James <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Agenda for JFRD/RightSite Monday (9/25) Touchbase

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief Marx,

Here's a list of agenda items for our Monday call.

RightSite Updates:

1. Review attached case highlight

JFRD Updates:

1. Training of 2 new EMS Clinicians
2. Follow up on Capt. Keeney's involvement in the pilot call analysis work

Please let me know if I am missing anything.

Have a nice weekend!

Regards,

Swati



Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James
Subject: Re: Agenda for JFRD/RightSite Monday (9/25) Touchbase
Date: Monday, October 16, 2023 9:05:53 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

meet.google.com/reb-ynkv-efi

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Oct 16, 2023 at 8:04 AM Marx, James <JMarx@coj.net> wrote:

> Good morning. Can you send meet the meeting link
>
> Brien Marx
> Asst. Chief Quality Assurance &
> Communications
>
> Jacksonville Fire/Rescue
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
> 904-763-3429 (Cell)
> Email: jmarx@coj.net
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Friday, September 22, 2023 8:27:06 PM
> **To:** Marx, James <JMarx@coj.net>
> **Cc:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Subject:** Agenda for JFRD/RightSite Monday (9/25) Touchbase
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Hello Chief Marx,

Here's a list of agenda items for our Monday call.

RightSite Updates:

1. Review attached case highlight

JFRD Updates:

1. Training of 2 new EMS Clinicians
2. Follow up on Capt. Keeney's involvement in the pilot call analysis work

Please let me know if I am missing anything.

Have a nice weekend!

Regards,
Swati



Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James
Subject: Re: Agenda for JFRD/RightSite Monday (11/6) Touchbase
Date: Monday, November 6, 2023 8:44:22 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Brien,

9:30 ET? Just want to confirm...and yes I can move it. Please let me know.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Nov 6, 2023 at 7:15 AM Marx, James <JMarx@coj.net> wrote:

> Good morning! I have a physical at 8:15 this morning. Can we push our meeting to 9:30? My apologies for the late notice.
>
> Brien Marx
> Asst. Chief Quality Assurance &
> Communications
>
> Jacksonville Fire/Rescue
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
> 904-763-3429 (Cell)
> Email: jmarx@coj.net
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Friday, November 3, 2023 5:55:14 PM
> **To:** Marx, James <JMarx@coj.net>
> **Cc:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Subject:** Agenda for JFRD/RightSite Monday (11/6) Touchbase
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any

links or open any attachments unless you trust the sender and know the content is safe.

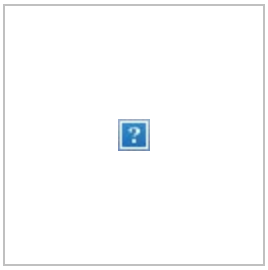
Hello Brien,

Here's the agenda for our Monday's call. Please let me know if you want to add anything.

1. New stations and additional training
2. Updates on Capt. Keeney
3. Behavioral Health/Psychiatric Facility: Next Steps

Have a nice weekend!

Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James
To: Swati Swani
Cc: Jamo Rubin
Subject: Re: Agenda for JFRD/RightSite Monday (11/6) Touchbase
Date: Monday, November 6, 2023 8:15:51 AM

Good morning! I have a physical at 8:15 this morning. Can we push our meeting to 9:30? My apologies for the late notice.

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Friday, November 3, 2023 5:55:14 PM
To: Marx, James <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Agenda for JFRD/RightSite Monday (11/6) Touchbase

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Brien,

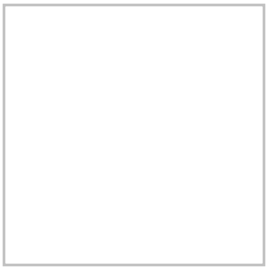
Here's the agenda for our Monday's call. Please let me know if you want to add anything.

1. New stations and additional training
2. Updates on Capt. Keeney
3. Behavioral Health/Psychiatric Facility: Next Steps

Have a nice weekend!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182



swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James
To: Swati Swani
Subject: RE: Agenda for JFRD/RightSite Monday (11/6) Touchbase
Date: Monday, November 6, 2023 3:35:00 PM

Swati,

Here is our approved Right Site referral list:
Med refill
Dental pain/fracture
Stable illness (Sinusitis, pharyngitis, bronchitis, earaches, conjunctivitis, etc.)
Simple UTI, not pyelonephritis (no fever or flank pain)
Extremity injuries without deformity
Mild HTN (Systolic less than 180, diastolic less than 110)
Mild Hyperglycemia <200
Abrasions
Isolated rashes without fever and stable vital signs

I hope this information proves to be helpful.

Brien

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, November 6, 2023 8:44 AM
To: Marx, James <JMarx@coj.net>
Subject: Re: Agenda for JFRD/RightSite Monday (11/6) Touchbase

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Brien,

9:30 ET? Just want to confirm...and yes I can move it. Please let me know.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Nov 6, 2023 at 7:15 AM Marx, James <JMarx@coj.net> wrote:

> Good morning! I have a physical at 8:15 this morning. Can we push our meeting to 9:30? My apologies for the late notice.
>
> Brien Marx
> Asst. Chief Quality Assurance &
> Communications
>
> Jacksonville Fire/Rescue
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
> 904-763-3429 (Cell)
> Email: jmarx@coj.net
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Friday, November 3, 2023 5:55:14 PM
> **To:** Marx, James <JMarx@coj.net>
> **Cc:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Subject:** Agenda for JFRD/RightSite Monday (11/6) Touchbase
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Hello Brien,
>
> Here's the agenda for our Monday's call. Please let me know if you want to add anything.
>
> 1. New stations and additional training
> 2. Updates on Capt. Keeney
> 3. Behavioral Health/Psychiatric Facility: Next Steps
>
> Have a nice weekend!
>
> Regards,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> **rightsitehealth.com**

From: Swati Swani
To: Marx, James
Subject: Re: Agenda for JFRD/RightSite Monday (11/6) Touchbase
Date: Monday, November 6, 2023 6:58:02 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Brien,

Thanks so much, appreciate it!

Looking forward to working on setting up additional training. Please let me know if anything comes up before our Monday call.

Have a nice evening!

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Nov 6, 2023 at 2:35 PM Marx, James <JMarx@coj.net> wrote:

> Swati,
>
> Here is our approved Right Site referral list:
>
> Med refill
>
> Dental pain/fracture
>
> Stable illness (Sinusitis, pharyngitis, bronchitis, earaches, conjunctivitis, etc.)
>
> Simple UTI, not pyelonephritis (no fever or flank pain)
>
> Extremity injuries without deformity
>
> Mild HTN (Systolic less than 180, diastolic less than 110)
>
> Mild Hyperglycemia <200

Abrasions

Isolated rashes without fever and stable vital signs

I hope this information proves to be helpful.

Brien

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, November 6, 2023 8:44 AM
To: Marx, James <JMarx@coj.net>
Subject: Re: Agenda for JFRD/RightSite Monday (11/6) Touchbase

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Good Morning Brien,

9:30 ET? Just want to confirm...and yes I can move it. Please let me know.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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> Communications
>
> Jacksonville Fire/Rescue
> 515 Julia St.
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> Email: jmarx@coj.net
>
> ---
>
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> **Sent:** Friday, November 3, 2023 5:55:14 PM
> **To:** Marx, James <JMarx@coj.net>
> **Cc:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Subject:** Agenda for JFRD/RightSite Monday (11/6) Touchbase
>
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> Hello Brien,
>
> Here's the agenda for our Monday's call. Please let me know if you want to add anything.
>
> 1. New stations and additional training
> 2. Updates on Capt. Keeney
> 3. Behavioral Health/Psychiatric Facility: Next Steps
>
> Have a nice weekend!

Regards,

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Jamo Rubin
To: Marx, James
Cc: Swati Swani
Subject: Re: Agenda for JFRD/RightSite Monday (11/20) Touchbase
Date: Monday, November 20, 2023 8:34:45 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Sure!

> On Nov 20, 2023, at 7:33 AM, Marx, James <JMarx@coj.net> wrote:
>
> Good morning, can we push our meeting to 9:20 EST? Thank you in advance.
>
> Brien Marx
> Asst. Chief Quality Assurance &
> Communications
>
> Jacksonville Fire/Rescue
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
> 904-763-3429 (Cell)
> Email: jmarx@coj.net
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Sunday, November 19, 2023 7:00:52 PM
> **To:** Marx, James <JMarx@coj.net>
> **Cc:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Subject:** Agenda for JFRD/RightSite Monday (11/20) Touchbase
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Hello Brien,
>
> Hope you are having a nice weekend. Here's the agenda for our Monday's call. Please let me know if you want to add anything.
>
> 1. New stations and additional training: Next Steps
> 2. Updates on data request - total run numbers for the entire

department to identify percent of EMS runs match Dr. Elias's list

3. Behavioral Health/Psychiatric Facility: Next Steps

Talk to you tomorrow!

Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James
To: Swati Swani
Cc: Jamo Rubin
Subject: Re: Agenda for JFRD/RightSite Monday (11/20) Touchbase
Date: Monday, November 20, 2023 8:33:30 AM

Good morning, can we push our meeting to 9:20 EST? Thank you in advance.

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Sunday, November 19, 2023 7:00:52 PM
To: Marx, James <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Agenda for JFRD/RightSite Monday (11/20) Touchbase

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Brien,

Hope you are having a nice weekend. Here's the agenda for our Monday's call. Please let me know if you want to add anything.

1. New stations and additional training: Next Steps
2. Updates on data request - total run numbers for the entire department to identify percent of EMS runs match Dr. Elias's list
3. Behavioral Health/Psychiatric Facility: Next Steps

Talk to you tomorrow!

Regards,
Swati

Swati Swani
Director, Design & Implementation



[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

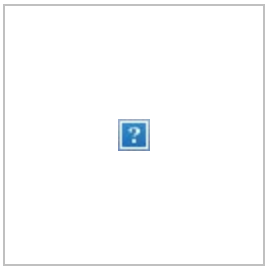
From: Swati Swani
To: Marx, James
Cc: Jamo Rubin
Subject: Re: Agenda for JFRD/RightSite Monday (11/20) Touchbase
Date: Monday, November 20, 2023 8:43:00 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Brien,

Yes, moving it to 9:20 ET.

Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Nov 20, 2023 at 7:33 AM Marx, James <JMarx@coj.net> wrote:

> Good morning, can we push our meeting to 9:20 EST? Thank you in advance.
>
> Brien Marx
> Asst. Chief Quality Assurance &
> Communications
>
> Jacksonville Fire/Rescue
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
> 904-763-3429 (Cell)
> Email: jmarx@coj.net
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Sunday, November 19, 2023 7:00:52 PM
> **To:** Marx, James <JMarx@coj.net>
> **Cc:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Subject:** Agenda for JFRD/RightSite Monday (11/20) Touchbase
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any

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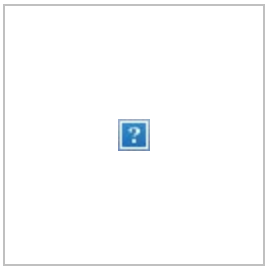
1. New stations and additional training: Next Steps
2. Updates on data request - total run numbers for the entire department to identify percent of EMS runs match Dr. Elias's list
3. Behavioral Health/Psychiatric Facility: Next Steps

Talk to you tomorrow!

Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James
To: Swati Swani
Cc: Jamo Rubin
Subject: RE: Agenda for JFRD/RightSite Monday (11/27) Touchbase
Date: Wednesday, November 22, 2023 1:47:00 PM

Swati and Jamo,

I wish you both a happy Thanksgiving! I look forward to our meeting Monday.

Brien

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, November 22, 2023 1:40 PM
To: Marx, James <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Agenda for JFRD/RightSite Monday (11/27) Touchbase

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Brien,

Here's our agenda for Monday's meeting. Wanted to send it to you prior to the holiday weekend.

1. Update from the meeting with Mayor and Chief on 11/21
2. Plan for expansion to additional stations
3. Discuss possibility of expansion into Dispatch

Wishing you and your family a very happy Thanksgiving! Thank you for all your support, hope you have a nice weekend!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: BElias@coj.net
To: Mene Demestihas
Subject: Re: Call today
Date: Tuesday, August 22, 2023 1:56:51 PM

Sounds good
You and I

Sent from my iPhone

> On Aug 22, 2023, at 1:55 PM, Mene Demestihas <mene.demestihas@rightsitehealth.com> wrote:
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> No that works. Jamo has a potential conflict and I'm going to ask him to drop so it will just be the two of us.
>
> On Tue, Aug 22, 2023 at 11:37 AM Elias, Bradley <BElias@coj.net> wrote:
>> Ok
>> I will probably be the only representative from JFRD, unless you want Chief Blanton or Chief Guthrie
>>
>> Sent from my iPhone
>>
>>> On Aug 22, 2023, at 12:33 PM, Mene Demestihas <mene.demestihas@rightsitehealth.com> wrote:
>>>
>>> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>>>
>>> Just Jamo, if that is ok.
>>>
>>> ~Mene
>>>
>>> **Mene Demestihas, M.D.**
>>> Chief Medical Officer
>>> 678.644.2101
>>> mene.demestihas@righsitehealth.com



rightsitehealth.com

On Tue, Aug 22, 2023 at 11:32 AM Elias, Bradley <BElias@coj.net> wrote:

> Are you having Jamo and other admin on the call?
>
> Sent from my iPhone

--
Inline image

Mene Demestihas, M.D.
Chief Medical Officer

[m] 770.373.7634
[o] 866.774.4911
mene.demestihas@rightsitehealth.com
rightsitehealth.com

~~~~
Sent from my mobile device
~~~~

From: Elias, Bradley
To: Mene Demestihas
Subject: Re: Call today
Date: Tuesday, August 22, 2023 12:36:59 PM

Ok
I will probably be the only representative from JFRD, unless you want Chief Blanton or Chief Guthrie

Sent from my iPhone

> On Aug 22, 2023, at 12:33 PM, Mene Demestihas <mene.demestihas@rightsitehealth.com> wrote:
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Just Jamo, if that is ok.
>
> ~Mene
>
> **Mene Demestihas, M.D.**
> Chief Medical Officer
> 678.644.2101
> mene.demestihas@righsitehealth.com
> rightsitehealth.com
>
> On Tue, Aug 22, 2023 at 11:32 AM Elias, Bradley <BElias@coj.net> wrote:
>> Are you having Jamo and other admin on the call?
>>
>> Sent from my iPhone

From: BElias@coj.net
To: Mene Demestihas
Subject: Re: Call today
Date: Tuesday, August 22, 2023 12:36:58 PM

Ok
I will probably be the only representative from JFRD, unless you want Chief Blanton or Chief Guthrie

Sent from my iPhone

> On Aug 22, 2023, at 12:33 PM, Mene Demestihas <mene.demestihas@rightsitehealth.com> wrote:
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> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
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> Just Jamo, if that is ok.
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> ~Mene
>
> **Mene Demestihas, M.D.**
> Chief Medical Officer
> 678.644.2101
> mene.demestihas@righsitehealth.com
> rightsitehealth.com
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> On Tue, Aug 22, 2023 at 11:32 AM Elias, Bradley <BElias@coj.net> wrote:
>> Are you having Jamo and other admin on the call?
>>
>> Sent from my iPhone

From: Elias, Bradley
To: Mene Demestihas
Subject: Re: Call today
Date: Tuesday, August 22, 2023 1:56:52 PM

Sounds good
You and I

Sent from my iPhone

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rightsitehealth.com

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>
> Sent from my iPhone

--
Inline image

Mene Demestihas, M.D.
Chief Medical Officer

[m] 770.373.7634
[o] 866.774.4911
mene.demestihas@rightsitehealth.com
rightsitehealth.com

~~~~
Sent from my mobile device
~~~~

From: Marx, James
To: Jamo Rubin
Cc: Swati Swani
Subject: RE: Call Today
Date: Monday, November 27, 2023 9:32:00 AM

Jamo,

My schedule is clear. I could meet today between 1 and 2 PM EST, tomorrow morning between 9 and 11AM EST.
Let me know if any of these times works for you.

Brien

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Monday, November 27, 2023 7:38 AM
To: Marx, James <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
Subject: Call Today

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good morning, Brien. I've had a conflict come up during our call this morning but hope you and Swati can go over the agenda. If you have some time today/tomorrow for a quick call, I'd like to update you on the meeting last week Keith and I had with the City (the follow up email is below).

Karen (CAO) and Lynn (Exec Dir of Health Programs for CoJ) were both very excited and supportive of Keith expanding the program. The next steps are for us to get together with Keith and create specific next steps. I'll reach out to him today to see how he wants to approach that.

Hope you had a great Thanksgiving!

Jamo

> Begin forwarded message:
>
> **From:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Subject: RightSite Health / JFRD**
> **Date:** November 27, 2023 at 6:32:31 AM CST
> **To:** lsherman@coj.net, bowlingk@coj.net
> **Cc:** Keith Powers <kpowers@coj.net>, Swati Swani <swati.swani@rightsitehealth.com>

Karen and Lynn,

Thank you again for your time last week and interest in RightSite's service for non-emergent 911/EMS callers. We are excited about the partnership with JFRD and improving medical and social care for the Jacksonville community.

Lynn, as promised, here's a copy of the deck we brought to the meeting.

We also look forward to meeting with Jax Care Connect and its partners. Please let us know what the next steps are to get that scheduled.

Hope you all had a great Thanksgiving holiday,

Jamo



Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Mene Demestihas
To: Elias, Bradley
Subject: Re: Call today
Date: Tuesday, August 22, 2023 12:33:26 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Just Jamo, if that is ok.

~Mene

Mene Demestihas, M.D.
Chief Medical Officer
678.644.2101
mene.demestihas@righsitehealth.com
rightsitehealth.com

On Tue, Aug 22, 2023 at 11:32 AM Elias, Bradley <BElias@coj.net> wrote:

> Are you having Jamo and other admin on the call?
>
> Sent from my iPhone

From: Marx, James
To: Jamo Rubin
Subject: RE: Call Today
Date: Monday, November 27, 2023 3:01:00 PM

I think 11 will work. I'll be visiting a fire station during that time, so if I don't come on please give me a call on my cell. 904-424-4587.

Brien

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Monday, November 27, 2023 11:52 AM
To: Marx, James <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
Subject: Re: Call Today

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

How about 10:30-11:00 ET tomorrow?

Thanks

> On Nov 27, 2023, at 8:32 AM, Marx, James <JMarx@coj.net> wrote:
>
> Jamo,
>
> My schedule is clear. I could meet today between 1 and 2 PM EST, tomorrow morning between 9 and 11AM EST.
> Let me know if any of these times works for you.
>
> Brien
>
> ---
>
> **From:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Sent:** Monday, November 27, 2023 7:38 AM
> **To:** Marx, James <JMarx@coj.net>
> **Cc:** Swati Swani <swati.swani@rightsitehealth.com>
> **Subject:** Call Today
>
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Hope you had a great Thanksgiving!

Jamo

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From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: RightSite Health / JFRD
Date: November 27, 2023 at 6:32:31 AM CST
To: lsherman@coj.net, bowlingk@coj.net
Cc: Keith Powers <kpowers@coj.net>, Swati Swani <swati.swani@rightsitehealth.com>

Karen and Lynn,

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Lynn, as promised, here's a copy of the deck we brought to the meeting.

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Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com



From: Jamo Rubin
To: Marx, James
Cc: Swati Swani
Subject: Re: Call Today
Date: Monday, November 27, 2023 11:52:06 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

How about 10:30-11:00 ET tomorrow?

Thanks

> On Nov 27, 2023, at 8:32 AM, Marx, James <JMarx@coj.net> wrote:
>
> Jamo,
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> My schedule is clear. I could meet today between 1 and 2 PM EST, tomorrow morning between 9 and 11AM EST.
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>
> ---
>
> **From:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Sent:** Monday, November 27, 2023 7:38 AM
> **To:** Marx, James <JMarx@coj.net>
> **Cc:** Swati Swani <swati.swani@rightsitehealth.com>
> **Subject:** Call Today
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Date: November 27, 2023 at 6:32:31 AM CST
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Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Mene Demestihas
To: Elias, Bradley
Subject: Re: Call today
Date: Tuesday, August 22, 2023 1:55:04 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

No that works. Jamo has a potential conflict and I'm going to ask him to drop so it will just be the two of us.

On Tue, Aug 22, 2023 at 11:37 AM Elias, Bradley <BElias@coj.net> wrote:

> Ok
> I will probably be the only representative from JFRD, unless you want Chief Blanton or Chief Guthrie
>
> Sent from my iPhone
>
> > On Aug 22, 2023, at 12:33 PM, Mene Demestihas <mene.demestihas@rightsitehealth.com> wrote:
> >
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> >
> > Just Jamo, if that is ok.
> >
> > ~Mene
> >
> > **Mene Demestihas, M.D.**
> > Chief Medical Officer
> > 678.644.2101
> > mene.demestihas@righsitehealth.com
> > rightsitehealth.com
> >
> > On Tue, Aug 22, 2023 at 11:32 AM Elias, Bradley <BElias@coj.net> wrote:
> >
> > > Are you having Jamo and other admin on the call?
> > >
> > > Sent from my iPhone

--
Inline image

Mene Demestihas, M.D.
Chief Medical Officer

[m] 770.373.7634
[o] 866.774.4911
mene.demestihas@rightsitehealth.com
rightsitehealth.com

~~~~
Sent from my mobile device
~~~~

From: BElias@coj.net
To: Chip Walls
Subject: Re: Cancelled Meeting
Date: Tuesday, October 14, 2025 11:19:03 AM

Sounds good Chip.
I am looking forward to really getting this going.

Brad

> On Oct 14, 2025, at 10:58 AM, Chip Walls <chip.walls@rightsitehealth.com> wrote:
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Dr. Elias
>
> Chief Marx is unavailable to meet today.
>
> I canceled the meeting.
>
> We will catch up next week.
>
> Have a great day.
>
> Chip

From: Elias, Bradley - FRRS
To: Chip Walls
Subject: Re: Cancelled Meeting
Date: Tuesday, October 14, 2025 11:19:03 AM

Sounds good Chip.
I am looking forward to really getting this going.

Brad

> On Oct 14, 2025, at 10:58 AM, Chip Walls <chip.walls@rightsitehealth.com> wrote:
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
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> Dr. Elias
>
> Chief Marx is unavailable to meet today.
>
> I canceled the meeting.
>
> We will catch up next week.
>
> Have a great day.
>
> Chip

From: Marx, James - FRRS
To: Jamo Rubin
Subject: RE: Checking In
Date: Monday, September 30, 2024 2:52:00 PM

Jamo,

I have some time Wednesday to discuss things. Does 10am est. work for you?

Brien

-----Original Message-----
From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Monday, September 30, 2024 9:00 AM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Re: Checking In

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Can we touch base this week to think about timing about the working with your dispatch team?

Thanks,

Jamo

> On Sep 26, 2024, at 9:38 AM, Marx, James - FRRS <JMarx@coj.net> wrote:
>
> Everything is pretty much normal business. Thanks for checking in!
>
> Brien
>
> -----Original Message-----
> From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
> Sent: Thursday, September 26, 2024 7:56 AM
> To: Marx, James - FRRS <JMarx@coj.net>
> Subject: Checking In
>
> EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
>
>
> Hi Chief!
>
> Just checking in to see how things are going?
>
> Jamo

From: Marx, James
To: Jamo Rubin
Subject: RE: Checking in
Date: Thursday, November 2, 2023 11:40:00 AM

Jamo,

Still trying to determine who we're going to add. Should have an update on Monday.

Brien

-----Original Message-----
From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Thursday, November 2, 2023 6:48 AM
To: Marx, James <JMarx@coj.net>
Subject: Checking in

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Brien,

Just checking in to see if there's any movement about adding new stations and training those crews?

Thanks, Jamo

From: Marx, James - FRRS
To: Jamo Rubin
Subject: Re: Checking In
Date: Monday, September 30, 2024 9:49:40 PM

Yes it does.

Brien Marx
Asst. Chief Communications &
Special Projects

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Monday, September 30, 2024 9:47:09 PM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Re: Checking In

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

By any chance does 10:30 est work on Wednesday?

> On Sep 30, 2024, at 1:52 PM, Marx, James - FRRS <JMarx@coj.net> wrote:
>
> Jamo,
>
> I have some time Wednesday to discuss things. Does 10am est. work for you?
>
> Brien
>
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> From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
> Sent: Monday, September 30, 2024 9:00 AM
> To: Marx, James - FRRS <JMarx@coj.net>
> Subject: Re: Checking In
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>

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> Thanks,
>
> Jamo
>
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>>
>> Everything is pretty much normal business. Thanks for checking in!
>>
>> Brien
>>
>> -----Original Message-----
>> From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
>> Sent: Thursday, September 26, 2024 7:56 AM
>> To: Marx, James - FRRS <JMarx@coj.net>
>> Subject: Checking In
>>
>> EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>>
>>
>>
>> Hi Chief!
>>
>> Just checking in to see how things are going?
>>
>> Jamo
>

From: Marx, James - FRRS
To: Jamo Rubin
Subject: RE: Checking In
Date: Friday, September 27, 2024 8:33:00 AM

Good morning,

We have a lot of trees and wires down. We're in the process of getting assessments of the city to see if we have any significant impacts. JFRD is pretty much normal business, very few medical calls fortunately.

Brien

-----Original Message-----
From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, September 27, 2024 7:52 AM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Re: Checking In

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

I hope that terrible storm is far enough away …

Do you have any thoughts about when your comm center will be close to us starting to work on the training and integration with the dispatch team?

Jamo

> On Sep 26, 2024, at 9:38 AM, Marx, James - FRRS <JMarx@coj.net> wrote:
>
> Everything is pretty much normal business. Thanks for checking in!
>
> Brien
>
> -----Original Message-----
> From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
> Sent: Thursday, September 26, 2024 7:56 AM
> To: Marx, James - FRRS <JMarx@coj.net>
> Subject: Checking In
>
> EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
>
>
> Hi Chief!
>
> Just checking in to see how things are going?
>
> Jamo

From: Jamo Rubin
To: Marx, James - FRRS
Subject: Re: Checking In
Date: Monday, September 30, 2024 9:47:28 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

By any chance does 10:30 est work on Wednesday?

> On Sep 30, 2024, at 1:52 PM, Marx, James - FRRS <JMarx@coj.net> wrote:
>
> Jamo,
>
> I have some time Wednesday to discuss things. Does 10am est. work for you?
>
> Brien
>
> -----Original Message-----
> From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
> Sent: Monday, September 30, 2024 9:00 AM
> To: Marx, James - FRRS <JMarx@coj.net>
> Subject: Re: Checking In
>
> EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
>
>
> Can we touch base this week to think about timing about the working with your dispatch team?
>
> Thanks,
>
> Jamo
>
>> On Sep 26, 2024, at 9:38 AM, Marx, James - FRRS <JMarx@coj.net> wrote:
>>
>> Everything is pretty much normal business. Thanks for checking in!
>>
>> Brien
>>
>> -----Original Message-----
>> From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
>> Sent: Thursday, September 26, 2024 7:56 AM
>> To: Marx, James - FRRS <JMarx@coj.net>
>> Subject: Checking In
>>
>> EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>>
>>
>>
>> Hi Chief!

>>
>> Just checking in to see how things are going?
>>
>> Jamo
>

From: Marx, James - FRRS
To: Jamo Rubin
Subject: RE: Checking In
Date: Thursday, September 26, 2024 10:38:00 AM

Everything is pretty much normal business. Thanks for checking in!

Brien

-----Original Message-----
From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Thursday, September 26, 2024 7:56 AM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Checking In

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Chief!

Just checking in to see how things are going?

Jamo

From: Jamo Rubin
To: Marx, James - FRRS
Subject: Re: Checking In
Date: Monday, September 30, 2024 9:04:24 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Can we touch base this week to think about timing about the working with your dispatch team?

Thanks,

Jamo

> On Sep 26, 2024, at 9:38 AM, Marx, James - FRRS <JMarx@coj.net> wrote:
>
> Everything is pretty much normal business. Thanks for checking in!
>
> Brien
>
> -----Original Message-----
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> Sent: Thursday, September 26, 2024 7:56 AM
> To: Marx, James - FRRS <JMarx@coj.net>
> Subject: Checking In
>
> EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
>
>
> Hi Chief!
>
> Just checking in to see how things are going?
>
> Jamo

From: Jamo Rubin
To: Marx, James - FRRS
Subject: Re: Checking In
Date: Friday, September 27, 2024 7:52:03 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

I hope that terrible storm is far enough away …

Do you have any thoughts about when your comm center will be close to us starting to work on the training and integration with the dispatch team?

Jamo

> On Sep 26, 2024, at 9:38 AM, Marx, James - FRRS <JMarx@coj.net> wrote:
>
> Everything is pretty much normal business. Thanks for checking in!
>
> Brien
>
> -----Original Message-----
> From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
> Sent: Thursday, September 26, 2024 7:56 AM
> To: Marx, James - FRRS <JMarx@coj.net>
> Subject: Checking In
>
> EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
>
>
> Hi Chief!
>
> Just checking in to see how things are going?
>
> Jamo

From: Marx, James - FRRS
To: Jamo Rubin
Subject: RE: Checking In
Date: Monday, August 19, 2024 2:05:00 PM

That works

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Monday, August 19, 2024 1:57 PM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Re: Checking In

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

How's 11ET?

> On Aug 19, 2024, at 11:45 AM, Marx, James - FRRS <JMarx@coj.net> wrote:
>
> Jamo,
>
> I have some time tomorrow. What time are you thinking?
>
> Brien
>
> ---
>
> **From:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Sent:** Saturday, August 17, 2024 9:37 AM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Subject:** Re: Checking In
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Thanks for sending this.
>
> If you have a few minutes to catch up this week, let me know a convenient time.
>
> Have a good weekend
>
> Jamo

On Aug 16, 2024, at 8:41 AM, Marx, James - FRRS <JMarx@coj.net> wrote:

Jamo,

Dr. Elias has approved some of the Alpha responses in EMD. Attached is the list. This will make it easier for the dispatcher to know when Right Site is an option.

Brien

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Thursday, August 8, 2024 7:21 AM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Checking In

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Brien,

Just thought I'd check in to see how things are going in Dispatch? If a quick call is easier, let me know.

Hope all is well,

Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

<EMD Protocol for Right Site.docx>

From: Marx, James - FRRS
To: Jamo Rubin
Subject: RE: Checking In
Date: Monday, August 19, 2024 1:45:00 PM

Jamo,

I have some time tomorrow. What time are you thinking?

Brien

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Saturday, August 17, 2024 9:37 AM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Re: Checking In

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thanks for sending this.

If you have a few minutes to catch up this week, let me know a convenient time.

Have a good weekend

Jamo

> On Aug 16, 2024, at 8:41 AM, Marx, James - FRRS <JMarx@coj.net> wrote:
>
> Jamo,
>
> Dr. Elias has approved some of the Alpha responses in EMD. Attached is the list. This will make it easier for the dispatcher to know when Right Site is an option.
>
> Brien
>
> ---
>
> **From:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Sent:** Thursday, August 8, 2024 7:21 AM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Subject:** Checking In
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address.

Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Brien,

Just thought I'd check in to see how things are going in Dispatch? If a quick call is easier, let me know.

Hope all is well,

Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

<EMD Protocol for Right Site.docx>

From: Jamo Rubin
To: Marx, James - FRRS
Subject: Re: Checking In
Date: Monday, August 19, 2024 1:57:38 PM

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How's 11ET?

> On Aug 19, 2024, at 11:45 AM, Marx, James - FRRS <JMarx@coj.net> wrote:
>
> Jamo,
>
> I have some time tomorrow. What time are you thinking?
>
> Brien
>
> ---
>
> **From:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Sent:** Saturday, August 17, 2024 9:37 AM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Subject:** Re: Checking In
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Thanks for sending this.
>
> If you have a few minutes to catch up this week, let me know a convenient time.
>
> Have a good weekend
>
> Jamo
>
> > On Aug 16, 2024, at 8:41 AM, Marx, James - FRRS <JMarx@coj.net> wrote:
> >
> > Jamo,

Dr. Elias has approved some of the Alpha responses in EMD. Attached is the list. This will make it easier for the dispatcher to know when Right Site is an option.

Brien

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Thursday, August 8, 2024 7:21 AM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Checking In

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Hi Brien,

Just thought I'd check in to see how things are going in Dispatch? If a quick call is easier, let me know.

Hope all is well,

Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

<EMD Protocol for Right Site.docx>

From: Marx, James - FRRS
To: Jamo Rubin
Subject: RE: Checking In
Date: Friday, August 16, 2024 10:41:00 AM
Attachments: EMD Protocol for Right Site.docx

Jamo,

Dr. Elias has approved some of the Alpha responses in EMD. Attached is the list. This will make it easier for the dispatcher to know when Right Site is an option.

Brien

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Thursday, August 8, 2024 7:21 AM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Checking In

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Brien,

Just thought I'd check in to see how things are going in Dispatch? If a quick call is easier, let me know.

Hope all is well,

Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Jamo Rubin
To: Marx, James - FRRS
Subject: Re: Checking In
Date: Saturday, August 17, 2024 9:37:43 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thanks for sending this.

If you have a few minutes to catch up this week, let me know a convenient time.

Have a good weekend

Jamo

> On Aug 16, 2024, at 8:41 AM, Marx, James - FRRS <JMarx@coj.net> wrote:
>
> Jamo,
>
> Dr. Elias has approved some of the Alpha responses in EMD. Attached is the list. This will make it easier for the dispatcher to know when Right Site is an option.
>
> Brien
>
> ---
>
> **From:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Sent:** Thursday, August 8, 2024 7:21 AM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Subject:** Checking In
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Hi Brien,
>
> Just thought I'd check in to see how things are going in Dispatch? If a quick call is easier, let me know.
>
> Hope all is well,
>
> Jamo



Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

<EMD Protocol for Right Site.docx>

From: Jamo Rubin
To: Marx, James - FRRS
Subject: Re: Checking In
Date: Friday, August 16, 2024 11:25:04 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Excellent - thanks for sharing!

> On Aug 16, 2024, at 8:41 AM, Marx, James - FRRS <JMarx@coj.net> wrote:
>
> Jamo,
>
> Dr. Elias has approved some of the Alpha responses in EMD. Attached is the list. This will make it easier for the dispatcher to know when Right Site is an option.
>
> Brien
>
> ---
>
> **From:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Sent:** Thursday, August 8, 2024 7:21 AM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Subject:** Checking In
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Hi Brien,
>
> Just thought I'd check in to see how things are going in Dispatch? If a quick call is easier, let me know.
>
> Hope all is well,
>
> Jamo
>
> **Jamo Rubin, M.D.**
> CEO



210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

<EMD Protocol for Right Site.docx>

From: Marx, James - FRRS
To: Jamo Rubin
Subject: RE: Checking In
Date: Monday, August 12, 2024 4:35:00 PM

Jamo,

I have a meeting tomorrow with Dr. Elias to go over the RS appropriate protocol list to make some changes that will work better for us. Once we have the list updated I'll send it to you.

Brien

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Thursday, August 8, 2024 1:34 PM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Re: Checking In

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Got it - this all makes sense.

Can you forward Dr Elias's list so we can document that on our end?

Thanks for the update.

Jamo

> On Aug 8, 2024, at 9:53 AM, Marx, James - FRRS <JMarx@coj.net> wrote:
>
> Jamo,
>
> We're moving forward. Dr. Elias has sent us his approved RS call types. We're working on how to add this information so the call taker will know when to offer RS to the caller. Our situation is a lot different than Grady even though we both use Priority Dispatch. The difference is that we have our internal plain text codes that we've used for years, and we match them to Priority Dispatch codes.
>
> Brien
>
> ---
>
> **From:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Sent:** Thursday, August 8, 2024 7:21 AM

To: Marx, James - FRRS <JMarx@coj.net>
Subject: Checking In

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Brien,

Just thought I'd check in to see how things are going in Dispatch? If a quick call is easier, let me know.

Hope all is well,

Jamo



Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Jamo Rubin
To: Marx, James - FRRS
Subject: Re: Checking In
Date: Thursday, August 8, 2024 1:34:01 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Got it - this all makes sense.

Can you forward Dr Elias's list so we can document that on our end?

Thanks for the update.

Jamo

> On Aug 8, 2024, at 9:53 AM, Marx, James - FRRS <JMarx@coj.net> wrote:
>
> Jamo,
>
> We're moving forward. Dr. Elias has sent us his approved RS call types. We're working on how to add this information so the call taker will know when to offer RS to the caller. Our situation is a lot different than Grady even though we both use Priority Dispatch. The difference is that we have our internal plain text codes that we've used for years, and we match them to Priority Dispatch codes.
>
> Brien
>
> **From:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Sent:** Thursday, August 8, 2024 7:21 AM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Subject:** Checking In
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Hi Brien,
>
> Just thought I'd check in to see how things are going in Dispatch? If a quick call is easier, let me know.

Hope all is well,

Jamo



Jamo Rubin, M.D.
CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Marx, James - FRRS
To: Jamo Rubin
Subject: RE: Checking In
Date: Thursday, August 8, 2024 10:53:00 AM

Jamo,

We're moving forward. Dr. Elias has sent us his approved RS call types. We're working on how to add this information so the call taker will know when to offer RS to the caller. Our situation is a lot different than Grady even though we both use Priority Dispatch. The difference is that we have our internal plain text codes that we've used for years, and we match them to Priority Dispatch codes.

Brien

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Thursday, August 8, 2024 7:21 AM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Checking In

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Hi Brien,

Just thought I'd check in to see how things are going in Dispatch? If a quick call is easier, let me know.

Hope all is well,

Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

To: Jamo Rubin
Subject: RE: Checking In
Date: Thursday, August 8, 2024 10:52:44 AM

Jamo,

We're moving forward. Dr. Elias has sent us his approved RS call types. We're working on how to add this information so the call taker will know when to offer RS to the caller. Our situation is a lot different than Grady even though we both use Priority Dispatch. The difference is that we have our internal plain text codes that we've used for years and we match them to Priority Dispatch codes. We also have to figure out how to not dispatch calls before we have the information that the call is RS approved just to offer the option to the caller. These are only a few of the challenges we have to figure out.

Brien

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Thursday, August 8, 2024 7:21 AM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Checking In

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Brien,

Just thought I'd check in to see how things are going in Dispatch? If a quick call is easier, let me know.

Hope all is well,

Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Jamo Rubin
To: Marx, James - FRRS
Subject: Re: Checking In
Date: Friday, October 25, 2024 12:48:46 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Sounds great, thanks for the update.

Have a good weekend.

Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

On Fri, Oct 25, 2024 at 10:28 AM Marx, James - FRRS <JMarx@coj.net> wrote:

> All is good. Finalizing everything for Tuesday.
>
> Brien
>
> ---
>
> **From:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Sent:** Friday, October 25, 2024 12:20 PM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Subject:** Checking In
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Hi Brien,

> Just thought I’d check in to see how things are going on your end. Hope you have a good weekend, and look forward to hearing from you.
>
> Jamo

From: Jamo Rubin
To: Marx, James
Subject: Re: Checking in
Date: Thursday, November 2, 2023 12:09:46 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

OK, thanks!

Jamo

> On Nov 2, 2023, at 10:40 AM, Marx, James <JMarx@coj.net> wrote:
>
> Jamo,
>
> Still trying to determine who we're going to add. Should have an update on Monday.
>
> Brien
>
> -----Original Message-----
> From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
> Sent: Thursday, November 2, 2023 6:48 AM
> To: Marx, James <JMarx@coj.net>
> Subject: Checking in
>
> EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
>
>
> Hi Brien,
>
> Just checking in to see if there’s any movement about adding new stations and training those crews?
>
> Thanks, Jamo

From: Marx, James - FRRS
To: Jamo Rubin
Subject: RE: Checking in
Date: Thursday, September 12, 2024 1:04:00 PM

Jamo,

All is good. We're making progress. See you at 3 today for our RS call

Brien

-----Original Message-----
From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Thursday, September 12, 2024 8:12 AM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Checking in

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Brien, hope you and your family had a fun Labor Day weekend.

I’m just checking in to see how things are going and hoping we can find time for a quick catch up call?

Thanks,

Jamo.

From: Marx, James - FRRS
To: Jamo Rubin
Subject: RE: Checking In
Date: Friday, October 25, 2024 12:28:00 PM

All is good. Finalizing everything for Tuesday.

Brien

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, October 25, 2024 12:20 PM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Checking In

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Brien,

Just thought I'd check in to see how things are going on your end. Hope you have a good weekend, and look forward to hearing from you.

Jamo

From:	Gabriel, Jason
To:	Powers, Keith; Mairs, Rita
Cc:	Hodges, Lawsikia; Bowling, Karen; Smith, Darnell; Elias, Bradley; Jamo Rubin; Marx, James; Blanton, Jake; Guthrie, Daniel
Subject:	RE: City of Jacksonville | RightSite Health
Date:	Tuesday, April 2, 2024 4:53:34 PM
Attachments:	image002.png

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To: Gabriel, Jason; Mairs, Rita
Cc: Hodges, Lawsikia; Bowling, Karen; Smith, Darnell; Elias, Bradley; Jamo Rubin; Marx, James; Blanton, Jake; Guthrie, Daniel
Subject: RE: City of Jacksonville | RightSite Health
Date: Tuesday, April 2, 2024 4:51:12 PM

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Thanks for all the assistance with this very important project!

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Director/Fire Chief
Jacksonville Fire/Rescue Department
515 N. Julia Street
Jacksonville, Fl. 32202
904-255-3300 office
904-237-9807 cell

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Cc: Powers, Keith <KPowers@coj.net>; Hodges, Lawsikia <LHodges@coj.net>
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Thanks very much,

-Jason G.

Jason R. Gabriel
Partner

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Date:	Tuesday, April 2, 2024 4:53:36 PM
Attachments:	image002.png

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Great, thank you Chief. We will work with OGC per below, and look forward to getting this underway! Appreciate it. - Jason

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Cc: Hodges, Lawsikia <LHodges@coj.net>; Bowling, Karen <BowlingK@coj.net>; Smith, Darnell <DSmith1@coj.net>; Elias, Bradley <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Marx, James <JMarx@coj.net>; Blanton, Jake <JBlanton@coj.net>; Guthrie, Daniel <DanielG@coj.net>
Subject: RE: City of Jacksonville | RightSite Health

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From: Swati Swani
To: Marx, James - FRRS
Cc: Jamo Rubin
Subject: Re: Data Request
Date: Thursday, December 12, 2024 12:19:55 PM
Attachments: image001.png

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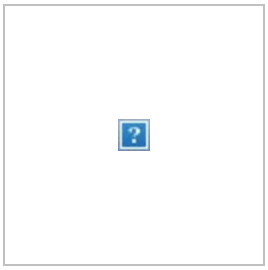
Good Afternoon Chief,

We have received your request. I am working on it and will send you all the details shortly.

Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Thu, Dec 12, 2024 at 11:15 AM Marx, James - FRRS <JMarx@coj.net> wrote:

> Swati,
>
> We're excited to begin our training next week. I have a few questions and data requests so that I have something to gauge with what Right Site is seeing in other departments. This information will also help us to determine what staffing may be required to meet potential demands.
>
> 1. I know you said that Right Site is in San Antonio Fire/Rescue dispatch and Grady. Are you working in any other 911 EMS Communication Centers or any other fire departments? If so, which departments.
> 2. How many calls are being referred from each dispatch center or fire department on a daily basis?
> 3. How long does it take from when the phone is answered by RS until the dispatcher is able to hang up?
> 4. How many referrals that you receive from a dispatch center that RS is escalates the call back to the dispatch center for 911 responders to transport the patient?
> 5. Can you send me a name and contact info for someone in San Antonio Dispatch? I would like to hear from them what is working for them or possibly what isn't working.

See you next week!

Kind Regards,

J. Brien Marx

Asst. Chief of Communications &

Special Projects

Jacksonville Fire/Rescue Department

515 Julia St.

Jacksonville, FL 32202

904-255-7728 (Office)

904-763-3429 (Cell)

Email: jmarx@coj.net



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From: Marx, James - FRRS
To: Swati Swani
Subject: RE: Data Request
Date: Thursday, December 12, 2024 2:42:00 PM
Attachments: image001.png

Swati,

Thank you for the information. I'm sure it will be helpful.

J. Brien Marx
Asst. Chief of Communications &
Special Projects

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904-763-3429 (Cell)
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Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Re: Data Request

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief Marx,

Please see my responses below in blue.

1. I know you said that Right Site is in San Antonio Fire/Rescue dispatch and Grady. Are you working in any other 911 EMS Communication Centers or any other fire departments? If so, which departments. **We are also working with two other dispatch centers in GA**
2. How many calls are being referred from each dispatch center or fire department on a daily basis? **San Antonio and Grady are sending 10 - 25 calls/day**
3. How long does it take from when the phone is answered by RS until the dispatcher is able to hang up? **The average release time for dispatch calls is 2 minutes**
4. How many referrals that you receive from a dispatch center that RS is escalates the call back to the dispatch center for 911 responders to transport the patient? **About 15% of dispatch calls are sent back to EMS to escalate for a field visit**
5. Can you send me a name and contact info for someone in San Antonio Dispatch? I would like to hear from them what is working for them or possibly what isn't working. **Of course - let me find the name and availability of the best person for you to talk to**

Looking forward to the training next week!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Thu, Dec 12, 2024 at 11:15 AM Marx, James - FRRS <JMarx@coj.net> wrote:

> Swati,
>
> We're excited to begin our training next week. I have a few questions and data requests so that I have something to gauge with what Right Site is seeing in other departments. This information will also help us to determine what staffing may be required to meet potential demands.
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See you next week!

Kind Regards,

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net



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From: Swati Swani
To: Marx, James - FRRS
Cc: Jamo Rubin
Subject: Re: Data Request
Date: Thursday, December 12, 2024 1:59:38 PM
Attachments: image001.png

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From: Elias, Bradley
To: Mene Demestihas
Cc: Jamo Rubin; Jared Oscarson; Swati Swani
Subject: RE: Data
Date: Friday, January 5, 2024 12:55:00 PM

Thank you Mene !

This is good stuff.

I am open on 18th in the afternoon and on the 20th in the morning.

Brad

From: Mene Demestihas <mene.demestihas@rightsitehealth.com>
Sent: Thursday, January 4, 2024 4:02 PM
To: Elias, Bradley <BElias@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Swati Swani <swati.swani@rightsitehealth.com>
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Looking forward to working with you,
Mene

Mene Demestihas, M.D.
Chief Medical Officer
678.644.2101
mene.demestihas@righsitehealth.com
rightsitehealth.com

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> **Sent:** Thursday, December 28, 2023 11:41 AM
> **To:** Elias, Bradley <BElias@coj.net>
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> Thanks again for all your help, and look forward to seeing you in Jacksonville soon.
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> Jamo
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> **Jamo Rubin, M.D.**
> CEO
> 210.557.2205
> jamo.rubin@rightsitehealth.com
> **rightsitehealth.com**

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>
> Thank you,
>
> Brad

From: BElias@coj.net
To: Mene Demestihas
Subject: Re: Data
Date: Thursday, January 18, 2024 10:34:45 AM

Yes
My office is there at 515.
I will come to where the training is and get you.

Brad

Sent from my iPhone

> On Jan 18, 2024, at 10:30 AM, Mene Demestihas <mene.demestihas@rightsitehealth.com> wrote:
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
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> I'm looking forward to seeing you today at 3pm. Are we meeting at 515 N. Julia St / Headquaters, or do you have an office I should meet you at?
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> Mene
>
> 
>
> **Mene Demestihas, M.D.**
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> 678.644.2101
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> rightsitehealth.com
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> > **From:** Mene Demestihas <mene.demestihas@rightsitehealth.com>
> > **Sent:** Monday, January 8, 2024 1:05 PM
> > **To:** Elias, Bradley <BElias@coj.net>

Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Swati Swani <swati.swani@rightsitehealth.com>
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Thank you,

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<~WRD0002.jpg>

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From: Elias, Bradley
To: Jamo Rubin
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Subject: RE: Data
Date: Tuesday, January 2, 2024 10:27:00 AM

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From: Mene Demestihas
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Cc: Jamo Rubin; Jared Oscarson; Swati Swani
Subject: Re: Data
Date: Thursday, January 18, 2024 10:30:44 AM

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To:	Jamo Rubin
Cc:	Jared Oscarson; Mene Demestihas M.D.; Swati Swani
Subject:	RE: Data
Date:	Tuesday, January 2, 2024 10:26:23 AM

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Sent: Thursday, January 4, 2024 4:02 PM
To: Elias, Bradley <BElias@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Swati Swani <swati.swani@rightsitehealth.com>
Subject: Re: Data

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From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
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To: Elias, Bradley <BElias@coj.net>
Cc: Jared Oscarson <jared.oscarson@rightsitehealth.com>; Mene Demestihas M.D. <mene.demestihas@rightsitehealth.com>; Swati Swani <swati.swani@rightsitehealth.com>
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From: Mene Demestihas
To: Elias, Bradley
Cc: Jamo Rubin; Jared Oscarson; Swati Swani
Subject: Re: Data
Date: Thursday, January 4, 2024 4:03:11 PM
Attachments: De-identified_ RightSite-Parnter Activation Report 2024.01.01.pdf

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From: Jamo Rubin
To: Elias, Bradley
Cc: Jared Oscarson; Mene Demestihas M.D.; Swati Swani
Subject: Re: Data
Date: Thursday, December 28, 2023 11:40:43 AM

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From: Elias, Bradley
To: Mene Demestihas
Cc: Jamo Rubin; Jared Oscarson; Swati Swani
Subject: RE: Data
Date: Monday, January 8, 2024 2:01:00 PM

01/18 at 3pm works for me.

Brad

From: Mene Demestihas <mene.demestihas@rightsitehealth.com>
Sent: Monday, January 8, 2024 1:05 PM
To: Elias, Bradley <BElias@coj.net>
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Thank you,

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From: Elias, Bradley
To: Mene Demestihas
Subject: Re: Data
Date: Thursday, January 18, 2024 10:34:45 AM

Yes
My office is there at 515.
I will come to where the training is and get you.

Brad

Sent from my iPhone

> On Jan 18, 2024, at 10:30 AM, Mene Demestihas <mene.demestihas@rightsitehealth.com> wrote:
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> I'm looking forward to seeing you today at 3pm. Are we meeting at 515 N. Julia St / Headquaters, or do you have an office I should meet you at?
>
> Mene
>
> **Mene Demestihas, M.D.**
> Chief Medical Officer
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<~WRD0002.jpg>

From: Jamo Rubin
To: Elias, Bradley - FRRS
Cc: Chip Walls; Swati Swani
Subject: Re: Determinant Codes
Date: Tuesday, August 19, 2025 10:26:31 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Great! That's exciting news.

I'll get you the right person at Grady - Scott Dodson is who you met with and he's probably still the right guy but he got promoted. Be back asap.

Jamo

> On Aug 19, 2025, at 9:22 AM, Elias, Bradley - FRRS <BElias@coj.net> wrote:
>
> Jamo,
>
> Hope moving to all alpha and omega call types for RightSite will be a positive development !!
>
> On another note, do you have the contact info for the Grady EMS Chief we met? I have a question about their mobile stroke unit protocols.
>
> Brad Elias, M.D.
> Medical Director
> Jacksonville Fire Rescue Department
> 515 N. Julia Street
> Jacksonville, Fl
> 32202
> Office 904-255-3307
> Cell 904-483-0471
>
> <image001.jpg>
>
> **NOTICE: This message is confidential, intended for the named recipient(s) and may contain information that is proprietary to the sender and/or privileged, confidential, and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure, or distribution is expressly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.**

From:	Teal, Jason - CCSS
To:	Jamo.Rubin@rightsitehealth.com; Gabriel, Jason
Cc:	Diamond, Rory - City Council Office; Latour, Makenzi - CCSS
Subject:	RE: Duval DOGE Committee Telehealth Document Requests and Interrogatories
Date:	Friday, November 21, 2025 3:23:22 PM
Attachments:	DOGE RFP RightSite Health.pdf

Dear Dr. Rubin and Mr. Gabriel:

At the direction of the City Council's Duval DOGE Committee, please find attached a Request for Production of Documents and Interrogatories regarding the DOGE Committee's investigation of the City's telehealth contract with Telescope Health. This is an investigation from the City Council, and this request is not bound by public records exemptions or any other similar privacy or confidentiality laws. The deadline for the production of these documents and responses to these interrogatories is as soon as is reasonably possible **but no later than December 3, 2025**.

Any questions that you may have regarding the attached document should be directed to Council Member Rory Diamond at 904-255-5213.

Sincerely,

Jason Teal

Jason R. Teal
City Council Secretary/Legislative Counsel
117 West Duval Street
Suite 425
Jacksonville, Florida 32202

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From:	Jared Oscarson
To:	Elias, Bradley - FRRS
Cc:	Blanton, Jake - FROD; Guthrie, Daniel - FRRS; Jamo Rubin; Kristeen Pierce; Marx, James - FRRS; Mene Demestihas; Stacey Rubin; Swati Swani
Subject:	Re: Emory Trip
Date:	Monday, June 10, 2024 5:16:32 PM

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Dr. Elias,

Thank you for the update. We are looking forward to your visit to Grady. We will work with Grady to ensure that the appropriate team members are available on July 11th to meet with you and discuss RightSite.

I will keep you updated on the agenda as it is confirmed.

Best regards,

Jared Oscarson, NRP, FACPE

On Mon, Jun 10, 2024 at 8:36 AM Elias, Bradley - FRRS <BElias@coj.net> wrote:

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> I am sure we will exchange more details regarding the meetings in the next couple of weeks.
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> Brad Elias, M.D.
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> Jacksonville Fire Rescue Department
> 515 N. Julia Street
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> Office 904-255-3307
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From: Jared Oscarson
To: Elias, Bradley - FRRS
Cc: Blanton, Jake - FROD; Guthrie, Daniel - FRRS; Jamo Rubin; Kristeen Pierce; Marx, James - FRRS; Mene Demestihas; Stacey Rubin; Swati Swani
Subject: Re: Emory Trip
Date: Monday, June 10, 2024 5:16:31 PM

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Dr. Elias,

Thank you for the update. We are looking forward to your visit to Grady. We will work with Grady to ensure that the appropriate team members are available on July 11th to meet with you and discuss RightSite.

I will keep you updated on the agenda as it is confirmed.

Best regards,

Jared Oscarson, NRP, FACPE

On Mon, Jun 10, 2024 at 8:36 AM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> Good Morning Jamo and the RightSite Team,
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> We are looking forward to the Atlanta/Emory trip.
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From:	Marx, James
To:	Jamo Rubin; Powers, Keith; Elias, Bradley; Jimmy Blanton
Cc:	Swati Swani
Subject:	RE: Florida ERs face new regulations - "Live Healthy" legislation
Date:	Tuesday, December 12, 2023 4:13:57 PM

Jamo,

Interesting information.

Brien

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Monday, December 11, 2023 12:29 PM
To: Powers, Keith <KPowers@coj.net>; Marx, James <JMarx@coj.net>; Elias, Bradley <BElias@coj.net>; Jimmy Blanton <jimmy.blanton@hhs.texas.gov>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
Subject: Florida ERs face new regulations - "Live Healthy" legislation

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From: Elias, Bradley
To: Mene Demestihas
Cc: Swati Swani
Subject: RE: Follow up and next steps with RightSite
Date: Monday, July 31, 2023 3:22:00 PM

I think I am good and am excited with the possibilities.

Brad

From: Mene Demestihas <mene.demestihas@rightsitehealth.com>
Sent: Monday, July 31, 2023 3:12 PM
To: Elias, Bradley <BElias@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
Subject: Follow up and next steps with RightSite

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Dr. Elias,

I was informed that there will be more training at JFRD this week. We are hosting a virtual training and even though I won't be in Jacksonville I still wanted to see if you still had any questions or concerns.

Happy to hop on a call to discuss if needed!

~Mene

Mene Demestihas, M.D.
Chief Medical Officer
Direct Line 770.373.7634
Office 866.774.4911
mene.demestihas@righsitehealth.com
rightsitehealth.com

From: Mene Demestihas
To: Elias, Bradley
Cc: Blanton, Jake; Guthrie, Daniel; Jamo Rubin; Marx, James; Swati Swani
Subject: Re: Follow Up Call with RightSite
Date: Wednesday, August 16, 2023 9:03:55 PM

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Inline image

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> jamo.rubin@rightsitehealth.com
> **rightsitehealth.com**

From: Mene Demestihas
To: Elias, Bradley
Cc: Blanton, Jake; Guthrie, Daniel; Jamo Rubin; Marx, James; Swati Swani
Subject: Re: Follow Up Call with RightSite
Date: Wednesday, August 16, 2023 9:03:59 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Sent the invite for Monday. Looking forward to it!

Thanks,
~Mene

On Wed, Aug 16, 2023 at 8:34 PM Elias, Bradley <BElias@coj.net> wrote:

> Doc,
>
> How about 2pm on Monday Aug 21st ?
>
> Or could do anytime on the 24th
>
> Brad
>
> Sent from my iPhone
>
> > On Aug 16, 2023, at 7:40 PM, Mene Demestihas <mene.demestihas@rightsitehealth.com> wrote:
> >
> > **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
> >
> > Hi Dr. Elias,
> >
> > Please let me know what days and times work best for you. I can move most of my schedule around for this important call.
> >
> > Thank you,
> > ~Mene
> >
> > **Mene Demestihas, M.D.**
> > Chief Medical Officer
> > 678.644.2101
> > mene.demestihas@righsitehealth.com

rightsitehealth.com

On Wed, Aug 16, 2023 at 10:21 AM Jamo Rubin <jamo.rubin@rightsitehealth.com> wrote:

> Dr. Elias,
>
> I'm connecting you to our CMO, Dr. Mene Demestihas, who's also an EM physician. We're looking at the run data for last week to understand which of those calls would be appropriate to offer a RightSite on-scene Telehealth visit to the patient.
>
> I've asked Mene to schedule a call with you at your earliest convenience.
>
> Thanks,
>
> Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

--
Inline image

Mene Demestihas, M.D.
Chief Medical Officer

[m] 770.373.7634
[o] 866.774.4911
mene.demestihas@rightsitehealth.com
rightsitehealth.com

~~~~
Sent from my mobile device
~~~~

From: Mene Demestihas
To: Swati Swani
Cc: Elias, Bradley; Marx, James
Subject: Re: Follow up please
Date: Friday, January 5, 2024 4:07:06 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

I have sent my response confidentially; please let me know if you have any issues viewing it.

As the confidential email contains details about the patient encounter, copied recipients should refrain from accessing it unless it is relevant to the patient's care.

Mene

Mene Demestihas, M.D.
Chief Medical Officer
678.644.2101
mene.demestihas@righsitehealth.com
rightsitehealth.com

On Fri, Jan 5, 2024 at 3:48 PM Swati Swani <swati.swani@rightsitehealth.com> wrote:

> Hello Dr. Elias,
>
> Adding Dr. Demestihas to this email chain. She was Dr. Demestihas' patient and he will provide us details on the patient's disposition and other pertinent information.
>
> Regards,
> Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

> On Fri, Jan 5, 2024 at 12:46 PM Elias, Bradley <BElias@coj.net> wrote:
>
> > Hello Swati,

Can you provide me follow up on this patient?

Incident FR-00157471-2023-11-15: Aquilar, Tabitha; 34 Years Old (01/12/1989); Female; 165 lbs (75 kg)

Thank you,

Brad Elias MD

From: Mene Demestihas
To: Swati Swani
Cc: Elias, Bradley; Marx, James
Subject: Re: Follow up please
Date: Friday, January 5, 2024 4:05:27 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Mene Demestihas has sent you an email via **Gmail confidential mode:**

Re: Follow up please

This message was sent on Jan 5, 2024 at 1:05:22 PM PST
You can open it by clicking the link below. This link will only work for JMarx@coj.net.

View the email

Gmail confidential mode gives you more control over the messages you send. The sender may have chosen to set an expiration time, disable printing or forwarding, or track access to this message. Learn more

Gmail: Email by Google
Use is subject to the Google Privacy Policy
Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA
You have received this message because someone sent you an email via Gmail confidential mode.

Google logo

From: Mene Demestihas
To: Swati Swani
Cc: Elias, Bradley; Marx, James
Subject: Re: Follow up please
Date: Friday, January 5, 2024 4:05:26 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Mene Demestihas has sent you an email via **Gmail confidential mode:**

Re: Follow up please

This message was sent on Jan 5, 2024 at 1:05:22 PM PST
You can open it by clicking the link below. This link will only work for BElias@coj.net.

View the email

Gmail confidential mode gives you more control over the messages you send. The sender may have chosen to set an expiration time, disable printing or forwarding, or track access to this message. Learn more

Gmail: Email by Google
Use is subject to the Google Privacy Policy
Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA
You have received this message because someone sent you an email via Gmail confidential mode.

Google logo

From: Swati Swani
To: Elias, Bradley; Mene Demestihas
Cc: Marx, James
Subject: Re: Follow up please
Date: Friday, January 5, 2024 3:48:27 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

Adding Dr. Demestihas to this email chain. She was Dr. Demestihas' patient and he will provide us details on the patient's disposition and other pertinent information.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Fri, Jan 5, 2024 at 12:46 PM Elias, Bradley <BElias@coj.net> wrote:

> Hello Swati,
>
> Can you provide me follow up on this patient?
>
> **Incident FR-00157471-2023-11-15: Aquilar, Tabitha; 34 Years Old (01/12/1989); Female; 165 lbs (75 kg)**
>
> Thank you,
>
> Brad Elias MD

From: Swati Swani
To: Elias, Bradley; Mene Demestihas
Cc: Marx, James
Subject: Re: Follow up please
Date: Friday, January 5, 2024 3:48:25 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

Adding Dr. Demestihas to this email chain. She was Dr. Demestihas' patient and he will provide us details on the patient's disposition and other pertinent information.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Fri, Jan 5, 2024 at 12:46 PM Elias, Bradley <BElias@coj.net> wrote:

> Hello Swati,
>
> Can you provide me follow up on this patient?
>
> **Incident FR-00157471-2023-11-15: Aquilar, Tabitha; 34 Years Old (01/12/1989); Female; 165 lbs (75 kg)**
>
> Thank you,
>
> Brad Elias MD

From: Elias, Bradley
To: Swati Swani
Cc: Marx, James
Subject: Re: Follow up please
Date: Friday, January 5, 2024 3:26:47 PM

Thank you.
Curious what was RightSite's disposition of her.

Have a good weekend.

Brad
Sent from my iPhone

> On Jan 5, 2024, at 3:24 PM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Hello Dr. Elias,
>
> Confirming receipt of your email and am working on it, will send you details ASAP.
>
> Thanks,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> rightsitehealth.com
>
> On Fri, Jan 5, 2024 at 12:46 PM Elias, Bradley <BElias@coj.net> wrote:
>
> > Hello Swati,
> >
> > Can you provide me follow up on this patient?

Incident FR-00157471-2023-11-15: Aquilar, Tabitha; 34 Years Old (01/12/1989); Female; 165 lbs (75 kg)

Thank you,

Brad Elias MD

From: Elias, Bradley
To: Swati Swani
Cc: Marx, James
Subject: Re: Follow up please
Date: Friday, January 5, 2024 3:26:45 PM

Thank you.
Curious what was RightSite's disposition of her.

Have a good weekend.

Brad
Sent from my iPhone

> On Jan 5, 2024, at 3:24 PM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Hello Dr. Elias,
>
> Confirming receipt of your email and am working on it, will send you details ASAP.
>
> Thanks,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> rightsitehealth.com
>
> On Fri, Jan 5, 2024 at 12:46 PM Elias, Bradley <BElias@coj.net> wrote:
>
> > Hello Swati,
> >
> > Can you provide me follow up on this patient?

Incident FR-00157471-2023-11-15: Aquilar, Tabitha; 34 Years Old (01/12/1989); Female; 165 lbs (75 kg)

Thank you,

Brad Elias MD

From: BElias@coj.net
To: Swati Swani
Cc: Marx, James
Subject: Re: Follow up please
Date: Friday, January 5, 2024 3:26:44 PM

Thank you.
Curious what was RightSite's disposition of her.

Have a good weekend.

Brad
Sent from my iPhone

> On Jan 5, 2024, at 3:24 PM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Hello Dr. Elias,
>
> Confirming receipt of your email and am working on it, will send you details ASAP.
>
> Thanks,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> rightsitehealth.com
>
> On Fri, Jan 5, 2024 at 12:46 PM Elias, Bradley <BElias@coj.net> wrote:
>
> > Hello Swati,
> >
> > Can you provide me follow up on this patient?

Incident FR-00157471-2023-11-15: Aquilar, Tabitha; 34 Years Old (01/12/1989); Female; 165 lbs (75 kg)

Thank you,

Brad Elias MD

From: Swati Swani
To: Elias, Bradley
Cc: Marx, James
Subject: Re: Follow up please
Date: Friday, January 5, 2024 3:24:21 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

Confirming receipt of your email and am working on it, will send you details ASAP.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Fri, Jan 5, 2024 at 12:46 PM Elias, Bradley <BElias@coj.net> wrote:

> Hello Swati,
>
> Can you provide me follow up on this patient?
>
> **Incident FR-00157471-2023-11-15: Aquilar, Tabitha; 34 Years Old (01/12/1989); Female; 165 lbs (75 kg)**
>
> Thank you,
>
> Brad Elias MD

From: Swati Swani
To: Elias, Bradley
Cc: Marx, James
Subject: Re: Follow up please
Date: Friday, January 5, 2024 3:24:21 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

Confirming receipt of your email and am working on it, will send you details ASAP.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Fri, Jan 5, 2024 at 12:46 PM Elias, Bradley <BElias@coj.net> wrote:

> Hello Swati,
>
> Can you provide me follow up on this patient?
>
> **Incident FR-00157471-2023-11-15: Aquilar, Tabitha; 34 Years Old (01/12/1989); Female; 165 lbs (75 kg)**
>
> Thank you,
>
> Brad Elias MD

From: Mene Demestihas
To: Swati Swani
Cc: Elias, Bradley; Marx, James
Subject: Re: Follow up please
Date: Friday, January 5, 2024 4:07:08 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

I have sent my response confidentially; please let me know if you have any issues viewing it.

As the confidential email contains details about the patient encounter, copied recipients should refrain from accessing it unless it is relevant to the patient's care.

Mene

Mene Demestihas, M.D.
Chief Medical Officer
678.644.2101
mene.demestihas@righsitehealth.com
rightsitehealth.com

On Fri, Jan 5, 2024 at 3:48 PM Swati Swani <swati.swani@rightsitehealth.com> wrote:

> Hello Dr. Elias,
>
> Adding Dr. Demestihas to this email chain. She was Dr. Demestihas' patient and he will provide us details on the patient's disposition and other pertinent information.
>
> Regards,
> Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

> On Fri, Jan 5, 2024 at 12:46 PM Elias, Bradley <BElias@coj.net> wrote:
>
> > Hello Swati,

Can you provide me follow up on this patient?

Incident FR-00157471-2023-11-15: Aquilar, Tabitha; 34 Years Old (01/12/1989); Female; 165 lbs (75 kg)

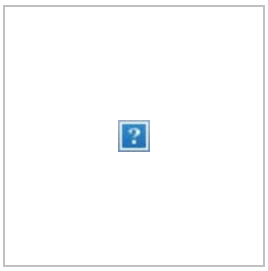
Thank you,

Brad Elias MD

From: Swati Swani
To: Marx, James - FRRS
Subject: Re: FRCC Make-Up Training
Date: Wednesday, February 5, 2025 2:55:32 PM
Attachments: image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Noted. Thank you so much!



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Feb 5, 2025 at 1:09 PM Marx, James - FRRS <JMarx@coj.net> wrote:

> Swati,
>
> Here is the list of updated FRCC trained personnel.
>
> 76528 BRIGHTWELL, BRITTANY
>
> 81368 BRIN, JAZMIN
>
> 86235 MILLER, CAITLIN
>
> 83504 BUI, PETER
>
> 86541 DANIELS, TIANA
>
> 85481 CASH, ASHLEY
>
> 87822 CLAYTON, TEAGAN
>
> J. Brien Marx

Asst. Chief of Communications &

Special Projects

Jacksonville Fire/Rescue Department

515 Julia St.

Jacksonville, FL 32202

904-255-7728 (Office)

904-763-3429 (Cell)

Email: jmarx@coj.net

NOTICE: This message is confidential, intended for the named-recipient(s) and may contain information that is (i) proprietary to the sender, and/or, (ii) privileged, confidential and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the Federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

From: Jamo Rubin
To: Marx, James
Cc: Swati Swani
Subject: Re: Idea for RightSite implementation
Date: Tuesday, August 15, 2023 1:49:02 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thank you. I think that would be very helpful.

I'm going to share some draft messaging that you might find helpful to use. I'll send it shortly.

Thanks again,

Jamo.

> On Aug 15, 2023, at 11:30 AM, Marx, James <jmarx@coj.net> wrote:
>
> Good afternoon,
>
> I talked with Chief Blanton about this earlier, we would like to get Captain Keeney more involved. My plan is to talk with him today and have him encourage the responders to try and utilize Right Site. I will also reach out to the responders and encourage them as well. When I have more detailed information, I'll let you know.
>
> Brien
>
> -----Original Message-----
> From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
> Sent: Monday, August 14, 2023 10:18 AM
> To: Marx, James <JMarx@coj.net>
> Cc: Swati Swani <swati.swani@rightsitehealth.com>
> Subject: Idea for RightSite implementation
>
> EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
>
>
> Good morning Brien,
>
> When launching RightSite's service, it's to have a "trusted advisor" visit the stations to reinforce awareness of RightSite and why it's good for them, for JFRD, and for the community. These trusted advisors also make test calls at the station with the crews, making crews more comfortable with the experience of using RightSite and having a doc come online on-demand.
>
> If you think the idea of a trusted advisor would work, are there any firefighters you recommend to help us with this training? We'd happily pay them for hours they work outside their scheduled shifts.
>
> Thanks for your consideration,
>
> Jamo

From: Marx, James
To: Jamo Rubin
Cc: Swati Swani
Subject: RE: Idea for RightSite implementation
Date: Tuesday, August 15, 2023 1:30:00 PM

Good afternoon,

I talked with Chief Blanton about this earlier, we would like to get Captain Keeney more involved. My plan is to talk with him today and have him encourage the responders to try and utilize Right Site. I will also reach out to the responders and encourage them as well. When I have more detailed information, I'll let you know.

Brien

-----Original Message-----
From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Monday, August 14, 2023 10:18 AM
To: Marx, James <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
Subject: Idea for RightSite implementation

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good morning Brien,

When launching RightSite's service, it's to have a "trusted advisor" visit the stations to reinforce awareness of RightSite and why it's good for them, for JFRD, and for the community. These trusted advisors also make test calls at the station with the crews, making crews more comfortable with the experience of using RightSite and having a doc come online on-demand.

If you think the idea of a trusted advisor would work, are there any firefighters you recommend to help us with this training? We'd happily pay them for hours they work outside their scheduled shifts.

Thanks for your consideration,

Jamo

From: Marx, James
To: Jared Oscarson; Mene Demestihas
Subject: Re: Invitation: JFRD w/Chief Marx @ Mon Apr 8, 2024 9:30am - 10am (CDT) (jmarx@coj.net)
Date: Sunday, April 7, 2024 10:07:29 PM

I'm not able to meet at this time. I can do around 1 though.

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Jared Oscarson <jared.oscarson@rightsitehealth.com>
Sent: Sunday, April 7, 2024 1:23:00 PM
To: Mene Demestihas <mene.demestihas@rightsitehealth.com>; Marx, James <JMarx@coj.net>
Subject: Invitation: JFRD w/Chief Marx @ Mon Apr 8, 2024 9:30am - 10am (CDT) (jmarx@coj.net)
When: Monday, April 8, 2024 10:30 AM-11:00 AM.
Where:

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Join with Google Meet

Meeting link
meet.google.com/oya-nrvn-qiu

Join by phone
(US) +1 319-382-9615
PIN: 937451250

More phone numbers

When
Monday Apr 8, 2024 · 9:30am – 10am (Central Time - Chicago)

Guests
Jared Oscarson - organizer
Mene Demestihas
jmarx@coj.net
View all guest info

Reply for jmarx@coj.net

Yes | No | Maybe | More options

Invitation from Google Calendar

You are receiving this email because you are an attendee on the event. To stop receiving future updates for this event, decline this event.

Forwarding this invitation could allow any recipient to send a response to the organizer, be added to the guest list, invite others regardless of their own invitation status, or modify your RSVP. Learn more

From: Swati Swani
To: Jenny O"Donnell
Cc: Sherman, Lynn; Joshi, Sunil; Angela Strain; Jamo Rubin
Subject: Re: JAXCareConnect/RightSite Workgroup Session scheduling
Date: Monday, December 11, 2023 3:33:31 PM
Attachments: image001.png
image002.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thanks Jenny.

A 45 minutes review of the referral process will give us a great start to create workflows/processes to review/confirm during the in-person meeting in the new year.

I will send out the meeting invite shortly. Appreciate every one collaborating on finalizing the meeting time, this is usually the hardest thing :)

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Dec 11, 2023 at 2:09 PM Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:

> I could do 4 pm as well on the 18th, but have may have a hard stop at 4:45 for a currently pending appointment.
>
> Thank you!
>
> **Jenny O'Donnell**
>
> **Director | JaxCareConnect |** jodonnell@jaxcareconnect.org
>
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470

JAXCARECONNECT

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, December 11, 2023 2:44 PM
To: Sherman, Lynn <LSherman@coj.net>
Cc: Jenny O'Donnell <jodonnell@jaxcareconnect.org>; Joshi, Sunil <SJoshi@coj.net>; Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Re: JAXCareConnect/RightSite Workgroup Session scheduling

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Thanks Lynn and Sunil.

@Jenny O'Donnell - Will 4 pm ET work for you for Monday, Dec 18th? Please let us know.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Dec 11, 2023 at 1:05 PM Sherman, Lynn <LSherman@coj.net> wrote:

> Sunil and I can do Dec 18 at 4:00.

Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL

Executive Director of Health Programs

Office of Mayor Donna Deegan | City of Jacksonville

117 W. Duval Street, Suite 400

Jacksonville, FL 32202

Office: (904)255-4628

Cell: (904)468-0467

lsherman@coj.net

https://www.coj.net

A NEW DAY.

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, December 11, 2023 1:16 PM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>
Cc: Sherman, Lynn <LSherman@coj.net>; Joshi, Sunil <SJoshi@coj.net>; Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Re: JAXCareConnect/RightSite Workgroup Session scheduling

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thanks Jenny and Lynn for sending me your availability for this week. Unfortunately, there are no overlapping days/times for this week.

Does any time work for you both on Monday, December 18th? The only time I am not available on Monday is from 11 am - 12 pm. Please let me know your availability and hopefully we have an hour of overlapping times.

Thanks,

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Dec 11, 2023 at 8:07 AM Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:

> The times below work for me:
>
> Dec 14th, Thursday: 10 am -11 am
>
> Dec 15th, Friday: 11 am - 12 pm (preferred!)
>
> **Jenny O'Donnell**
>
> **Director | JaxCareConnect |** jodonnell@jaxcareconnect.org
>
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470



From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Friday, December 8, 2023 4:41 PM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>; Sherman, Lynn <LSherman@coj.net>; Joshi, Sunil <SJoshi@coj.net>; Angela Strain <astrain@wecarejacksonville.org>
Subject: JAXCareConnect/RightSite Workgroup Session scheduling

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I can look for times on 18th and 19th the following week if none of these work.

Thanks so much!

Regards,

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Sherman, Lynn
To:	Swati Swani
Cc:	Jenny O"Donnell; Joshi, Sunil; Angela Strain; Jamo Rubin
Subject:	RE: JAXCareConnect/RightSite Workgroup Session scheduling
Date:	Monday, December 11, 2023 4:09:00 PM
Attachments:	image001.png image002.png

You're welcome.

Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL
Executive Director of Health Programs
Office of Mayor Donna Deegan | City of Jacksonville
117 W. Duval Street, Suite 400
Jacksonville, FL 32202
Office: (904)255-4628
Cell: (904)468-0467
lsherman@coj.net
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A NEW DAY.

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To: Sherman, Lynn
Cc: Jenny O"Donnell; Joshi, Sunil; Angela Strain; Jamo Rubin
Subject: Re: JAXCareConnect/RightSite Workgroup Session scheduling
Date: Monday, December 11, 2023 2:43:52 PM
Attachments: image001.png
image002.png

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Subject: Re: JAXCareConnect/RightSite Workgroup Session scheduling
Date: Monday, December 11, 2023 1:16:39 PM
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Cc:	Joshi, Sunil; Angela Strain; Jamo Rubin
Subject:	RE: JAXCareConnect/RightSite Workgroup Session scheduling
Date:	Monday, December 11, 2023 2:05:07 PM
Attachments:	image001.png image002.png

Sunil and I can do Dec 18 at 4:00.

Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL
Executive Director of Health Programs
Office of Mayor Donna Deegan | City of Jacksonville
117 W. Duval Street, Suite 400
Jacksonville, FL 32202
Office: (904)255-4628
Cell: (904)468-0467
lsherman@coj.net
https://www.coj.net

A NEW DAY.

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, December 11, 2023 1:16 PM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>
Cc: Sherman, Lynn <LSherman@coj.net>; Joshi, Sunil <SJoshi@coj.net>; Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Re: JAXCareConnect/RightSite Workgroup Session scheduling

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Thanks Jenny and Lynn for sending me your availability for this week. Unfortunately, there are no overlapping days/times for this week.

Does any time work for you both on Monday, December 18th? The only time I am not available on Monday is from 11 am - 12 pm. Please let me know your availability and hopefully we have an hour of overlapping times.

Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Dec 11, 2023 at 8:07 AM Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:

> The times below work for me:
>
> Dec 14th, Thursday: 10 am -11 am
> Dec 15th, Friday: 11 am - 12 pm (preferred!)
>
> **Jenny O'Donnell**
> **Director | JaxCareConnect |** jodonnell@jaxcareconnect.org
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470
>
> JAXCARECONNECT
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Friday, December 8, 2023 4:41 PM
> **To:** Jenny O'Donnell <jodonnell@jaxcareconnect.org>; Sherman, Lynn <LSherman@coj.net>; Joshi, Sunil <SJoshi@coj.net>; Angela Strain <astrain@wecarejacksonville.org>
> **Subject:** JAXCareConnect/RightSite Workgroup Session scheduling
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> Hello All,
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> Will any of these days/times work for you all for us to meet for an hour to understand the process for referrals and intake at JaxCareConnect. All times are in ET.
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Thanks so much!

Regards,
Swati



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[m] 916.337-2182
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From:	Swati Swani
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Cc:	Sherman, Lynn; Joshi, Sunil; Angela Strain; Jamo Rubin
Subject:	Re: JAXCareConnect/RightSite Workgroup Session scheduling
Date:	Monday, December 11, 2023 1:16:38 PM
Attachments:	image001.png

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swati.swani@rightsitehealth.com
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>
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Thanks so much!

Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Sherman, Lynn
Subject: Re: JAXCareConnect/RightSite Workgroup Session scheduling
Date: Monday, December 11, 2023 9:01:28 AM
Attachments: image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Lynn,

Hope you had a nice weekend. Just confirming your availability for December 13th, Wednesday:

10:30 am - 12 pm time slot or **12 pm - 1 pm** time slot

or

3:30 pm - 4:30 pm time slot or **4:30 pm - 5:30 pm** time slot

Please confirm.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Dec 11, 2023 at 7:25 AM Sherman, Lynn <LSherman@coj.net> wrote:

> Swati,
>
> This is the only day and time that works for me.
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> December 13th, Wednesday: 12 pm or 4:30 pm
>
> Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL

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Regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Jenny O"Donnell
To: Swati Swani; Sherman, Lynn; Joshi, Sunil; Angela Strain
Subject: RE: JAXCareConnect/RightSite Workgroup Session scheduling
Date: Monday, December 11, 2023 9:07:39 AM
Attachments: image001.png

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Jenny O'Donnell
Director | JaxCareConnect | jodonnell@jaxcareconnect.org
4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Friday, December 8, 2023 4:41 PM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>; Sherman, Lynn <LSherman@coj.net>; Joshi, Sunil <SJoshi@coj.net>; Angela Strain <astrain@wecarejacksonville.org>
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Thanks so much!

Regards,

Swati



Swati Swani
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[m] 916.337-2182
swati.swani@rightsitehealth.com
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JAXCARECONNECT

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Swati Swani
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[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Sherman, Lynn
To: Swati Swani; Jenny O"Donnell; Joshi, Sunil; Angela Strain
Subject: RE: JAXCareConnect/RightSite Workgroup Session scheduling
Date: Monday, December 11, 2023 8:25:46 AM
Attachments: image001.png

Swati,
This is the only day and time that works for me.

December 13th, Wednesday: 12 pm or 4:30 pm

Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL
Executive Director of Health Programs
Office of Mayor Donna Deegan | City of Jacksonville
117 W. Duval Street, Suite 400
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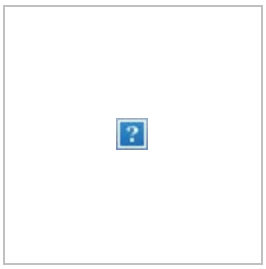
Thanks so much!

Regards,
Swati



Swati Swani
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[m] 916.337-2182
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From: Sherman, Lynn
To: Swati Swani; Jenny O"Donnell; Joshi, Sunil; Angela Strain
Subject: RE: JAXCareConnect/RightSite Workgroup Session scheduling
Date: Monday, December 11, 2023 8:25:00 AM
Attachments: image001.png

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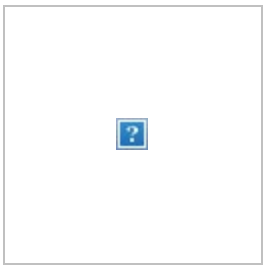

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From: Swati Swani
To: Jenny O"Donnell
Cc: Sherman, Lynn; Joshi, Sunil; Angela Strain; Jamo Rubin
Subject: Re: JAXCareConnect/RightSite Workgroup Session scheduling
Date: Monday, December 11, 2023 3:33:31 PM
Attachments: image001.png
image002.png

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Thanks Jenny.

A 45 minutes review of the referral process will give us a great start to create workflows/processes to review/confirm during the in-person meeting in the new year.

I will send out the meeting invite shortly. Appreciate every one collaborating on finalizing the meeting time, this is usually the hardest thing :)

Regards,
Swati

Swati Swani
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[m] 916.337-2182
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On Mon, Dec 11, 2023 at 2:09 PM Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:

> I could do 4 pm as well on the 18th, but have may have a hard stop at 4:45 for a currently pending appointment.
>
> Thank you!
>
> **Jenny O'Donnell**
>
> **Director | JaxCareConnect |** jodonnell@jaxcareconnect.org
>
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470

JAXCARECONNECT

From: Swati Swani <swati.swani@rightsitehealth.com>
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Thanks Lynn and Sunil.

@Jenny O'Donnell - Will 4 pm ET work for you for Monday, Dec 18th? Please let us know.

Thanks,

Swati

Swati Swani
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[m] 916.337-2182
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>
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>
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470

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From:	Sherman, Lynn
To:	Swati Swani
Cc:	Jenny O"Donnell; Joshi, Sunil; Angela Strain; Jamo Rubin
Subject:	RE: JAXCareConnect/RightSite Workgroup Session scheduling
Date:	Monday, December 11, 2023 4:09:43 PM
Attachments:	image001.png image002.png

You're welcome.

Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL
Executive Director of Health Programs
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Thanks Lynn and Sunil.

@Jenny O'Donnell - Will 4 pm ET work for you for Monday, Dec 18th? Please let us know.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Dec 11, 2023 at 1:05 PM Sherman, Lynn <LSherman@coj.net> wrote:

> Sunil and I can do Dec 18 at 4:00.
>
> Kind regards,
>
> *Lynn*
>
> Lynn C. Sherman, MHA, CCHL
> Executive Director of Health Programs
> Office of Mayor Donna Deegan | City of Jacksonville
> 117 W. Duval Street, Suite 400
> Jacksonville, FL 32202
> Office: (904)255-4628
> Cell: (904)468-0467
> lsherman@coj.net
> https://www.coj.net
>
> A NEW DAY.
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Monday, December 11, 2023 1:16 PM
> **To:** Jenny O'Donnell <jodonnell@jaxcareconnect.org>
> **Cc:** Sherman, Lynn <LSherman@coj.net>; Joshi, Sunil <SJoshi@coj.net>; Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Subject:** Re: JAXCareConnect/RightSite Workgroup Session scheduling
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Thanks Jenny and Lynn for sending me your availability for this week. Unfortunately, there are no overlapping days/times for this week.

Does any time work for you both on Monday, December 18th? The only time I am not available on Monday is from 11 am - 12 pm. Please let me know your availability and hopefully we have an hour of overlapping times.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Dec 11, 2023 at 8:07 AM Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:

> The times below work for me:
>
> Dec 14th, Thursday: 10 am -11 am
> Dec 15th, Friday: 11 am - 12 pm (preferred!)
>
> **Jenny O'Donnell**
> **Director | JaxCareConnect |** jodonnell@jaxcareconnect.org
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470
>
> JAXCARECONNECT
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Friday, December 8, 2023 4:41 PM
> **To:** Jenny O'Donnell <jodonnell@jaxcareconnect.org>; Sherman, Lynn <LSherman@coj.net>; Joshi, Sunil <SJoshi@coj.net>; Angela Strain <astrain@wecarejacksonville.org>
> **Subject:** JAXCareConnect/RightSite Workgroup Session scheduling
>
> CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.
>
> Hello All,
>
> Will any of these days/times work for you all for us to meet for an hour to understand the process for referrals and intake at JaxCareConnect. All times are in ET.
>
> December 13th, Wednesday: 10:30 am - 12 pm or 3:30 pm - 4:30 pm
> Dec 14th, Thursday: 10 am -11 am or 12 pm - 1 pm or 3 pm - 4 pm

Dec 15th, Friday: 11 am - 12 pm

I can look for times on 18th and 19th the following week if none of these work.

Thanks so much!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James
To: Swati Swani
Subject: Re: JFRD | RightSite: Weekly Touch base @Tuesdays 11:30am ET
Date: Tuesday, February 6, 2024 10:02:35 AM

Good morning, my apologies for the late notice, I'm not available to meet this morning. I do have availability tomorrow morning if that works. Just let me know.

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Marx, James
Sent: Tuesday, January 30, 2024 9:17:34 AM
To: Swati Swani <swati.swani@rightsitehealth.com>
Subject: Accepted: JFRD | RightSite: Weekly Touch base @Tuesdays 11:30am ET
When: Occurs every Tuesday from 10:30 AM to 11:00 AM effective 2/6/2024. America/Chicago
Where:

From: Swati Swani
To: Marx, James
Subject: Re: JFRD | RightSite: Weekly Touch base @Tuesdays 11:30am ET
Date: Tuesday, February 6, 2024 10:58:14 AM

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Good Morning Chief Marx,

I will move the meeting to tomorrow or Thursday at the same time for this week and future weeks, That will work out for Dr. Elias too as Tuesdays do not work for him either.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Feb 6, 2024 at 8:32 PM Marx, James <JMarx@coj.net> wrote:

> Good morning, my apologies for the late notice, I'm not available to meet this morning. I do have availability tomorrow morning if that works. Just let me know.
>
> Brien Marx
> Asst. Chief Quality Assurance &
> Communications
>
> Jacksonville Fire/Rescue
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
> 904-763-3429 (Cell)
> Email: jmarx@coj.net
>
> ---
>
> **From:** Marx, James
> **Sent:** Tuesday, January 30, 2024 9:17:34 AM
> **To:** Swati Swani <swati.swani@rightsitehealth.com>
> **Subject:** Accepted: JFRD | RightSite: Weekly Touch base @Tuesdays 11:30am ET
> **When:** Occurs every Tuesday from 10:30 AM to 11:00 AM effective 2/6/2024. America/Chicago

Where:

From: Marx, James - FRRS
To: Swati Swani
Subject: Re: JFRD CAD signal codes/determinant codes in priority dispatch mapping
Date: Friday, February 28, 2025 10:31:01 AM

Good morning, I have a list of CAD codes I can send, but we do not have a list that matches determinant codes. We are working on trying to match them up. We have over 900 CAD codes which will make it very difficult and time consuming to do. I'm off today so I'll send the CAD code list Monday.

Brien Marx
Asst. Chief Communications &
Special Projects

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Friday, February 28, 2025 8:49:40 AM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: JFRD CAD signal codes/determinant codes in priority dispatch mapping

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Good Morning Chief Marx,

Just following up to see if there are any updates on the CAD signal codes/determinant codes in priority dispatch mapping. Please let me know when you have a chance.

Thanks again for all your help!

Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Subject: Re: JFRD CQI case details and JFRD Dashboard
Date: Friday, October 18, 2024 1:38:41 PM

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From: Elias, Bradley - FRRS
To: Swati Swani
Subject: RE: JFRD CQI case details and JFRD Dashboard
Date: Friday, October 18, 2024 9:18:00 AM

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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, October 17, 2024 12:53 PM
To: Elias, Bradley - FRRS <BElias@coj.net>; Marx, James - FRRS <JMarx@coj.net>
Subject: JFRD CQI case details and JFRD Dashboard

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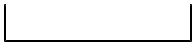

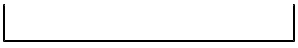

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MESSAGE ---

From: jmarx
To: swati.swani@rightsitehealth.com; Marx, James - FRRS
Subject: Re: JFRD CQI case details and JFRD Dashboard
Date: Friday, October 18, 2024 1:33:59 PM

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From: Elias, Bradley - FRRS
To: Swati Swani
Subject: RE: JFRD CQI case details and JFRD Dashboard
Date: Friday, October 18, 2024 12:43:00 PM

Yes thank you

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Friday, October 18, 2024 11:49 AM
To: Elias, Bradley - FRRS <BElias@coj.net>; Marx, James - FRRS <JMarx@coj.net>
Subject: JFRD CQI case details and JFRD Dashboard

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go8L3RkZjpUcnVzdGVkRGF0YU9iamVjdD4= --- END PROTECTED MESSAGE ---
```

From: Swati Swani
To: Elias, Bradley - FRRS
Subject: Re: JFRD CQI case details and JFRD Dashboard
Date: Friday, October 18, 2024 1:38:57 PM

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swati.swani@rightsitehealth.com is using Virtru to send and receive encrypted email.

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From: Marx, James - FRRS
To: Swati Swani
Cc: Kristeen Pierce; Jamo Rubin
Subject: Re: JFRD Dispatch test calls followup
Date: Sunday, November 24, 2024 10:56:19 AM

Swati, Matt will make at least one test call before going live, I'm unable to provide a time right now. I'll call the center in the morning and talk with Matt and Lt. Hinton and try and get a time he can make the call. Matt will need to explain the process to his shift and I'm not sure how long that will take. I'll provide any updates I receive. With my previous experience I'm confident that Matt will be able to make a test call after a video call with Kristeen and begin live calls shortly after.

Brien Marx
Asst. Chief Communications &
Special Projects

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Friday, November 22, 2024 3:26:00 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Re: JFRD Dispatch test calls followup

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief Marx,

Thank you for providing the phone number.
Based on today's discussion on the CQI call, our understanding was that Matt would be sending test calls to RightSite's test environment on Monday. However, after reviewing your email, it seems you are suggesting we go live with the approved determinant codes, involving one call taker and JFRD transferring a real patient to RightSite.
Before going live, I will schedule a video call with Matt, Lt. Hinton, and Kristeen on Monday morning to review the process and ensure all necessary information is aligned.

We can meet as early as Matt and Lt. Hinton can meet on Monday morning. Please let us know the time, and I will schedule it accordingly.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Sat, Nov 23, 2024 at 12:23 AM Marx, James - FRRS <JMarx@coj.net> wrote:

> Swati,
>
> The phone number here is 904-630-0522. Matt does not have a direct phone number. Depending on how busy the center is may affect the ability to speak with him right away. Matt will be performing his normal duties as a call taker or dispatching.
>
> Brien
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Friday, November 22, 2024 1:42 PM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Cc:** Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Subject:** JFRD Dispatch test calls followup
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Hello Chief Marx,

Could you please share Matt's contact information for Monday's testing? It would greatly help us coordinate effectively.

Two of our navigation leads will handle JFRD's test calls. They are ready to walk Matt through the process and answer any questions he may have.

Unfortunately, I will be unavailable on Monday, but Kristeen will serve as Matt's point of contact for any questions or support he might need. I've copied Kristeen on this email, so feel free to share her contact information with Matt.

Wishing you a very happy Thanksgiving! Hope you have a nice family time with your daughter and granddaughter!

Regards,

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Cc: Kristeen Pierce; Jamo Rubin
Subject: Re: JFRD Dispatch test calls followup
Date: Friday, November 22, 2024 3:26:15 PM

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Swati

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Brien

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Friday, November 22, 2024 1:42 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: JFRD Dispatch test calls followup

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief Marx,

Could you please share Matt's contact information for Monday's testing? It would greatly help us coordinate effectively.

Two of our navigation leads will handle JFRD's test calls. They are ready to walk Matt through the process and answer any questions he may have.

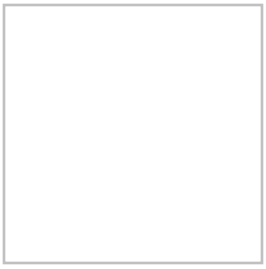
Unfortunately, I will be unavailable on Monday, but Kristeen will serve as Matt's point of contact for any questions or support he might need. I've copied Kristeen on this email, so feel free to share her contact information with Matt.

Wishing you a very happy Thanksgiving! Hope you have a nice family time with your daughter and granddaughter!

Regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com



rightsitehealth.com

From: Marx, James - FRRS
To: Swati Swani
Cc: Kristeen Pierce; Jamo Rubin
Subject: RE: JFRD Dispatch test calls followup
Date: Friday, November 22, 2024 1:53:00 PM

Swati,

The phone number here is 904-630-0522. Matt does not have a direct phone number. Depending on how busy the center is may affect the ability to speak with him right away. Matt will be performing his normal duties as a call taker or dispatching.

Brien

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Friday, November 22, 2024 1:42 PM
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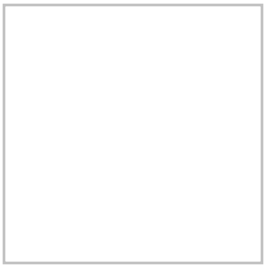

swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Cc: Kristeen Pierce; Jamo Rubin
Subject: Re: JFRD Dispatch test calls followup
Date: Sunday, November 24, 2024 1:48:22 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief Marx,

Thanks for sending us the details. Kristeen will coordinate with Matt regarding test calls and discuss pertinent process steps prior to live calls.

Thanks for your partnership in making dispatch implementation a success.

Happy Thanksgiving!

Regards,

Swati

> On Nov 24, 2024, at 9:26 PM, Marx, James - FRRS <JMarx@coj.net> wrote:
>
> Swati, Matt will make at least one test call before going live, I'm unable to provide a time right now. I'll call the center in the morning and talk with Matt and Lt. Hinton and try and get a time he can make the call. Matt will need to explain the process to his shift and I'm not sure how long that will take. I'll provide any updates I receive. With my previous experience I'm confident that Matt will be able to make a test call after a video call with Kristeen and begin live calls shortly after.
>
> Brien Marx
> Asst. Chief Communications &
> Special Projects
>
> Jacksonville Fire/Rescue
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
> 904-763-3429 (Cell)
> Email: jmarx@coj.net
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Friday, November 22, 2024 3:26:00 PM

To: Marx, James - FRRS <JMarx@coj.net>
Cc: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Re: JFRD Dispatch test calls followup

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Hello Chief Marx,

Thank you for providing the phone number.
Based on today's discussion on the CQI call, our understanding was that Matt would be sending test calls to RightSite's test environment on Monday. However, after reviewing your email, it seems you are suggesting we go live with the approved determinant codes, involving one call taker and JFRD transferring a real patient to RightSite.
Before going live, I will schedule a video call with Matt, Lt. Hinton, and Kristeen on Monday morning to review the process and ensure all necessary information is aligned.

We can meet as early as Matt and Lt. Hinton can meet on Monday morning. Please let us know the time, and I will schedule it accordingly.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Sat, Nov 23, 2024 at 12:23 AM Marx, James - FRRS <JMarx@coj.net> wrote:

> Swati,
>
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Swati Swani
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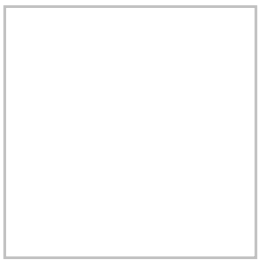
[m] 916.337-2182



swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James - FRRS
To: Swati Swani
Cc: Jamo Rubin
Subject: RE: JFRD Dispatch Update and Next Steps
Date: Monday, December 2, 2024 11:31:00 AM
Attachments: image001.png

Good morning,

I can meet tomorrow at 1030.

Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue
515 Julia St. Jacksonville, FL 32202
(904) 255-7728 {Office}
(904) 763-3429 {Cell}

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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, December 2, 2024 10:49 AM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: JFRD Dispatch Update and Next Steps

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Good Morning Chief Marx,

I hope you had a wonderful Thanksgiving with your family!

I wanted to follow up on the dispatch implementation progress from last week. On 11/25, Kristeen and Matt met to review the process and the critical information exchange during handoffs. Since then, we received one call from Matt on 11/26, which involved sending the patient back for EMS response.

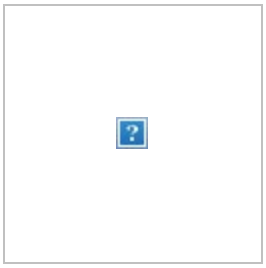
We'd like to schedule a 30-minute touch base this week to discuss the next steps. Below are some proposed times; please let me know if any of these work for you or suggest alternative times, and I'll be happy to coordinate:

- **Tuesday, 12/3:** 10:30 am - 11:00 am ET
- **Wednesday, 12/4:** 12:00 pm - 3:00 pm ET

Looking forward to hearing from you.

Best regards,

Swati



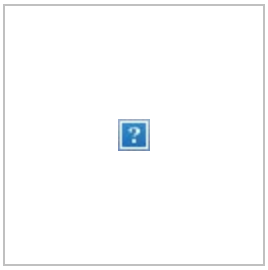
Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Cc: Jamo Rubin
Subject: Re: JFRD Dispatch Update and Next Steps
Date: Monday, December 2, 2024 11:55:58 AM
Attachments: image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thanks, Chief Marx! I have sent the invite. Looking forward to the meeting tomorrow.

Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Dec 2, 2024 at 10:31 AM Marx, James - FRRS <JMarx@coj.net> wrote:

> Good morning,
>
> I can meet tomorrow at 1030.
>
> Brien Marx
>
> Asst. Chief of Communications &
>
> Special Projects
>
> Jacksonville Fire/Rescue
>
> 515 Julia St. Jacksonville, FL 32202
>
> (904) 255-7728 {Office}

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Sent: Monday, December 2, 2024 10:49 AM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: JFRD Dispatch Update and Next Steps

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I hope you had a wonderful Thanksgiving with your family!

I wanted to follow up on the dispatch implementation progress from last week. On 11/25, Kristeen and Matt met to review the process and the critical information exchange during handoffs. Since then, we received one call from Matt on 11/26, which involved sending the patient back for EMS response.

We'd like to schedule a 30-minute touch base this week to discuss the next steps.

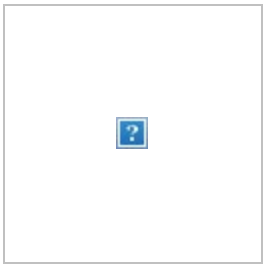
Below are some proposed times; please let me know if any of these work for you or suggest alternative times, and I'll be happy to coordinate:

- **Tuesday, 12/3:** 10:30 am - 11:00 am ET
- **Wednesday, 12/4:** 12:00 pm - 3:00 pm ET

Looking forward to hearing from you.

Best regards,

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James - FRRS
To: Swati Swani
Cc: Jamo Rubin
Subject: RE: JFRD Dispatch/RightSite Training dates
Date: Thursday, December 5, 2024 11:00:00 AM
Attachments: image001.png

Swati,

We will not be asking or requiring anyone to come in off duty for training, we would have to pay them overtime. I don't think we need training on Tuesday. The hours between 0600 and 0930-1000 is generally our busiest times in the center, so training between those hours will not work. Generally, between 1700-2000 is another busy time. I think we could try to begin the training in the morning around 0930 and in the evening around 1900. We must have at least 7 people working the center during the day shift and 6 people during the night shift. Depending on what our staffing levels are these days will determine how many people we can train at a time. This is what I think the training times need to be.

Wednesday day shift training between 0930 and 1630
Wednesday night shift between 1900 until completed.
Thursday day shift 1030 and 1700 (the day shift works 1000-1800 on Thursdays) Training would need to be finished around 1700.
Thursday night shift 1900 until completed.

Brien

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, December 5, 2024 9:36 AM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Re: JFRD Dispatch/RightSite Training dates

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Good Morning Chief,

We have put together a proposed training schedule, assuming shift changes between Wednesday and Thursday. I wanted to send this before the CQI meeting so we can update it based on your recommendations.

	Tuesday, 12/17	Wednesday, 12/18	Thursday, 12/19
AM SHIFT 1	Training After Shift	Onsite Support 7am - 5pm	

PM SHIFT 1		Training Before/During Shift Onsite Support until 11pm	
AM SHIFT 2			Training Before/During Shift Onsite Support 7am - 5pm
PM SHIFT 2			Training Before/During Shift Onsite Support until 11pm

Talk to you soon.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Dec 4, 2024 at 1:19 PM Marx, James - FRRS <JMarx@coj.net> wrote:

> Swati,
>
> Thank you for the update. I was looking at our shift schedule and I told you the incorrect days of the week. It will be best if you can come Wednesday and Thursday. I'll plan you for you to be here on December 18th and 19th.
>
> J. Brien Marx
> Asst. Chief of Communications &
> Special Projects
>
> Jacksonville Fire/Rescue Department

515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Tuesday, December 3, 2024 4:57 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: JFRD Dispatch/RightSite Training dates

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Hello Chief Marx,

We plan to be in JAX during the week of **12/16** and will conduct training sessions for both day and night shift crews on **Tuesday, 12/17, and Wednesday, 12/18**. A detailed training plan will be shared in the next couple of days, but we wanted to send out these dates now so you can add them to your calendar.

Regarding the patient seen on **12/26**, he was non-ambulatory, had been vomiting for the past two days, reported severe weakness, and was unable to walk. Given the conditions, it was not feasible to transport them via rideshare; hence, we requested an EMS response.

Please let me know if you have any questions or need additional details.

Thanks, and have a nice evening!

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
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Subject: Re: JFRD Dispatch/RightSite Training dates
Date: Thursday, December 5, 2024 9:36:39 AM
Attachments: image001.png

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Talk to you soon.

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Swati

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swati.swani@rightsitehealth.com
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Thanks, and have a nice evening!

Swati

Swati Swani
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[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Cc: Jamo Rubin
Subject: Re: JFRD Dispatch/RightSite Training dates
Date: Wednesday, December 4, 2024 4:33:48 PM
Attachments: image001.png

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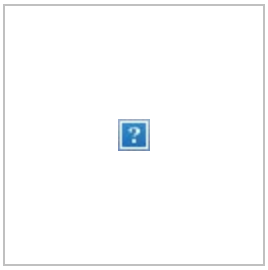
Received. We will plan to be there on Dec 18th.

Thanks,
Swati



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904-255-7728 (Office)

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Email: jmarx@coj.net

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To: Marx, James - FRRS <JMarx@coj.net>
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Subject: JFRD Dispatch/RightSite Training dates

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Swati



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swati.swani@rightsitehealth.com
rightsitehealth.com

To: Swati Swani
Cc: Jamo Rubin
Subject: RE: JFRD Dispatch/RightSite Training dates
Date: Thursday, December 5, 2024 10:55:00 AM
Attachments: image001.png

Swati,

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Wednesday day shift training between 0930 and 1630
Wednesday night shift between 1900 until completed.
Thursday day shift 1030-1700 (the day shift works 1000-1800 on Thursdays)
Thursday night shift 1900 until completed.

From: Swati Swani <swati.swani@rightsitehealth.com>
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PM		Training	

SHIFT 1		Before/During Shift Onsite Support until 11pm	
AM SHIFT 2			Training Before/During Shift Onsite Support 7am - 5pm
PM SHIFT 2			Training Before/During Shift Onsite Support until 11pm

Talk to you soon.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Dec 4, 2024 at 1:19 PM Marx, James - FRRS <JMarx@coj.net> wrote:

> Swati,
>
> Thank you for the update. I was looking at our shift schedule and I told you the incorrect days of the week. It will be best if you can come Wednesday and Thursday. I'll plan you for you to be here on December 18th and 19th.
>
> J. Brien Marx
> Asst. Chief of Communications &
> Special Projects
>
> Jacksonville Fire/Rescue Department
> 515 Julia St.
> Jacksonville, FL 32202

904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Tuesday, December 3, 2024 4:57 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: JFRD Dispatch/RightSite Training dates

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Please let me know if you have any questions or need additional details.

Thanks, and have a nice evening!

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James - FRRS
To: Swati Swani
Cc: Jamo Rubin
Subject: RE: JFRD Dispatch/RightSite Training dates
Date: Wednesday, December 4, 2024 2:19:00 PM
Attachments: image001.png

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J. Brien Marx
Asst. Chief of Communications &
Special Projects

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Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Subject: Re: JFRD Dispatch/RightSite Training dates
Date: Friday, December 6, 2024 3:41:47 PM
Attachments: image001.png

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Helo Chief Marx,

Thanks so much for sending this over, appreciate your help! Capt. Linton reached out, and we are meeting with Matt and Capt. Linton on Tuesday to finalize the training document.

Have a nice weekend!
Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Fri, Dec 6, 2024 at 1:38 PM Marx, James - FRRS <JMarx@coj.net> wrote:

> Swati,
>
> Attached is a list of personnel with their ID numbers. Anyone with less than 1 year will not be permitted to use Right Site since they are all on probationary employees. William Green does not answer calls, so he will not need to be added into your system. Hope this helps.
>
> Have a good weekend!
>
> Brien
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>

Sent: Thursday, December 5, 2024 9:36 AM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Re: JFRD Dispatch/RightSite Training dates

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			Onsite Support until 11pm

Talk to you soon.

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> 515 Julia St.

Jacksonville, FL 32202

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Email: jmarx@coj.net

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Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James - FRRS
To: Swati Swani
Subject: RE: JFRD Dispatch/RightSite Training dates
Date: Friday, December 6, 2024 2:38:00 PM
Attachments: Employee_Rank & Service.docx
image001.png

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Thanks, and have a nice evening!

Swati

Swati Swani



Director, Design & Implementation

[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James
Subject: Re: JFRD EMS Crew Roster
Date: Wednesday, March 13, 2024 5:06:36 PM

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Thanks, Chief! This is very helpful!

One follow-up question: What changes often - The rescue unit crew is assigned to or their shift? or both?

We are not loading shift information into our system. Want to make sure if we should not load/auto-populate rescue either and confirm the rescue unit with them when they call.

I apologize for so many emails today.

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Mar 13, 2024 at 3:48 PM Marx, James <JMarx@coj.net> wrote:

> Swati,
>
> Here is the most current roster. Please keep in mind this is frequently changing and will be very difficult to keep you updated as the roster changes.
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Wednesday, March 13, 2024 3:15 PM
> **To:** Marx, James <JMarx@coj.net>
> **Subject:** Re: JFRD EMS Crew Roster
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any

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Hello Chief,

We can load the entire crew list and add a note for the crew in the platform who have had the training. I can use the training roster to flag them for training instead of typing in their full name.

As the new crew is trained, we can update the training note in the system. I think this will be the most efficient way, in my opinion.

Is there a lot of effort on your part to pull the entire list for us? If it's a lot of effort, then I can put in the time to type in all the names of the personnel who have been trained from the training roster and send you another list to update where I have doubts, if that works better for you. Please let me know your thoughts.

Thanks so much for brainstorming this with me, appreciate your help.

Regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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Brien

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, March 13, 2024 11:26 AM
To: Marx, James <JMarx@coj.net>
Cc: Jared Oscarson <jared.oscarson@rightsitehealth.com>
Subject: JFRD EMS Crew Roster

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I am using the training roster to type in the names and other information. Please see attached a sample training roster from January training and the spreadsheet that I am creating. Items highlighted in yellow are the ones that I have doubts about based on my ability to read handwriting.

I want to make sure if this is the only way to create a list or if you have a list that you can share with us. We can load all the EMS crew names (even if they have not been trained yet).

Please let me know your thoughts.

Thanks,

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James
To: Swati Swani
Subject: RE: JFRD EMS Crew Roster
Date: Wednesday, March 13, 2024 4:48:00 PM
Attachments: RescueRoster03.13.pdf

Swati,

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>
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>
> ---
>
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> **Sent:** Wednesday, March 13, 2024 11:26 AM
> **To:** Marx, James <JMarx@coj.net>
> **Cc:** Jared Oscarson <jared.oscarson@rightsitehealth.com>
> **Subject:** JFRD EMS Crew Roster
>
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>
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> Director, Design & Implementation



[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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To: Marx, James
Subject: Re: JFRD EMS Crew Roster
Date: Wednesday, March 13, 2024 3:15:15 PM

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[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James
To: Swati Swani
Subject: RE: JFRD EMS Crew Roster
Date: Wednesday, March 13, 2024 2:35:00 PM
Attachments: JFRD Roster File.xlsx

Here is the corrected list.

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, March 13, 2024 11:26 AM
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Cc: Jared Oscarson <jared.oscarson@rightsitehealth.com>
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To: Swati Swani
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rightsitehealth.com

From: Marx, James
To: Swati Swani
Subject: RE: JFRD EMS Crew Roster
Date: Thursday, March 14, 2024 9:04:44 AM

People leave the rescue division, people get promoted and entered into rescue division. It will be helpful that your not tracking them by rescue unit or shift.

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, March 13, 2024 5:06 PM
To: Marx, James <JMarx@coj.net>
Subject: Re: JFRD EMS Crew Roster

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thanks, Chief! This is very helpful!

One follow-up question: What changes often - The rescue unit crew is assigned to or their shift? or both?

We are not loading shift information into our system. Want to make sure if we should not load/auto-populate rescue either and confirm the rescue unit with them when they call.

I apologize for so many emails today.

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Mar 13, 2024 at 3:48 PM Marx, James <JMarx@coj.net> wrote:

> Swati,
>
> Here is the most current roster. Please keep in mind this is frequently changing and will be very difficult to keep you updated as the roster changes.
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>

Sent: Wednesday, March 13, 2024 3:15 PM
To: Marx, James <JMarx@coj.net>
Subject: Re: JFRD EMS Crew Roster

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Hello Chief,

We can load the entire crew list and add a note for the crew in the platform who have had the training. I can use the training roster to flag them for training instead of typing in their full name.

As the new crew is trained, we can update the training note in the system. I think this will be the most efficient way, in my opinion.

Is there a lot of effort on your part to pull the entire list for us? If it's a lot of effort, then I can put in the time to type in all the names of the personnel who have been trained from the training roster and send you another list to update where I have doubts, if that works better for you. Please let me know your thoughts.

Thanks so much for brainstorming this with me, appreciate your help.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Mar 13, 2024 at 1:35 PM Marx, James <JMarx@coj.net> wrote:

> Swati,
>
> I reviewed the spreadsheet and made any correction necessary. I do have a question. If we give you all the names of rescue personnel how will you be able to determine if the caller has received the training? If there is no way to determine that, what are your thoughts on only entering the names of the people who have received the training. That way when someone calls, and their name does not come up you would know that person most likely has not received the training. Just an idea.

Brien

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, March 13, 2024 11:26 AM
To: Marx, James <JMarx@coj.net>
Cc: Jared Oscarson <jared.oscarson@rightsitehealth.com>
Subject: JFRD EMS Crew Roster

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Good Morning Chief Marx,

We are planning to load all the names of EMS crew members so that our navigators do not have to type in the complete name at the time of the call; the system can auto-populate names and navigators just need to confirm with the crew in the call. This is an effort to reduce the call time as much as possible.

I am using the training roster to type in the names and other information. Please see attached a sample training roster from January training and the spreadsheet that I am creating. Items highlighted in yellow are the ones that I have doubts about based on my ability to read handwriting.

I want to make sure if this is the only way to create a list or if you have a list that you can share with us. We can load all the EMS crew names (even if they have not been trained yet).

Please let me know your thoughts.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James
Subject: Re: JFRD EMS Crew Roster
Date: Thursday, March 14, 2024 4:48:16 PM

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Thanks, Chief! Duly noted!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
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On Thu, Mar 14, 2024 at 8:04 AM Marx, James <JMarx@coj.net> wrote:

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Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Bernard, Michael
To: jared.oscarson@rightsitehealth.com
Subject: RE: JFRD EMS SOG
Date: Saturday, January 20, 2024 9:13:00 AM
Attachments: EMS SOG 12-2023.pdf
image001.png

Per your public record request.

V/R

Captain Michael Bernard
Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
(O) 904.255.7731
Email: mbernard@coj.net
Website: www.MyJFRD.com

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CITY OF JACKSONVILLE

To: Jared Oscarson
Subject: RE: JFRD Q2 Report
Date: Monday, July 14, 2025 10:04:10 AM

Jared,

I was looking at the redirect

From: Jared Oscarson <jared.oscarson@rightsitehealth.com>
Sent: Thursday, July 10, 2025 8:45 AM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: JFRD Q2 Report

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Please see attached.

JO

--

Jared Oscarson, NRP, FACPE
VP EMS Partnerships & Strategy
775.513.3384
jared.oscarson@rightsitehealth.com
rightsitehealth.com
Click here to schedule a meeting

From: Marx, James - FRRS
To: Jared Oscarson
Subject: RE: JFRD Q2 Report
Date: Monday, July 14, 2025 10:05:00 AM

Jared,

I was looking at the redirection numbers and wanted to see if you could provide the data for how many patients went to the ER and how many went to urgent care or any other alternative site? I'm just trying to understand the data a little better.

Thanks,

Brien

From: Jared Oscarson <jared.oscarson@rightsitehealth.com>
Sent: Thursday, July 10, 2025 8:45 AM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: JFRD Q2 Report

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Please see attached.

JO

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Jared Oscarson, NRP, FACPE
VP EMS Partnerships & Strategy
775.513.3384
jared.oscarson@rightsitehealth.com
rightsitehealth.com
Click here to schedule a meeting

From: Jamo Rubin
To: Blanton, Jake - FROD
Cc: Swati Swani; Jared Oscarson; Mene Demestihas; Elias, Bradley - FRRS; Guthrie, Daniel - FRRS; Marx, James - FRRS
Subject: Re: JFRD Telehealth Services Protocol
Date: Wednesday, May 15, 2024 9:45:01 PM

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Thank you - received.

Jamo

> On May 15, 2024, at 8:51 AM, Blanton, Jake - FROD <JBlanton@coj.net> wrote:
>
> Good morning, RightSite team.
>
> I have attached the final version of our telehealth services protocol.
>
> Respectfully,

Jake Blanton
Chief of Rescue
Jacksonville Fire & Rescue Department
515 N Julia St
Jacksonville, FL 32202
904-255-3302 (office)
904-654-6351 (cell)
EMAIL: jblanton@coj.net

<image001.png>

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<SOG 430 Chapter 14 Telehealth Services - 6.1.24.pdf>

From: Jamo Rubin
To: Blanton, Jake - FROD
Cc: Swati Swani; Jared Oscarson; Mene Demestihas; Elias, Bradley - FRRS; Guthrie, Daniel - FRRS; Marx, James - FRRS
Subject: Re: JFRD Telehealth Services Protocol
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<SOG 430 Chapter 14 Telehealth Services - 6.1.24.pdf>

From: Jamo Rubin
To: Blanton, Jake - FROD
Cc: Swati Swani; Jared Oscarson; Mene Demestihas; Elias, Bradley - FRRS; Guthrie, Daniel - FRRS; Marx, James - FRRS
Subject: Re: JFRD Telehealth Services Protocol
Date: Wednesday, May 15, 2024 9:44:58 PM

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From: Jamo Rubin
To: Blanton, Jake - FROD
Cc: Swati Swani; Jared Oscarson; Mene Demestihas; Elias, Bradley - FRRS; Guthrie, Daniel - FRRS; Marx, James - FRRS
Subject: Re: JFRD Telehealth Services Protocol
Date: Wednesday, May 15, 2024 9:45:02 PM

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Thank you - received.

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<SOG 430 Chapter 14 Telehealth Services - 6.1.24.pdf>

From: Elias, Bradley
To: Mene Demestihas
Cc: Jamo Rubin; Jared Oscarson; Swati Swani; Guthrie, Daniel; Blanton, Jake; Marx, James
Subject: Re: JFRD Telemedicine Policy
Date: Wednesday, April 10, 2024 12:48:29 PM

I reached out to Dr Kumar. She texted me and we will chat tomorrow.

Our team is revising the JFRD policy and hope to present it to Chief Powers soon.

Then we can begin arranging the RightSite training for all the stations.

Brad

> On Apr 10, 2024, at 12:11 PM, Mene Demestihas <mene.demestihas@rightsitehealth.com> wrote:
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> I would be happy to set up a call with your team, RightSite, and Dr Winckler's team.
>
> That would be an exploration call with their dispatch model, and we will be present to help with the context of why a paramedic dispatch center would be different from what we know about your civilian call-taker model at JFRD.
>
> In the meantime, how can we focus on the Grady field application as a way to assist in your priority to finalize the JFRD Telemedicine Policy?
>
> Mene
>
> **Mene Demestihas, M.D.**
> Chief Medical Officer
> 678.644.2101
> mene.demestihas@righsitehealth.com
> **rightsitehealth.com**
>
> On Tue, Apr 9, 2024 at 7:32 AM Elias, Bradley <BElias@coj.net> wrote:
>
> > Excellent.

I believe a call with Dr CJ Winkler in San Antonio will be helpful. If you could get me that contact, Chief Marx and I will arrange to speak with him.

Thank you,

Brad Elias MD
Medical Director
Jacksonville Fire Rescue Department
515 N. Julia Street
Jacksonville, Fl
32202

<image001.jpg>

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From: Mene Demestihas <mene.demestihas@rightsitehealth.com>
Sent: Monday, April 8, 2024 10:08 AM
To: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Cc: Elias, Bradley <BElias@coj.net>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Swati Swani <swati.swani@rightsitehealth.com>; Guthrie, Daniel <DanielG@coj.net>; Blanton, Jake <JBlanton@coj.net>; Marx, James <JMarx@coj.net>; Powers, Keith <KPowers@coj.net>
Subject: Re: JFRD Telemedicine Policy

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Dr Elias,

I'm happy to help.

Attached is Grady's protocol for RightSite use in the field. Their transport service is similar in scope and size to JFRD's. I'm also including the

standard MPDS integration with RightSite. Dr. Lekshmi Kumar is the contact for Grady EMS for medical direction, and I'd be happy to connect you if that will be helpful.

San Antonio Fire/EMS's dispatch protocols with RightSite are not a good reference for JFRD as SAFD dispatch staff only with paramedics. However, SAFD's OMD is Dr. CJ Winckler, and I'd be happy to connect you with him, as he has been very involved in the successful SAFD/RightSite relationship.

Let me know if I have missed anything that would keep you from moving forward with your work to complete the JFRD protocols next week. Feel free to contact me via cell for any further assistance.

Mene



Mene Demestihas, M.D.
Chief Medical Officer
678.644.2101
mene.demestihas@rightsitehealth.com
rightsitehealth.com

On Wed, Apr 3, 2024 at 3:43 PM Jamo Rubin <jamo.rubin@rightsitehealth.com> wrote:

> Dr. Elias,
>
> Good to see you yesterday and we are excited as well.
>
> We will share policy examples for you to consider and incorporate with yours as appropriate, and have those to you here shortly.
>
> Thanks again for your time and efforts,
>
> Jamo
>
>
>
>
> **Jamo Rubin, M.D.**
> CEO
> 210.557.2205
> jamo.rubin@rightsitehealth.com
> **rightsitehealth.com**
>
>
> On Apr 3, 2024, at 12:35 PM, Elias, Bradley <BElias@coj.net> wrote:

Good Afternoon RightSite Team,

Exciting times ahead as we continue to expand the RightSite utilization!

After the meeting yesterday, it is clear our initial priority is to finalize a JFRD policy incorporating the concept of telemedicine and especially the use of RightSite by our JFRD field personnel for the treatment and disposition of non-emergent patients.

We have heard of your successful partnerships with the fire departments in Atlanta and San Antonio. Re-creating policies is inefficient and delays the operational goal, especially when there is a proven model, so I am asking the RightSite team to provide me with the protocols or a contact from the departments in those cities. I am also especially interested the San Antonio Fire Department dispatch protocols, describing how calls are routed to the RightSite providers. JFRD already has a working draft policy, but I think input from current users of RightSite will help make our document more functional to meet the demands and expectations of all involved.

I know we are all eager to get these protocols and polices completed, and then proceed into the department wide training in a timely manner. It would be appreciated if I can receive this requested information by next week, so we can have the JFRD policy ready for Chief Powers to review as soon as possible.

Best,

Brad Elias MD
Medical Director
Jacksonville Fire Rescue Department

<image001.jpg>

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Date: Tuesday, April 9, 2024 7:32:29 AM
Attachments: image002.png

Excellent.

I believe a call with Dr CJ Winkler in San Antonio will be helpful. If you could get me that contact, Chief Marx and I will arrange to speak with him.

Thank you,

Brad Elias MD
Medical Director
Jacksonville Fire Rescue Department
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Jamo Rubin, M.D.
CEO
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Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

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Medical Director
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From: Elias, Bradley
To: Mene Demestihas; Jamo Rubin
Cc: Jared Oscarson; Swati Swani; Guthrie, Daniel; Blanton, Jake; Marx, James
Subject: RE: JFRD Telemedicine Policy
Date: Tuesday, April 9, 2024 7:32:00 AM
Attachments: image002.png

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Jacksonville, Fl
32202

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Subject: Re: JFRD Telemedicine Policy

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To: Mene Demestihas
Cc: Jamo Rubin; Jared Oscarson; Swati Swani; Guthrie, Daniel; Blanton, Jake; Marx, James
Subject: Re: JFRD Telemedicine Policy
Date: Wednesday, April 10, 2024 12:27:27 PM

I reached out to Dr Kumar. She texted me and we will chat tomorrow.

Our team is revising the JFRD policy and hope to present it to Chief Powers soon.

Then we can begin arranging the RightSite training for all the stations.
Sent from my iPhone

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<~WRD0000.jpg>

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<image001.jpg>

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Cc: Jamo Rubin; Jared Oscarson; Swati Swani; Guthrie, Daniel; Blanton, Jake; Marx, James
Subject: Re: JFRD Telemedicine Policy
Date: Wednesday, April 10, 2024 12:11:37 PM
Attachments: image002.png

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Subject: Re: JFRD Telemedicine Policy
Date: Wednesday, April 10, 2024 12:11:30 PM
Attachments: image002.png

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Attachments: image002.png

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Mene

Mene Demestihas, M.D.
Chief Medical Officer
678.644.2101
mene.demestihas@righsitehealth.com
rightsitehealth.com

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Thanks again for your time and efforts,

Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
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Medical Director

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To: Elias, Bradley
Cc: Jamo Rubin; Jared Oscarson; Swati Swani; Guthrie, Daniel; Blanton, Jake; Marx, James
Subject: Re: JFRD Telemedicine Policy
Date: Wednesday, April 10, 2024 12:11:28 PM
Attachments: image002.png

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I would be happy to set up a call with your team, RightSite, and Dr Winckler's team.

That would be an exploration call with their dispatch model, and we will be present to help with the context of why a paramedic dispatch center would be different from what we know about your civilian call-taker model at JFRD.

In the meantime, how can we focus on the Grady field application as a way to assist in your priority to finalize the JFRD Telemedicine Policy?

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On Tue, Apr 9, 2024 at 7:32 AM Elias, Bradley <BElias@coj.net> wrote:

> Excellent.
>
> I believe a call with Dr CJ Winkler in San Antonio will be helpful. If you could get me that contact, Chief Marx and I will arrange to speak with him.
>
> Thank you,
>
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>
> Medical Director

Jacksonville Fire Rescue Department

515 N. Julia Street

Jacksonville, Fl

32202

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From: Mene Demestihas <mene.demestihas@rightsitehealth.com>
Sent: Monday, April 8, 2024 10:08 AM
To: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Cc: Elias, Bradley <BElias@coj.net>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Swati Swani <swati.swani@rightsitehealth.com>; Guthrie, Daniel <DanielG@coj.net>; Blanton, Jake <JBlanton@coj.net>; Marx, James <JMarx@coj.net>; Powers, Keith <KPowers@coj.net>
Subject: Re: JFRD Telemedicine Policy

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Date:	Monday, April 8, 2024 10:10:11 AM
Attachments:	RightSite-Logo-Tagline-teal.png MPDS RightSite Codes - MPDS Only.pdf

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Subject:	Re: JFRD Telemedicine Policy
Date:	Monday, April 8, 2024 10:10:07 AM
Attachments:	RightSite-Logo-Tagline-teal.png MPDS RightSite Codes - MPDS Only.pdf

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Subject:	Re: JFRD Telemedicine Policy
Date:	Monday, April 8, 2024 10:10:01 AM
Attachments:	RightSite-Logo-Tagline-teal.png MPDS RightSite Codes - MPDS Only.pdf

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Cc:	Elias, Bradley; Jared Oscarson; Swati Swani; Guthrie, Daniel; Blanton, Jake; Marx, James; Powers, Keith
Subject:	Re: JFRD Telemedicine Policy
Date:	Monday, April 8, 2024 10:09:59 AM
Attachments:	RightSite-Logo-Tagline-teal.png MPDS RightSite Codes - MPDS Only.pdf

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Subject:	Re: JFRD Telemedicine Policy
Date:	Wednesday, April 3, 2024 3:43:34 PM
Attachments:	RightSite-Logo-Tagline-teal.png

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To:	Elias, Bradley
Cc:	Mene Demestihas; Jared Oscarson; Swati Swani; Guthrie, Daniel; Blanton, Jake; Marx, James; Powers, Keith
Subject:	Re: JFRD Telemedicine Policy
Date:	Wednesday, April 3, 2024 3:43:33 PM
Attachments:	RightSite-Logo-Tagline-teal.png

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From: Elias, Bradley
To: Mene Demestihas
Subject: RE: JFRD Telemedicine Policy
Date: Thursday, April 11, 2024 3:24:00 PM
Attachments: image002.png

What's your cell?

From: Mene Demestihas <mene.demestihas@rightsitehealth.com>
Sent: Wednesday, April 10, 2024 12:11 PM
To: Elias, Bradley <BElias@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Swati Swani <swati.swani@rightsitehealth.com>; Guthrie, Daniel <DanielG@coj.net>; Blanton, Jake <JBlanton@coj.net>; Marx, James <JMarx@coj.net>
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Mene Demestihas, M.D.
Chief Medical Officer
678.644.2101
mene.demestihas@righsitehealth.com
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Jacksonville, Fl
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Date: Thursday, April 11, 2024 4:34:47 PM
Attachments: image002.png

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678-644-2101

Thank you!

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From: Marx, James - FRRS
To: Linton, Dasha - FRFO; Kristeen Pierce; Swati Swani
Subject: RE: JFRD Training Documents
Date: Thursday, December 12, 2024 12:26:00 PM
Attachments: image001.png

Capt. Linton,

Everything looks great. Can you add that when a call is referred to RS the call taker needs to make a note in CAD, or if the caller does not want to use RS to make a noted stating the caller either didn't want to use it or they refused it? They should add any pertinent details in CAD. This will help us have better documentation for these calls

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Linton, Dasha - FRFO <DLinton@coj.net>
Sent: Thursday, December 12, 2024 11:56 AM
To: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Swati Swani <Swati.swani@rightsitehealth.com>
Cc: Marx, James - FRRS <JMarx@coj.net>
Subject: JFRD Training Documents

Attached are the documents with screenshots and detailed information. Please let me

know if you need anything further.

Cpt. D.R. Linton
JFRD Communications Training Administrator, EMD/EFD-Q
Fire HQ - 515 N. Julia St: 904-630-0522
Cecil BUCC - 5847 Aviation Ave: 904-255-4566
Cell : 904-993-8446
DLinton@coj.net

From: Marx, James - FRRS
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Subject: RE: JFRD Training Documents
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Attachments: image001.png

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To: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Swati Swani <Swati.swani@rightsitehealth.com>
Cc: Marx, James - FRRS <JMarx@coj.net>
Subject: JFRD Training Documents

Attached are the documents with screenshots and detailed information. Please let me

know if you need anything further.

Cpt. D.R. Linton
JFRD Communications Training Administrator, EMD/EFD-Q
Fire HQ - 515 N. Julia St: 904-630-0522
Cecil BUCC - 5847 Aviation Ave: 904-255-4566
Cell : 904-993-8446
DLinton@coj.net

To:	Kristeen Pierce; Marx, James - FRRS
Cc:	Swati Swani
Subject:	RE: JFRD Training Documents
Date:	Thursday, December 12, 2024 2:48:12 PM

From: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Sent: Thursday, December 12, 2024 12:38 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Linton, Dasha - FRFO <DLinton@coj.net>; Swati Swani <Swati.swani@rightsitehealth.com>
Subject: Re: JFRD Training Documents

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Thanks Chief Marx!

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>
> J. Brien Marx
> Asst. Chief of Communications &
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>
> Jacksonville Fire/Rescue Department
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)

904-763-3429 (Cell)
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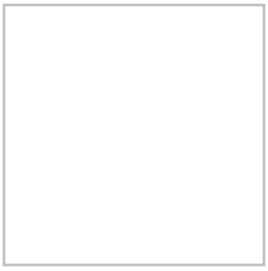
--

Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com



rightsitehealth.com

From: Kristeen Pierce
To: Marx, James - FRRS
Cc: Linton, Dasha - FRFO; Swati Swani
Subject: Re: JFRD Training Documents
Date: Thursday, December 12, 2024 12:38:32 PM
Attachments: image001.png

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DLinton@coj.net

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Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

From: Linton, Dasha - FRFO
To: Kristeen Pierce; Marx, James - FRRS
Cc: Swati Swani
Subject: RE: JFRD Training Documents
Date: Thursday, December 12, 2024 2:48:00 PM
Attachments: RightSite-Training Sheet - JFRD Dispatch 20241209.pptx
JFRD _ Dispatch Training Introduction _ 12092024.pptx

Requested changes made.

Cpt. Linton

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From: Linton, Dasha - FRFO
To: Kristeen Pierce; Marx, James - FRRS
Cc: Swati Swani
Subject: RE: JFRD Training Documents
Date: Thursday, December 12, 2024 2:49:03 PM
Attachments: RightSite-Training Sheet - JFRD Dispatch 20241209.pptx
JFRD _ Dispatch Training Introduction _ 12092024.pptx

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rightsitehealth.com

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To: Marx, James - FRRS
Cc: Linton, Dasha - FRFO; Swati Swani
Subject: Re: JFRD Training Documents
Date: Thursday, December 12, 2024 12:38:33 PM
Attachments: image001.png

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DLinton@coj.net

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Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

From:	Marx, James
To:	Jared Oscarson; Blanton, Jake
Cc:	Guthrie, Daniel; Swati Swani
Subject:	RE: JFRD Trial
Date:	Wednesday, January 3, 2024 3:01:13 PM
Attachments:	image001.png

That time works for me as well.

J. Brien Marx
Asst. Chief Quality Assurance &
Communications
Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Jared Oscarson <jared.oscarson@rightsitehealth.com>
Sent: Wednesday, January 3, 2024 11:20 AM
To: Blanton, Jake <JBlanton@coj.net>
Cc: Guthrie, Daniel <DanielG@coj.net>; Marx, James <JMarx@coj.net>; Swati Swani <swati.swani@rightsitehealth.com>
Subject: Re: JFRD Trial

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Chief,

Thanks for the quick response. This Friday is great for me as well. I will get a calendar invite out for 1/5/2024 @ 10:30 AM.

Best regards,

Jared

On Wed, Jan 3, 2024 at 09:03 Blanton, Jake <JBlanton@coj.net> wrote:

> Good morning, Jared,
>
> Do you have availability this Friday, 1/5? I'm open all day.
>
> I'm also available 1/8 after 2pm and 1/11 after 1pm.
>
> Thanks,
>
> *Jake Blanton*
> *Chief of Rescue*
> Jacksonville Fire & Rescue Department
> 515 N Julia St
> Jacksonville, FL 32202
> 904-255-3302 (office)
> 904-654-6351 (cell)
> EMAIL: jblanton@coj.net
>
> **Error! Filename not specified.**
> **NOTICE: This message is confidential, intended for the named recipient(s) and may contain information that is proprietary to the sender and/or privileged, confidential, and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure, or distribution is expressly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.**
>
> ---
>
> **From:** Jared Oscarson <jared.oscarson@rightsitehealth.com>
> **Sent:** Wednesday, January 3, 2024 9:42 AM
> **To:** Swati Swani <swati.swani@rightsitehealth.com>
> **Cc:** Blanton, Jake <JBlanton@coj.net>
> **Subject:** Re: JFRD Trial
>
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> Good Morning Chief Blanton,

Thanks you Swati for the introduction. It is a pleasure to meet you virtually.

Our team been diligently enhancing the current training strategies and has a couple questions before finalizing the onsite training plan for the 63 JFRD rescue units.

I believe that a quick discussion with you would be incredibly beneficial to ensure that we are all aligned on the objectives and logistics of the training program.
We can review the dates and details of the plan, ensuring a smooth and effective training.

Please let me know your availability for a quick call, and we can send the calendar invite out to you.

Looking forward to working with you and the team!

Best regards,

Jared Oscarson, NRP, FACPE
775-513-3384

On Tue, Jan 2, 2024 at 13:38 Swati Swani <swati.swani@rightsitehealth.com> wrote:

> Hello Chief Blanton,
>
> Wishing you a very Happy New Year!
>
> Wanted to introduce you to our new member of the EMS implementation team, Jared, copied on the email. You will be able to meet him in person when we come down to JAX for training in a couple of weeks.
>
> Jared had a few questions regarding the training plan for 63 rescue units and wanted to connect with you. Once you both connect, we will be able to finalize the dates and plan.
>
> Regards,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> **rightsitehealth.com**

On Fri, Dec 29, 2023 at 8:51 AM Swati Swani <swati.swani@rightsitehealth.com> wrote:

> Good Morning Chief Blanton,
>
> Received your email. We are working on the training dates and will share the plan with you all. Very exciting!
>
> Thanks,
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> >
> > ---
> >
> > **From:** Blanton, Jake
> > **Sent:** Friday, December 29, 2023 8:56 AM
> > **To:** Swati Swani <swati.swani@rightsitehealth.com>; jamo.rubin@ritesitehealth.com
> > **Cc:** Elias, Bradley <BElias@coj.net>; Marx, James <JMarx@coj.net>; Guthrie, Daniel <DanielG@coj.net>
> > **Subject:** JFRD Trial
> >
> > Good morning, Jamo and Swati,
> >
> > We are open to training more personnel, possible our entire Rescue Division, to the RightSite trial. If you can identify 6 days where your team is able conduct the training, we should be able to create a schedule to capture all 63 Rescues.
> >
> > Thank you,
> >
> > ---
> >
> > *Jake Blanton*
> > *Chief of Rescue*
> > Jacksonville Fire & Rescue Department

515 N Julia St
Jacksonville, FL 32202
904-255-3302 (office)
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From: Jared Oscarson
To: Blanton, Jake
Cc: Guthrie, Daniel; Marx, James; Swati Swani
Subject: Re: JFRD Trial
Date: Wednesday, January 3, 2024 11:22:50 AM
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> > **To:** Swati Swani <swati.swani@rightsitehealth.com>; jamo.rubin@ritesitehealth.com
> > **Cc:** Elias, Bradley <BElias@coj.net>; Marx, James <JMarx@coj.net>; Guthrie, Daniel <DanielG@coj.net>
> > **Subject:** JFRD Trial
> >
> > Good morning, Jamo and Swati,

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Thank you,

Jake Blanton
Chief of Rescue
Jacksonville Fire & Rescue Department
515 N Julia St
Jacksonville, FL 32202
904-255-3302 (office)
904-654-6351 (cell)
EMAIL: jblanton@coj.net

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From:	Marx, James
To:	Jared Oscarson; Blanton, Jake
Cc:	Guthrie, Daniel; Swati Swani
Subject:	RE: JFRD Trial
Date:	Wednesday, January 3, 2024 3:01:00 PM
Attachments:	image001.png

That time works for me as well.

J. Brien Marx
Asst. Chief Quality Assurance &
Communications
Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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Sent: Wednesday, January 3, 2024 11:20 AM
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Cc: Guthrie, Daniel <DanielG@coj.net>; Marx, James <JMarx@coj.net>; Swati Swani <swati.swani@rightsitehealth.com>
Subject: Re: JFRD Trial

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Chief,

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> **Swati Swani**
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Date: Wednesday, January 3, 2024 11:22:44 AM
Attachments: image001.png

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To: Swati Swani; jamo.rubin@rightsitehealth.com
Cc: Elias, Bradley; Marx, James; Guthrie, Daniel
Subject: RE: JFRD Trial
Date: Friday, December 29, 2023 9:20:18 AM
Attachments: image001.png

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To: Jared Oscarson; Swati Swani
Cc: Marx, James; Guthrie, Daniel
Subject: Re: JFRD Trial
Date: Wednesday, January 3, 2024 10:03:31 AM
Attachments: image001.png

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Cc: Elias, Bradley <BElias@coj.net>; Marx, James <JMarx@coj.net>; Guthrie, Daniel <DanielG@coj.net>
Subject: JFRD Trial

Good morning, Jamo and Swati,

We are open to training more personnel, possible our entire Rescue Division, to the RightSite trial. If you can identify 6 days where your team is able conduct the training, we should be able to create a schedule to capture all 63 Rescues.

Thank you,

Jake Blanton
Chief of Rescue
Jacksonville Fire & Rescue Department
515 N Julia St
Jacksonville, FL 32202
904-255-3302 (office)
904-654-6351 (cell)
EMAIL: jblanton@coj.net

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From: Blanton, Jake
To: Jared Oscarson; Swati Swani
Cc: Marx, James; Guthrie, Daniel
Subject: Re: JFRD Trial
Date: Wednesday, January 3, 2024 10:03:28 AM
Attachments: image001.png

Good morning, Jared,

Do you have availability this Friday, 1/5? I'm open all day.

I'm also available 1/8 after 2pm and 1/11 after 1pm.

Thanks,

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<!--[if !vml]--> <!--[endif]-->

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From: Jared Oscarson <jared.oscarson@rightsitehealth.com>
Sent: Wednesday, January 3, 2024 9:42 AM
To: Swati Swani <swati.swani@rightsitehealth.com>
Cc: Blanton, Jake <JBlanton@coj.net>
Subject: Re: JFRD Trial

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Good Morning Chief Blanton,

Thanks you Swati for the introduction. It is a pleasure to meet you virtually.

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I believe that a quick discussion with you would be incredibly beneficial to ensure that we are all aligned on the objectives and logistics of the training program.
We can review the dates and details of the plan, ensuring a smooth and effective training.

Please let me know your availability for a quick call, and we can send the calendar invite out to you.

Looking forward to working with you and the team!

Best regards,

Jared Oscarson, NRP, FACPE
775-513-3384

On Tue, Jan 2, 2024 at 13:38 Swati Swani <swati.swani@rightsitehealth.com> wrote:

> Hello Chief Blanton,
>
> Wishing you a very Happy New Year!
>
> Wanted to introduce you to our new member of the EMS implementation team, Jared, copied on the email. You will be able to meet him in person when we come down to JAX for training in a couple of weeks.
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> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> rightsitehealth.com
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To: Swati Swani; jamo.rubin@rightsitehealth.com
Cc: Elias, Bradley; Marx, James; Guthrie, Daniel
Subject: RE: JFRD Trial
Date: Friday, December 29, 2023 9:20:00 AM
Attachments: image001.png

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From: Jared Oscarson
To: Swati Swani
Cc: Blanton, Jake
Subject: Re: JFRD Trial
Date: Wednesday, January 3, 2024 9:43:53 AM
Attachments: image001.png

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Swati Swani
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[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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From: Swati Swani
To: Blanton, Jake; Jared Oscarson
Subject: Re: JFRD Trial
Date: Tuesday, January 2, 2024 2:38:26 PM
Attachments: image001.png

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Cc: jamo.rubin@rightsitehealth.com; Elias, Bradley; Marx, James; Guthrie, Daniel
Subject: Re: JFRD Trial
Date: Friday, December 29, 2023 9:51:31 AM
Attachments: image001.png

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From: Marx, James
To: Jared Oscarson; Blanton, Jake
Cc: Guthrie, Daniel; Swati Swani
Subject: RE: JFRD Trial
Date: Wednesday, January 3, 2024 3:01:13 PM
Attachments: image001.png

That time works for me as well.

J. Brien Marx
Asst. Chief Quality Assurance &
Communications
Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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Subject: Re: JFRD Trial

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Chief,

Thanks for the quick response. This Friday is great for me as well. I will get a calendar invite out for 1/5/2024 @ 10:30 AM.

Best regards,

Jared

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> Wanted to introduce you to our new member of the EMS implementation team, Jared, copied on the email. You will be able to meet him in person when we come down to JAX for training in a couple of weeks.
>
> Jared had a few questions regarding the training plan for 63 rescue units and wanted to connect with you. Once you both connect, we will be able to finalize the dates and plan.
>
> Regards,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> **rightsitehealth.com**

On Fri, Dec 29, 2023 at 8:51 AM Swati Swani <swati.swani@rightsitehealth.com> wrote:

> Good Morning Chief Blanton,
>
> Received your email. We are working on the training dates and will share the plan with you all. Very exciting!
>
> Thanks,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
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> **rightsitehealth.com**
>
> On Fri, Dec 29, 2023 at 8:20 AM Blanton, Jake <JBlanton@coj.net> wrote:
>
> > Resending because I had Jamo's email wrong.
> >
> > ---
> >
> > **From:** Blanton, Jake
> > **Sent:** Friday, December 29, 2023 8:56 AM
> > **To:** Swati Swani <swati.swani@rightsitehealth.com>; jamo.rubin@ritesitehealth.com
> > **Cc:** Elias, Bradley <BElias@coj.net>; Marx, James <JMarx@coj.net>; Guthrie, Daniel <DanielG@coj.net>
> > **Subject:** JFRD Trial
> >
> > Good morning, Jamo and Swati,
> >
> > We are open to training more personnel, possible our entire Rescue Division, to the RightSite trial. If you can identify 6 days where your team is able conduct the training, we should be able to create a schedule to capture all 63 Rescues.
> >
> > Thank you,
> >
> > ---
> >
> > *Jake Blanton*
> > *Chief of Rescue*
> > Jacksonville Fire & Rescue Department

515 N Julia St
Jacksonville, FL 32202
904-255-3302 (office)
904-654-6351 (cell)
EMAIL: jblanton@coj.net



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From: Jared Oscarson
To: Blanton, Jake
Cc: Guthrie, Daniel; Marx, James; Swati Swani
Subject: Re: JFRD Trial
Date: Wednesday, January 3, 2024 11:22:54 AM
Attachments: image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Chief,

Thanks for the quick response. This Friday is great for me as well. I will get a calendar invite out for 1/5/2024 @ 10:30 AM.

Best regards,

Jared

On Wed, Jan 3, 2024 at 09:03 Blanton, Jake <JBlanton@coj.net> wrote:

> Good morning, Jared,
>
> Do you have availability this Friday, 1/5? I'm open all day.
>
> I'm also available 1/8 after 2pm and 1/11 after 1pm.
>
> Thanks,
>
> _____
>
> *Jake Blanton*
> *Chief of Rescue*
> Jacksonville Fire & Rescue Department
> 515 N Julia St
> Jacksonville, FL 32202
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From: Jared Oscarson <jared.oscarson@rightsitehealth.com>
Sent: Wednesday, January 3, 2024 9:42 AM
To: Swati Swani <swati.swani@rightsitehealth.com>
Cc: Blanton, Jake <JBlanton@coj.net>
Subject: Re: JFRD Trial

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Good Morning Chief Blanton,

Thanks you Swati for the introduction. It is a pleasure to meet you virtually.

Our team been diligently enhancing the current training strategies and has a couple questions before finalizing the onsite training plan for the 63 JFRD rescue units.

I believe that a quick discussion with you would be incredibly beneficial to ensure that we are all aligned on the objectives and logistics of the training program.
We can review the dates and details of the plan, ensuring a smooth and effective training.

Please let me know your availability for a quick call, and we can send the calendar invite out to you.

Looking forward to working with you and the team!

Best regards,

Jared Oscarson, NRP, FACPE
775-513-3384

On Tue, Jan 2, 2024 at 13:38 Swati Swani <swati.swani@rightsitehealth.com> wrote:

> Hello Chief Blanton,
>
> Wishing you a very Happy New Year!
>
> Wanted to introduce you to our new member of the EMS implementation team, Jared, copied on the email. You will be able to meet him in person when we come down to JAX for training in a couple of weeks.

Jared had a few questions regarding the training plan for 63 rescue units and wanted to connect with you. Once you both connect, we will be able to finalize the dates and plan.

Regards,
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Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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Thank you,

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From: Elias, Bradley
To: Jared Oscarson
Cc: Jamo Rubin; Marx, James
Subject: Re: JFRD Trip
Date: Monday, March 11, 2024 2:26:35 PM

Let's see where you guys are around that time tomorrow.

Preferably somewhere near downtown. Brien can text me.

Brad
Sent from my iPhone

> On Mar 11, 2024, at 2:07 PM, Jared Oscarson <jared.oscarson@rightsitehealth.com> wrote:
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Hi Dr. Elias,
>
> This is great news! Looking forward to catching up. Since we will be near lunch time is there a spot where you would like to meet?
>
> Best regards,
>
> Jared
>
> On Mon, Mar 11, 2024 at 08:33 Elias, Bradley <BElias@coj.net> wrote:
>
> > Let's meet tomorrow, 03/12 at 1130ish to chat.
> >
> > You guys tell me where to meet you.
> >
> > Brad Elias MD
> >
> > Medical Director
> >
> > Jacksonville Fire Rescue Department

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> Brad Elias MD
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> Medical Director
>
> Jacksonville Fire Rescue Department

From: Jared Oscarson
To: Elias, Bradley
Cc: Jamo Rubin; Marx, James
Subject: Re: JFRD Trip
Date: Monday, March 11, 2024 2:07:18 PM

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Hi Dr. Elias,

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Best regards,

Jared

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> You guys tell me where to meet you.
>
> Brad Elias MD
>
> Medical Director
>
> Jacksonville Fire Rescue Department

From: Elias, Bradley
To: Jared Oscarson
Cc: Jamo Rubin; Marx, James
Subject: Re: JFRD Trip
Date: Monday, March 11, 2024 2:26:38 PM

Let's see where you guys are around that time tomorrow.

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Sent from my iPhone

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> > Brad Elias MD
> >
> > Medical Director
> >
> > Jacksonville Fire Rescue Department

From: Marx, James
To: Jared Oscarson
Subject: RE: JFRD Visit 3/12-3/14
Date: Thursday, March 7, 2024 11:07:00 AM

Sounds good. You're welcome to come to our EMS liaison meeting Tuesday morning at 08:30. Location is Maple Street Biscuit Company 117 Edgewood Ave. S. Jax, 32205.

See you next week!

From: Jared Oscarson <jared.oscarson@rightsitehealth.com>
Sent: Thursday, March 7, 2024 10:22 AM
To: Marx, James <JMarx@coj.net>
Subject: JFRD Visit 3/12-3/14

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Morning Chief,

I am planning to be in Jacksonville 3/12-3/14. Planning to arrive on Monday night and depart Thursday late evening.

Looking forward to seeing everyone.

Best regards,

Jared

From: Marx, James
To: Swati Swani
Cc: Jamo Rubin
Subject: Re: JFRD/RightSite - Badge buddies/bag tags to be delivered today
Date: Thursday, September 7, 2023 9:17:40 PM

---

9 is the time I have, must have been a typing error on my part.

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, September 7, 2023 7:01:59 PM
To: Marx, James <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Re: JFRD/RightSite - Badge buddies/bag tags to be delivered today

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Good Afternoon Chief Marx,

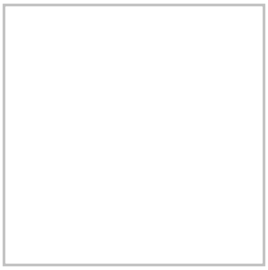
Thanks for checking with Lt. Harkins and helping with getting materials distributed.

I noticed you mentioned the meeting on Monday at 08:00, just wanted to make sure that you have the meeting for 9 AM ET / 8 AM CT on your calendar.

If you prefer 8 AM ET, I can move the time accordingly. Please let me know.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com



On Thu, Sep 7, 2023 at 2:09 PM Marx, James <JMarx@coj.net> wrote:

> Good afternoon,
>
> I received these items today. I'll get these to Capt. Keeney right away. I'm also trying to talk with Lt. Harkins about her experience with Right Site before discussing this with you and Jamo. I'll let you know what I find out as soon as I speak with her. See you both on Monday at 08:00.
>
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> 515 Julia St.
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> Jacksonville, FL 32202
>
> 904-255-7728 (Office)
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>
> Email: jmarx@coj.net
>
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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, September 7, 2023 10:55 AM
To: Marx, James <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: JFRD/RightSite - Badge buddies/bag tags to be delivered today

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Good Morning Chief Marx,

Hope all is well. Wanted to give you a heads up that you will be receiving the following in mail today. Can you please see that these get to Capt. Keeney for distribution to EMS Clinicians.

Hope these bag tags and extended hours brochures are handy for EMS clinicians and are daily reminders to responders to activate RightSite, when appropriate.

1. 50 of the yellow badges/bag tags with couplers/key rings
2. 50 Badge Buddies, with couplers/key rings
3. 50 Extended hours communication

Appreciate your help!

Regards,

Swati



Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

To:	Swati Swani
Cc:	Jamo Rubin
Subject:	RE: JFRD/RightSite - Badge buddies/bag tags to be delivered today
Date:	Thursday, September 7, 2023 2:59:19 PM

Good afternoon,

I received these items today. I'll get these to Capt. Keeney right away.

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, September 7, 2023 10:55 AM
To: Marx, James <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: JFRD/RightSite - Badge buddies/bag tags to be delivered today

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Appreciate your help!

Regards,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James
Cc: Jamo Rubin
Subject: Re: JFRD/RightSite - Badge buddies/bag tags to be delivered today
Date: Thursday, September 7, 2023 7:02:15 PM
Attachments: image001.png

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I noticed you mentioned the meeting on Monday at 08:00, just wanted to make sure that you have the meeting for 9 AM ET / 8 AM CT on your calendar.

If you prefer 8 AM ET, I can move the time accordingly. Please let me know.

Thanks,
Swati

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916.337.2182
swati.swani@rightsitehealth.com
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Jacksonville Fire/Rescue

515 Julia St.

Jacksonville, FL 32202

904-255-7728 (Office)

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Email: jmarx@coj.net

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Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: JFRD/RightSite - Badge buddies/bag tags to be delivered today

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Appreciate your help!

Regards,

Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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Cc: Jamo Rubin
Subject: Re: JFRD/RightSite - Badge buddies/bag tags to be delivered today
Date: Thursday, September 7, 2023 9:22:51 PM

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Thanks so much for letting us know.

We just wanted to make sure we have the correct time. Have a great evening!

Regards,

Swati

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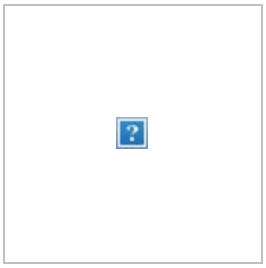
Regards,

Swati



Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James
To: Swati Swani
Cc: Jamo Rubin
Subject: RE: JFRD/RightSite - Badge buddies/bag tags to be delivered today
Date: Thursday, September 7, 2023 3:09:00 PM
Attachments: image001.png

Good afternoon,

I received these items today. I'll get these to Capt. Keeney right away. I'm also trying to talk with Lt. Harkins about her experience with Right Site before discussing this with you and Jamo. I'll let you know what I find out as soon as I speak with her. See you both on Monday at 08:00.

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, September 7, 2023 10:55 AM
To: Marx, James <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>

Subject: JFRD/RightSite - Badge buddies/bag tags to be delivered today

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Good Morning Chief Marx,

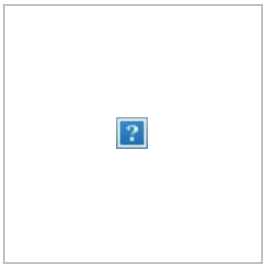
Hope all is well. Wanted to give you a heads up that you will be receiving the following in mail today. Can you please see that these get to Capt. Keeney for distribution to EMS Clinicians.

Hope these bag tags and extended hours brochures are handy for EMS clinicians and are daily reminders to responders to activate RightSite, when appropriate.

1. 50 of the yellow badges/bag tags with couplers/key rings
2. 50 Badge Buddies, with couplers/key rings
3. 50 Extended hours communication

Appreciate your help!

Regards,
Swati



Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Cc: Jamo Rubin
Subject: Re: JFRD/RightSite - Check in
Date: Wednesday, January 8, 2025 9:50:05 AM
Attachments: image001.png

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Good Morning Chief,

We have a conflict at 3 PM ET. Will 3:30 PM ET work for you tomorrow? Please let us know.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Jan 8, 2025 at 8:28 AM Marx, James - FRRS <JMarx@coj.net> wrote:

> Good morning,
>
> I apologize that I haven't been able to respond earlier. Yesterday and today, I'm attending an all-day training class. I'm available tomorrow, 1/9 at 3pm. Let me know if this works for you and Jamo.
>
> Hope you both had a great Christmas and Happy New Year!
>
> Kind Regards,
>
> Brien Marx
>
> Asst. Chief of Communications &
>
> Special Projects

Jacksonville Fire/Rescue

515 Julia St. Jacksonville, FL 32202

(904) 255-7728 {Office}

(904) 763-3429 {Cell}

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CITY OF JACKSONVILLE

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, January 6, 2025 1:12 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: JFRD/RightSite - Check in

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Good Afternoon Chief Marx,

Hope you had a fantastic start to the new year!

Jamo and I would like to schedule a brief call with you to touch base on the Dispatch post-implementation progress. Please let me know which of the proposed days and times work best for you, and I'll set it up accordingly.

Tuesday, 1/7: 3 - 3:30 pm ET

Wednesday, 1/8: 11 - 11:30 am ET

Thursday, 1/9: 2:30 - 3:30 pm ET

Thanks,

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James - FRRS
To: Swati Swani
Cc: Jamo Rubin
Subject: RE: JFRD/RightSite - Check in
Date: Wednesday, January 8, 2025 9:28:00 AM
Attachments: image001.png

Good morning,

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Hope you both had a great Christmas and Happy New Year!

Kind Regards,

Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue
515 Julia St. Jacksonville, FL 32202
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CITY OF JACKSONVILLE

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Sent: Monday, January 6, 2025 1:12 PM
To: Marx, James - FRRS <JMarx@coj.net>
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Subject: JFRD/RightSite - Check in

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Wednesday, 1/8: 11 - 11:30 am ET
Thursday, 1/9: 2:30 - 3:30 pm ET

Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James - FRRS
To: Swati Swani
Cc: Jamo Rubin
Subject: RE: JFRD/RightSite - Check in
Date: Wednesday, January 8, 2025 9:57:00 AM
Attachments: image001.png

That works for me.

Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue
515 Julia St. Jacksonville, FL 32202
(904) 255-7728 {Office}
(904) 763-3429 {Cell}

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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, January 8, 2025 9:50 AM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Re: JFRD/RightSite - Check in

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Good Morning Chief,

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Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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> Hope you both had a great Christmas and Happy New Year!
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> Brien Marx
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> Special Projects
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> Jacksonville Fire/Rescue
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> (904) 763-3429 {Cell}
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>
> CITY OF JACKSONVILLE

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, January 6, 2025 1:12 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: JFRD/RightSite - Check in

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Good Afternoon Chief Marx,

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Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Cc: Jamo Rubin
Subject: Re: JFRD/RightSite - Check in
Date: Wednesday, January 8, 2025 10:23:04 AM
Attachments: image001.png

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Thanks, Chief! I have sent an invite. Talk to you tomorrow.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Jan 8, 2025 at 8:57 AM Marx, James - FRRS <JMarx@coj.net> wrote:

> That works for me.
>
> Brien Marx
>
> Asst. Chief of Communications &
>
> Special Projects
>
> Jacksonville Fire/Rescue
>
> 515 Julia St. Jacksonville, FL 32202
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CITY OF JACKSONVILLE

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, January 8, 2025 9:50 AM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Re: JFRD/RightSite - Check in

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Good Morning Chief,

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Thanks,

Swati

Swati Swani
Director, Design & Implementation

[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Jan 8, 2025 at 8:28 AM Marx, James - FRRS <JMarx@coj.net> wrote:

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CITY OF JACKSONVILLE

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, January 6, 2025 1:12 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: JFRD/RightSite - Check in

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Good Afternoon Chief Marx,

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Tuesday, 1/7: 3 - 3:30 pm ET

Wednesday, 1/8: 11 - 11:30 am ET

Thursday, 1/9: 2:30 - 3:30 pm ET

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Cc: Elias, Bradley - FRRS
Subject: Re: JFRD/RightSite - CQI Case details
Date: Friday, September 13, 2024 12:18:27 PM

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From: Marx, James - FRRS
To: Swati Swani; Elias, Bradley - FRRS
Subject: RE: JFRD/RightSite - CQI Case details
Date: Friday, September 13, 2024 11:23:00 AM
Attachments: image001.png

Swati,

We are not able to see where the person called 911 again.

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, September 12, 2024 3:22 PM
To: Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>
Subject: JFRD/RightSite - CQI Case details

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Virtru Metadata:
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0iaHR0cDovL3d3dy53My5vcmcvMjAwMS9YTUxTY2hlbWEtaW5zdGFuY2UiIHRkZjp2ZXJzaW9uPSI
yLjAiIHRkZjppZGVudGlmaWVyPSJlNjgwYWE1NS11ZWQ3LTQ5ZTktOGY0ZS05ZjRjMzg1NTI4NDIi
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Dx0ZGY6UmVtb3RlU3RvcmVkS2V5IHRkZjp1cmk9Imh0dHBzOi8vYXBpLnZpcnRydS5jb20vYWNtL2
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VkrenJVWHRza1ZQeUtFNGhTdDdYQjk3dytIZlAwLy9iY0Y3djJJWm5WbUE2VnBFOWE2SWlpbG56Nj
J1RlRidjVNSnRVbDc1a1hxWWJwTHMvMlgyVmpiRDdGT0p1cmh0cmM5NFB5dFJOemVJU1lQeTBSMUZ
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GJlSjh6dXUwR0QrUGhFSWE2RUNVTzBLanE2UDduMHE5SkRWREw3ZThMVTU2TEdrSUV5M09oMEc5T2
U1cndjVmMwVEJjR3Nld0hhWjNDelVpTnlTK0dNVWRHSzNodG5kUjFYaXJwMnhvYW15NTBTTSsrZlN
5bGNIV0ZCbE5MdjJyVXNESUcxa3JrSkVxUkhscHlxU1N4Q2w4ekI1UTNrcWxFUjgwQ3FiRFdWZVU1
TXUwUWpXME9XdnlqZTdMTi9nUVJZaWlZODA2aXhwcGdqY2xmQXpvTmhYTW8vbWRyTWZvOGxGZy9kT
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VaVFpPR0gwSmI5ajZVNWFURDVnMEYyUWFKM1pzaUY4UXVVK2c4WDhxVW1vVzU4bGVnUkhIYnFZMSt
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ejlsMjBGWnZuejFtUWxzTVhxdVhxaHY2WjdXbjE0RzQ2a0k2Y1QxUkl6WmNkeFFZYXd4M2hLbUJWM
GV1cUhkUkxFTStZdHl1UWpkbTF1dTdBY0JHZURiTEE4Ni9HV25iZXRzNGM3QkJ0Y3dYcmtwV1BrTn
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From: Swati Swani
To: Marx, James - FRRS
Cc: Elias, Bradley - FRRS
Subject: Re: JFRD/RightSite - CQI Case details
Date: Friday, September 13, 2024 12:18:30 PM

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From: Marx, James - FRRS
To: Swati Swani; Elias, Bradley - FRRS
Subject: RE: JFRD/RightSite - CQI Case details
Date: Friday, September 13, 2024 11:23:24 AM
Attachments: image001.png

Swati,

We are not able to see where the person called 911 again.

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, September 12, 2024 3:22 PM
To: Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>
Subject: JFRD/RightSite - CQI Case details

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a0tZOWFtSDVrK2JTVjhhVk8rOVNDUkdqR1FJVERFZmFjanJjdDN5dEJpZWRranJOa1JvWEszMElYW
U4zYkV3ODlmY0ZKQW5IVTZqMjJvbWh4RzhMWG9RMEdMVkVxMWd4dkJhNnJZT21sUUpxR1FnMjFQRH
pySDFMWVh1djhZNnhpUEIzeFdJRUQyTTVzWGR4cjBSVXdqdGQ4UERwZFA2UnBab1RyYk4vcVNMb2R
mY3Y1TUg3aU5ydFpzb05Ldy8yK1RjZ04rbFh5Nk5KZHlDT1lSbGR6V3gxV2RPNmNlMmQ5WDc3SHdj
MWM3Q2lxeEhOSE9EYkxaZDFMNHNsRzVRRjAzT2FrTWdBYTVFRjE2RzlCVURqUzNPN0FaSlhFSWRQN
GJRWExZRjV1UHpvdWhDS00vS1dzL2QycHVldDJTOTZ3MHI0UnVvbnREUHdjOWNPQzUrQk1LSkNBen
ZvcWRSb3ZnU1AyN3pVTHlmTHRmaWpYc0NiV2tkd0E4cWdBeHRkUmdGMmg0bzhkZGpmY0VSUk5UYm8
zdkhVZ21SejE4U2FaRU9IaElzc1l2Vm9UdFdya2VtbGFTdEk0SFlYKzFwVlZsMVBWS3lFRGJIT1Ix
bVVqM0gzUjc4SWY3K0QzTDBJSHptd1BjSDRtenlnU2dBTFJCcmUzZE1IekZMRS8wM0ROUUVKT1Z2S
EJlZGJIMWtLVVhaQ2ZxdlBUa21iVXhhS1FKN2lWZXlhZTJhaWMySGpFRm1zMVZObTdQenhoQkhxQn
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5SXhmMmVwNmtuV0pmNUxNWXlHRFRTOFBDclJCd0FCTEdESC83c0pyUTZnVTNMR1VPZklDa3BtWXlt
TWMzY2ZIcGEwaEdCOWp4cm1abG1SeEd6Ly92OVhCMTJ0TUhUcE1oYXQzNTdjbDlnSnhOUkFqNk9Fc
21EdlVjU2dFcEEzNG1NMkpwQ29uR0lWOFlEWmZXSkZGTGZIRmZtNk5HYVQ0VGY5bDU4MmN0bUF2WT

```
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MkRYcXBLMnRwVllvdU1xNmYrM09GVDF1bUhTS21yd0psVEZZRCttaEhzeHpkZVFIRHEvOXdsclZHO
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w5SVJhelZHMVUvdEJ2cjMzVzh5c0pFWmRVcStaeWlleWZMWFM4L3ovUXB4UzZNaSs5T2FGNk93aVl
rak5zbXMxQnFBRXVSQXJvNlFRY3VNcGk0bXdWZzhwdjBvanR5QzBMUGx3SzVhbFU3VmlQQmVxY2Yv
YmJYeXVkMnE4WjV4MnJlSmRWOGsxV3luK0o5ZzlGWFFmM0VnQUltZVFGTithVnZaNHhPSnhqL3oyR
HVoUkpaL3FqR1pTMnpmbWl3OUdRL1lDN2NxN0lDd0VwOWEzZ08vTFpaUXJtVXZLeDNKVXdVVDBaUT
FmRXNPNzNNbTh4My8wR09abVlhbURpdktuUUk5TzVUYVUxc1htSEJYdy85MERqTWRsdHVnSUx2elh
UU0ZsOFduUG5lT0tPWm1pT25GWlJGcWNja0NHQkpTeEI0WUhVVVhaUkkwK3hRSGYvcUM2ODZSQk5l
QUVWcW95SXd6NTNLZkFlQ1oyQzI2MnBOM1VhN2N3aXovRFpwQXMyQ0tTS3ErUEVNa01zOERia2lQL
0xBczRpM1ZaeC9JcU90M2NCYkFtbnI2TEpHM1FQTWJ2azZlM1FXT0cvRlhSZlRZQ2JySjVyaWtHWD
JMbXdQV0R0cytrZWNUQ0xlekVtVnRJdXdpWjB1ZWVKUGVKbnlDT0NoU3dqb21RS1VacDJCVE5UZ0J
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dnVUNFlwaWVYVTl3M09oRzNMWjc4WW1aZHZRPTwvdGRmOkJhc2U2NEJpbmFyeVBheWxvYWQ+Cjwvd
GRmOlRydXN0ZWREYXRhT2JqZWN0Pg== --- END PROTECTED MESSAGE ---
```

From: Swati Swani
To: Marx, James - FRRS
Subject: Re: JFRD/RightSite - Dashboard attached
Date: Wednesday, August 6, 2025 2:03:20 PM
Attachments: JFRD Leaderboard 8.6.2025.pdf

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Hello Chief,

Does this print better? I split it into two pages. If not, I can split it into four pages, just let me know. Thanks!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Aug 6, 2025 at 12:57 PM Marx, James - FRRS <JMarx@coj.net> wrote:

> Swati,
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> Brien
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> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Tuesday, July 22, 2025 2:27 PM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Subject:** JFRD/RightSite - Dashboard attached

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Hello Chief,

Thank you for meeting with us today. The dashboard we reviewed today is attached; we thought it might be helpful when you meet with Chief Golden tomorrow.

Please let me know if you need any additional information for the new Chief.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James - FRRS
To: Swati Swani
Subject: RE: JFRD/RightSite - Dashboard attached
Date: Wednesday, August 6, 2025 2:48:00 PM

I actually want the July 22 dashboard information, not the leaderboard.

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, August 6, 2025 2:03 PM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Re: JFRD/RightSite - Dashboard attached

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Subject: JFRD/RightSite - Dashboard attached

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Please let me know if you need any additional information for the new Chief.

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Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

To: Swati Swani
Subject: RE: JFRD/RightSite - Dashboard attached
Date: Wednesday, August 6, 2025 2:47:13 PM

I actually want the July 22

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, August 6, 2025 2:03 PM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Re: JFRD/RightSite - Dashboard attached

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Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
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> **To:** Marx, James - FRRS <JMarx@coj.net>

Subject: JFRD/RightSite - Dashboard attached

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Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James - FRRS
To: Swati Swani
Subject: RE: JFRD/RightSite - Dashboard attached
Date: Wednesday, August 6, 2025 1:57:00 PM

Swati,

I'm wanting to print the dashboard document that you sent. When I try to do that it only shows as 1 page. Is there a way you can send me the information where I can print the document?

Thank You,

Brien

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Tuesday, July 22, 2025 2:27 PM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: JFRD/RightSite - Dashboard attached

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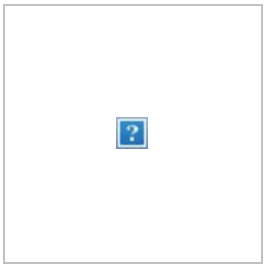
Thanks,
Swati



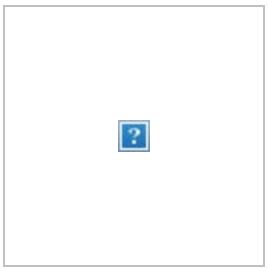
Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Subject: Re: JFRD/RightSite - Dashboard attached
Date: Wednesday, August 6, 2025 3:24:51 PM
Attachments: JFRD Dashboard 7.22.2025 - v2.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Updated dashboard attached. Please let me know if there are any print issues, and I can paginate differently.

Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Aug 6, 2025 at 1:48 PM Marx, James - FRRS <JMarx@coj.net> wrote:

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> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Wednesday, August 6, 2025 2:03 PM
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> **Subject:** Re: JFRD/RightSite - Dashboard attached
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Please let me know if you need any additional information for the new Chief.

Thanks,

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James - FRRS
To: Swati Swani
Subject: RE: JFRD/RightSite - Dashboard attached
Date: Wednesday, August 6, 2025 3:40:00 PM

Perfect! Thank You

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, August 6, 2025 3:24 PM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Re: JFRD/RightSite - Dashboard attached

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Thanks,
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Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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> **Sent:** Wednesday, August 6, 2025 2:03 PM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Subject:** Re: JFRD/RightSite - Dashboard attached
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[m] 916.337-2182
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> **To:** Marx, James - FRRS <JMarx@coj.net>
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> Please let me know if you need any additional information for the new Chief.
>
> Thanks,
> Swati
>
> **Swati Swani**



Director, Design & Implementation

[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Bernard, Michael
Cc: Marx, James; Jamo Rubin
Subject: Re: JFRD/RightSite - Data Request
Date: Monday, August 14, 2023 6:16:00 PM
Attachments: image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Capt. Bernard,

Thanks for sending this data. We had a question on 8/7 through 8/13 data set:

- How is JFRD defining non emergent calls that are candidates to activate RightSite? Is this represented by the non-EMR column in the spreadsheet? Please let us know your thoughts on this.

Thanks for your help on this!

Regards,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Aug 14, 2023 at 8:55 AM Bernard, Michael <MBernard@coj.net> wrote:

> My apologize, I forgot to define the data I gave. It is from 8/7 through 8/13 and only included calls that the units arrived on scene. I will try to work on building a report to run daily and auto email to you please give me a week or so to work on that.
>
> Thanks
>
> *Captain Michael Bernard*
>
> Office of Information Services
>
> Jacksonville Fire and Rescue Department

515 N. Julia Street, Jacksonville, FL 32202

(O) 904.255.7731

Email: mbernard@coj.net

Website: www.MyJFRD.com

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From: Bernard, Michael
Sent: Monday, August 14, 2023 11:33 AM
To: Marx, James <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
Subject: RE: JFRD/RightSite - Data Request

All,

Here is the data that you requested.

V/R

Captain Michael Bernard

Office of Information Services

Jacksonville Fire and Rescue Department

515 N. Julia Street, Jacksonville, FL 32202

(O) 904.255.7731

Email: mbernard@coj.net

Website: www.MyJFRD.com

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From: Marx, James <JMarx@coj.net>
Sent: Tuesday, August 8, 2023 12:06 PM
To: Bernard, Michael <MBernard@coj.net>
Subject: Fwd: JFRD/RightSite - Data Request

Attached is the request.

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, August 7, 2023 8:34:34 AM
To: Marx, James <JMarx@coj.net>
Cc: Blanton, Jake <JBlanton@coj.net>; Keeney, Nathan <NKeeney@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: JFRD/RightSite - Data Request

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Hello Chief Marx,

Hope you had a nice weekend.

Chief Blanton asked us to reach out to you for any JFRD data we might need. As we launch today, it would be helpful for us to work together using the following information:

- **Daily Run report:** Daily run report for 4 stations (R21, R28, R44 and R72) by emergent and non-emergent incident type codes. RightSite will use this file to return back EMS crew use and patient outcomes for every call we receive, and review this report with you and your team in weekly meetings.

- **Historical data**: It would be helpful to have a baseline of emergent and non-emergent runs. Could you re-run the report below for R28 And R72 to include emergent and non emergent codes? Please see the attachment for reference that we received back in June.

Please let me know if you need additional information. Looking forward to working with you.

Regards,

Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Bernard, Michael
To: Swati Swani
Cc: Marx, James; Jamo Rubin
Subject: RE: JFRD/RightSite - Data Request
Date: Tuesday, August 15, 2023 9:30:00 AM
Attachments: image001.png

Swati,

I unfortunately have not been privy to any of the discussions involving RightSite Health. I do not know what we are defining as "non-emergent" as far as care and treatment are concerned. Chief Marx do you know if/what is being used to define what non-emergent calls are appropriate for RightSite? The data that I provided shows what our response is (FIRE, EMS, Non-Emergent). The list of signals provided and corresponding emergent / non emergent designation is what I had assumed would be appropriate if using signals, however if that is going used to define non-emergent calls Chief Marx should review it and send to Dr. Elias and Chief Blanton for approval. That being said, it would be my opinion to not use signals but rather the "Nature of call ON SCENE". As often times the type of call "signal" used in dispatch ends up being different then what is actually presented on scene. For instance, the call may be dispatched as sick person nausea, but when we get on scene the person has nausea because they are having a MI. Or conversely the call could be dispatched as chest pain, but upon arrival the reason for the chest pain is due to a cough for 3 days. For these reasons I would recommend using data from our ePCR the nature of call on scene. But again that is up to Dr. Elias and Chief Blanton to define non-emergent calls that would be appropriate for RightSite.

Respectfully,

Captain Michael Bernard
Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
(O) 904.255.7731
Email: mbernard@coj.net
Website: www.MyJFRD.com

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CITY OF JACKSONVILLE

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, August 14, 2023 6:16 PM
To: Bernard, Michael <MBernard@coj.net>
Cc: Marx, James <JMarx@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Re: JFRD/RightSite - Data Request

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- How is JFRD defining non emergent calls that are candidates to activate RightSite? Is this represented by the non-EMR column in the spreadsheet? Please let us know your thoughts on this.

Thanks for your help on this!

Regards,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Aug 14, 2023 at 8:55 AM Bernard, Michael <MBernard@coj.net> wrote:

> My apologize, I forgot to define the data I gave. It is from 8/7 through 8/13 and only included calls that the units arrived on scene. I will try to work on building a report to run daily and auto email to you please give me a week or so to work on that.
>
> Thanks
> *Captain Michael Bernard*
> Office of Information Services
> Jacksonville Fire and Rescue Department
> 515 N. Julia Street, Jacksonville, FL 32202
> **(O)** 904.255.7731
> Email: mbernard@coj.net
> Website: www.MyJFRD.com
>
> *NOTICE: This message is intended for the named-recipient(s) only and may contain information that is (i) proprietary to the sender, and/or, (ii) privileged, confidential and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and*

destroy all copies of the original message.

CITY OF JACKSONVILLE

From: Bernard, Michael
Sent: Monday, August 14, 2023 11:33 AM
To: Marx, James <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
Subject: RE: JFRD/RightSite - Data Request

All,

Here is the data that you requested.

V/R

Captain Michael Bernard
Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
(O) 904.255.7731
Email: mbernard@coj.net
Website: www.MyJFRD.com

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CITY OF JACKSONVILLE

From: Marx, James <JMarx@coj.net>
Sent: Tuesday, August 8, 2023 12:06 PM
To: Bernard, Michael <MBernard@coj.net>
Subject: Fwd: JFRD/RightSite - Data Request

Attached is the request.

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue

515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, August 7, 2023 8:34:34 AM
To: Marx, James <JMarx@coj.net>
Cc: Blanton, Jake <JBlanton@coj.net>; Keeney, Nathan <NKeeney@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: JFRD/RightSite - Data Request

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916.337.2182
swati.swani@rightsitehealth.com
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To:	Swati Swani
Cc:	Marx, James; Jamo Rubin
Subject:	RE: JFRD/RightSite - Data Request
Date:	Tuesday, August 15, 2023 9:27:59 AM
Attachments:	image001.png

Swati,

I unfortunately have not been privy to any of the discussions involving RightSite Health. I do not know what we are defining as "non-emergent" as far as care and treatment are concerned. Chief Marx do you know if/what is being used to define what non-emergent calls are appropriate for RightSite? The data that I provided shows what our response is (FIRE, EMS, Non-Emergent). The list of signals provided and corresponding emergent / non emergent designation is what I had assumed would be appropriate, however if that is going used to define non-emergent calls Chief Marx should review it and send to Dr. Elias and Chief Blanton for approval. That being said, it would be my opinion to not use signals but rather the "Nature of call ON SCENE". As often times the type of call "signal" used in dispatch ends up being different then what is actually presented on scene. For instance, the call may be dispatched as sick person nausea, but when we get on scene the person has nausea because they are having a MI. Or conversely the call could be dispatched as chest pain, but upon arrival the reason for the chest pain is due to a cough for 3 days. For these reasons I would recommend using data from our ePCR the nature of call on scene. But again that is up to Dr. Elias and Chief Blanton to define non-emergent calls that would be appropriate for RightSite.

Captain Michael Bernard
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CITY OF JACKSONVILLE

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, August 14, 2023 6:16 PM
To: Bernard, Michael <MBernard@coj.net>
Cc: Marx, James <JMarx@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Re: JFRD/RightSite - Data Request

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Sent: Monday, August 14, 2023 11:33 AM
To: Marx, James <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
Subject: RE: JFRD/RightSite - Data Request

All,

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V/R

Captain Michael Bernard
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Sent: Tuesday, August 8, 2023 12:06 PM
To: Bernard, Michael <MBernard@coj.net>
Subject: Fwd: JFRD/RightSite - Data Request

Attached is the request.

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St.

Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, August 7, 2023 8:34:34 AM
To: Marx, James <JMarx@coj.net>
Cc: Blanton, Jake <JBlanton@coj.net>; Keeney, Nathan <NKeeney@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
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916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Bernard, Michael
To:	Marx, James
Cc:	Swati Swani
Subject:	RE: JFRD/RightSite - Data Request
Date:	Monday, August 14, 2023 11:55:30 AM
Attachments:	image001.png

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To: Marx, James <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
Subject: RE: JFRD/RightSite - Data Request

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904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, August 7, 2023 8:34:34 AM
To: Marx, James <JMarx@coj.net>
Cc: Blanton, Jake <JBlanton@coj.net>; Keeney, Nathan <NKeeney@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
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To: Marx, James
Cc: Swati Swani
Subject: RE: JFRD/RightSite - Data Request
Date: Monday, August 14, 2023 11:55:00 AM
Attachments: image001.png

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Email: jmarx@coj.net

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To: Marx, James <JMarx@coj.net>
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Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Bernard, Michael
To:	Marx, James
Cc:	Swati Swani
Subject:	RE: JFRD/RightSite - Data Request
Date:	Monday, August 14, 2023 11:33:09 AM
Attachments:	RightSite Data R28&R72.pdf R21,28,44,72 run report data.xlsx image001.png

All,

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V/R

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Office of Information Services
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(O) 904.255.7731
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Email: jmarx@coj.net

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Sent: Monday, August 7, 2023 8:34:34 AM
To: Marx, James <JMarx@coj.net>
Cc: Blanton, Jake <JBlanton@coj.net>; Keeney, Nathan <NKeeney@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
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From: Bernard, Michael
To: Marx, James
Cc: Swati Swani
Subject: RE: JFRD/RightSite - Data Request
Date: Monday, August 14, 2023 11:33:00 AM
Attachments: RightSite Data R28&R72.pdf
R21,28,44,72 run report data.xlsx
image001.png

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V/R

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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, August 7, 2023 8:34:34 AM
To: Marx, James <JMarx@coj.net>
Cc: Blanton, Jake <JBlanton@coj.net>; Keeney, Nathan <NKeeney@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
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916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James
To: Swati Swani
Cc: Blanton, Jake; Keeney, Nathan; Jamo Rubin
Subject: RE: JFRD/RightSite - Data Request
Date: Tuesday, August 8, 2023 2:11:26 PM
Attachments: image001.png

Good afternoon, Swati,

We're working on getting the data together for you. I should have something for you by Thursday at the latest. My apologizes for not responding soon. It's been a busy week. From looking at the calls yesterday It does not appear that an opportunity for Right Site was presented. Just to help provide a little reassurance the crews understand Right Site is available for them currently. If you have any questions or concerns, please give me a call.

Respectfully,

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St. Jacksonville, FL 32202
(904) 255-7777 {Office}

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Sent: Monday, August 7, 2023 8:35 AM
To: Marx, James <JMarx@coj.net>
Cc: Blanton, Jake <JBlanton@coj.net>; Keeney, Nathan <NKeeney@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: JFRD/RightSite - Data Request

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Hello Chief Marx,

Hope you had a nice weekend.

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- **Historical data**: It would be helpful to have a baseline of emergent and non-emergent runs. Could you re-run the report below for R28 And R72 to include emergent and non emergent codes? Please see the attachment for reference that we received back in June.

Please let me know if you need additional information. Looking forward to working with you.

Regards,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James
To: Swati Swani
Cc: Blanton, Jake; Keeney, Nathan; Jamo Rubin
Subject: RE: JFRD/RightSite - Data Request
Date: Tuesday, August 8, 2023 2:11:26 PM
Attachments: image001.png

Good afternoon, Swati,

We're working on getting the data together for you. I should have something for you by Thursday at the latest. My apologizes for not responding soon. It's been a busy week. From looking at the calls yesterday It does not appear that an opportunity for Right Site was presented. Just to help provide a little reassurance the crews understand Right Site is available for them currently. If you have any questions or concerns, please give me a call.

Respectfully,

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St. Jacksonville, FL 32202
(904) 255-7777 {Office}

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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, August 7, 2023 8:35 AM
To: Marx, James <JMarx@coj.net>
Cc: Blanton, Jake <JBlanton@coj.net>; Keeney, Nathan <NKeeney@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
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swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James
To: Swati Swani
Cc: Blanton, Jake; Keeney, Nathan; Jamo Rubin
Subject: RE: JFRD/RightSite - Data Request
Date: Tuesday, August 8, 2023 2:11:00 PM
Attachments: image001.png

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916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

To:	Swati Swani
Cc:	Blanton, Jake; Keeney, Nathan; Jamo Rubin
Subject:	RE: JFRD/RightSite - Data Request
Date:	Tuesday, August 8, 2023 2:00:04 PM
Attachments:	image001.png

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Jacksonville Fire/Rescue
515 Julia St. Jacksonville, FL 32202
(904) 255-7777 {Office}

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Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Bernard, Michael
Cc: Marx, James; Jamo Rubin
Subject: Re: JFRD/RightSite - Data Request
Date: Monday, August 14, 2023 6:16:00 PM
Attachments: image001.png

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Thanks for your help on this!

Regards,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Aug 14, 2023 at 8:55 AM Bernard, Michael <MBernard@coj.net> wrote:

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>
> Thanks
>
> *Captain Michael Bernard*
>
> Office of Information Services
>
> Jacksonville Fire and Rescue Department

515 N. Julia Street, Jacksonville, FL 32202

(O) 904.255.7731

Email: mbernard@coj.net

Website: www.MyJFRD.com

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From: Bernard, Michael
Sent: Monday, August 14, 2023 11:33 AM
To: Marx, James <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
Subject: RE: JFRD/RightSite - Data Request

All,

Here is the data that you requested.

V/R

Captain Michael Bernard

Office of Information Services

Jacksonville Fire and Rescue Department

515 N. Julia Street, Jacksonville, FL 32202

(O) 904.255.7731

Email: mbernard@coj.net

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From: Marx, James <JMarx@coj.net>
Sent: Tuesday, August 8, 2023 12:06 PM
To: Bernard, Michael <MBernard@coj.net>
Subject: Fwd: JFRD/RightSite - Data Request

Attached is the request.

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, August 7, 2023 8:34:34 AM
To: Marx, James <JMarx@coj.net>
Cc: Blanton, Jake <JBlanton@coj.net>; Keeney, Nathan <NKeeney@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
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Regards,

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916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Bernard, Michael
To: Swati Swani
Cc: Marx, James; Jamo Rubin
Subject: RE: JFRD/RightSite - Data Request
Date: Tuesday, August 15, 2023 9:30:21 AM
Attachments: image001.png

Swati,

I unfortunately have not been privy to any of the discussions involving RightSite Health. I do not know what we are defining as "non-emergent" as far as care and treatment are concerned. Chief Marx do you know if/what is being used to define what non-emergent calls are appropriate for RightSite? The data that I provided shows what our response is (FIRE, EMS, Non-Emergent). The list of signals provided and corresponding emergent / non emergent designation is what I had assumed would be appropriate if using signals, however if that is going used to define non-emergent calls Chief Marx should review it and send to Dr. Elias and Chief Blanton for approval. That being said, it would be my opinion to not use signals but rather the "Nature of call ON SCENE". As often times the type of call "signal" used in dispatch ends up being different then what is actually presented on scene. For instance, the call may be dispatched as sick person nausea, but when we get on scene the person has nausea because they are having a MI. Or conversely the call could be dispatched as chest pain, but upon arrival the reason for the chest pain is due to a cough for 3 days. For these reasons I would recommend using data from our ePCR the nature of call on scene. But again that is up to Dr. Elias and Chief Blanton to define non-emergent calls that would be appropriate for RightSite.

Respectfully,

Captain Michael Bernard
Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
(O) 904.255.7731
Email: mbernard@coj.net
Website: www.MyJFRD.com

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CITY OF JACKSONVILLE

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, August 14, 2023 6:16 PM
To: Bernard, Michael <MBernard@coj.net>
Cc: Marx, James <JMarx@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Re: JFRD/RightSite - Data Request

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Thanks for your help on this!

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Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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Jacksonville Fire/Rescue

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904-763-3429 (Cell)
Email: jmarx@coj.net

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To: Marx, James <JMarx@coj.net>
Cc: Blanton, Jake <JBlanton@coj.net>; Keeney, Nathan <NKeeney@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
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swati.swani@rightsitehealth.com
rightsitehealth.com

From: Jamo Rubin
To: Keeney, Nathan; Swati Swani
Subject: Re: JFRD/RightSite - Go-live touch base
Date: Wednesday, August 9, 2023 8:02:15 AM

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Thanks for the note, Capt Keeney.

I appreciate you checking in with us as feedback in this early stage will allow us to make adjustments to help accelerate the launch.

Changing habits is never easy. The new habit is just asking non-emergent patients “would you like to talk to an ER doc right now, or go to the ER instead?"

Adding to that is the active and visible leadership from supervisors and chiefs in communicating what RightSite is, why it’s good for JFRD as an organization and also for the crews, and what happens if JFRD doesn’t solve for the overwhelming amount of non-emergent 911 callers.

I’m going to have Swati send you answers to those questions so you and your team can begin to talk to these points early and often.

Thanks again for all your support!

Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

On Aug 8, 2023 at 12:56 PM -0500, Keeney, Nathan <NKeeney@coj.net>, wrote:

> Good afternoon Jamo,
> I hope this finds you well! I will certainly keep you and Swati informed as the service take flight. It will most likely take a week or so to get the crews acclimated. There will definitely be a learning curve in filtering patients and crew comfort ability. I will be checking the specified units and their run reports daily to see field progress. Again, it will take some time to get some feedback from the crews. We most definitely can chat throughout the week to keep each other updated.
>
> Kind regards,
> Capt. N. Keeney
> nkeeney@coj.net
> (904) 343-2660
>
> On Aug 8, 2023, at 12:49 PM, Jamo Rubin <jamo.rubin@rightsitehealth.com>

wrote:

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Hi Chief Blanton and Captain Keeney,

I'm following up alongside Swati to see if you can begin your communications with the EMS crews, as Swati suggested below, with a few ideas you can copy/paste. If that's helpful, we can share a handful of draft emails for you to use in your continuing communications.

The first few days and weeks of implementing RightSite are critical to getting buy-in from the EMS crews. Top-down and bottom-up communication and reinforcement are so important.

Captain Keeney, please let us know when we can schedule our meetings with you. Twice a week as we launch (for a few weeks) is ideal - and then we can move to weekly.

Thank you both for your help and any advice you can offer as we launch RightSite with JFRD.

Jamo

<RightSite-Logo-Tagline-teal.png>

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

> On Aug 7, 2023, at 5:42 AM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
>
> Good Morning Chief Blanton,
>
> We all are very excited to start working with 4 JFRD Rescue Units and are eager to receive calls from them starting today.
>
> As discussed last week, we understand that the decision to use RightSite happens at the individual level, and some folks will take more time than others to adopt our service.
>
> Two key ingredients in promoting the use of RightSite are:
>
> 1. Active and visible communication from leadership throughout the

transition process to EMS clinicians who will be using RightSite.

2. Consistent encouragement, role modeling, and troubleshooting from the supervisors to promote the use of RightSite

Here are a couple of FAQs that you can use in your communication with Rescue Units to kick off the go-live day:

Q1: How does RightSite work?

A: If you have a patient who does not need to go to the ER, RightSite offers on-demand access to an ER doctor through telehealth as well as navigation to non-ER care that includes non-ambulance transportation.

Your patient gets care faster at a lower cost, bypassing the long ER wait times.
RightSite navigator follows up the next day to see how the patient is doing to ensure they got the care they needed.

RightSite will free you up for true emergencies so you can save more lives, help you get back to the station, back to post, or get off on time for the end of your shift.

Q2: Are there costs for RightSite Services?

A: There is no cost to patients today. Patients will be responsible for the normal copays or deductibles if they end up going to urgent care or PCPs, which will be substantially lower than those associated with an emergency room visit. If your patient does not have insurance or needs financial assistance, RightSite can help you.

Also, please pass along the attached list of great/good fits for RightSite that we covered in the training sessions to all the EMS Clinicians for a quick reference during their runs.

We will start working with Capt. Keeney to identify and implement techniques of Change Management in the coming week and keep you posted.

Please let me know if you have any ideas on how we can help you and your supervisors to reinforce RightSite adoption and have a great start to the 90-day trial period.

Appreciate your help and guidance!

Thank you,

Swati



Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

<Good Fit_Not Good Fit for RightSite 8.7.2023.pdf>

From: Keeney, Nathan
To: Jamo Rubin
Subject: Re: JFRD/RightSite - Go-live touch base
Date: Tuesday, August 8, 2023 1:56:23 PM
Attachments: RightSite-Logo-Tagline-teal.png

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(904) 343-2660

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>
> Jamo

<RightSite-Logo-Tagline-teal.png>

Jamo Rubin, M.D.
CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

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RightSite navigator follows up the next day to see how the patient is doing to ensure they got the care they needed.

RightSite will free you up for true emergencies so you can save more lives, help you get back to the station, back to post, or get off on time for the end of your shift.

Q2: Are there costs for RightSite Services?

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Also, please pass along the attached list of great/good fits for RightSite that we covered in the training sessions to all the EMS Clinicians for a quick reference during their runs.

We will start working with Capt. Keeney to identify and implement techniques of Change Management in the coming week and keep you posted.

Please let me know if you have any ideas on how we can help you and your supervisors to reinforce RightSite adoption and have a great start to the 90-day trial period.

Appreciate your help and guidance!

Thank you,

Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

<Good Fit_Not Good Fit for RightSite 8.7.2023.pdf>

From: NKeeney@coj.net
To: Jamo Rubin
Subject: Re: JFRD/RightSite - Go-live touch base
Date: Tuesday, August 8, 2023 1:56:22 PM

Good afternoon Jamo,
I hope this finds you well! I will certainly keep you and Swati informed as the service take flight. It will most likely take a week or so to get the crews acclimated. There will definitely be a learning curve in filtering patients and crew comfort ability. I will be checking the specified units and their run reports daily to see field progress. Again, it will take some time to get some feedback from the crews. We most definitely can chat throughout the week to keep each other updated.

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Capt. N. Keeney
nkeeney@coj.net
(904) 343-2660

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>
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<Good Fit_Not Good Fit for RightSite 8.7.2023.pdf>

From:	Jamo Rubin
To:	Blanton, Jake; Keeney, Nathan
Cc:	Stacey Rubin; Swati Swani
Subject:	Re: JFRD/RightSite - Go-live touch base
Date:	Tuesday, August 8, 2023 12:49:53 PM
Attachments:	RightSite-Logo-Tagline-teal.png Good Fit_Not Good Fit for RightSite 8.7.2023.pdf

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rightsitehealth.com

From:	Jamo Rubin
To:	Blanton, Jake; Keeney, Nathan
Cc:	Stacey Rubin; Swati Swani
Subject:	Re: JFRD/RightSite - Go-live touch base
Date:	Tuesday, August 8, 2023 12:49:52 PM
Attachments:	RightSite-Logo-Tagline-teal.png Good Fit_Not Good Fit for RightSite 8.7.2023.pdf

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swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Swati Swani
To:	Jamo Rubin
Cc:	Keeney, Nathan
Subject:	Re: JFRD/RightSite - Go-live touch base
Date:	Wednesday, August 9, 2023 4:57:44 PM

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Hello Capt Keeney,

Here are the answers to some questions that you can send out to the EMS crew and remind them that RightSite navigators are **problem solvers**; when in doubt as to whether call RightSite or not, give us a call, and navigators and physicians will work with JFRD EMS to send your patients to the right site of care.

Q1: Why is it good for JFRD as an organization to use RightSite?

- *We need a solution to free up our rescue units for real emergencies. With RightSite, we can hand off non-emergent patients who call 911 but don't need to go to the ER.*
- *We chose RightSite because they're a telehealth provider that can help us with 911 diversions and follow up with patients to get the things so they won't resort to calling 911 for their non-emergency care.*
- *RightSite combines telehealth with an ER doctor and a navigation team to help handle the logistics of finding other clinical and social resources for these patients.*
- *With a navigation team focused on the social aspect of healthcare, RightSite provides a long-term solution for patients, not just a quick fix.*

Q2: Why is it good for JFRD EMS crews to use RightSite?
A: RightSite will free you up for true emergencies so you can save more lives, help you get back to the station, back to post, or get off on time for the end of your shift.

Q3: What happens if JFRD doesn't solve for the overwhelming amount of non-emergent 911 callers?

- *Our population is growing, and our rescue units are tied up and not available for true emergencies; this current state will only worsen.*
- *Our emergency system will become even more clogged if we don't find another option.*
- *The stress and lack of work-life balance is tough on everyone now and will worsen if we don't take action.*

Q4: How does RightSite work?
A: If you have a patient who does not need to go to the ER, RightSite offers on-demand access to an ER doctor through telehealth and navigation to non-ER care, including non-ambulance transportation. Your patient gets care faster at a lower cost, bypassing the long ER wait times. RightSite navigator follows up the next day to see how the patient is doing to ensure they get the care they need.

Q5: Are there costs for RightSite Services?
A: There is no cost to patients today. Patients will be responsible for the normal copays or deductibles if they end up going to urgent care or PCPs, which will be substantially lower than those associated with an emergency room visit. If your patient does not have insurance or needs financial assistance, RightSite can help you.

One request, please send me the names of EMS clinicians who attended training sessions on Aug 2-4. Picture of your sign-in sheet will work too!

Please let me know if you need additional information or want to touch base on a call this week, and I will schedule one for us.

Regards,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Aug 9, 2023 at 7:02 AM Jamo Rubin <jamo.rubin@rightsitehealth.com> wrote:

> Thanks for the note, Capt Keeney.
>
> I appreciate you checking in with us as feedback in this early stage will allow us to make adjustments to help accelerate the launch.
>
> Changing habits is never easy. The new habit is just asking non-emergent patients “would you like to talk to an ER doc right now, or go to the ER instead?"
>
> Adding to that is the active and visible leadership from supervisors and chiefs in communicating what RightSite is, why it’s good for JFRD as an organization and also for the crews, and what happens if JFRD doesn’t solve for the overwhelming amount of non-emergent 911 callers.
>
> I’m going to have Swati send you answers to those questions so you and your team can begin to talk to these points early and often.
>
> Thanks again for all your support!
>
> Jamo
>
> **Jamo Rubin, M.D.**
> CEO
> 210.557.2205
> jamo.rubin@rightsitehealth.com
> **rightsitehealth.com**
>
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From: Marx, James - FRRS
To: Swati Swani
Cc: Jamo Rubin
Subject: RE: JFRD/RightSite - Grady EMD codes attached
Date: Thursday, March 6, 2025 1:47:00 PM
Attachments: Grady RightSite DeterminantCodes.xlsx

Good afternoon,

Here is a list of our CAD codes that match the determinant codes. We do not have a CAD code for the last part of the list because we do not have any Omega responses for those call types. We also do not override Priority Dispatch recommendations. Hope you find this information useful.

Brien

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Tuesday, March 4, 2025 5:37 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: JFRD/RightSite - Grady EMD codes attached

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Hello Chief Marx,

As we discussed in our operations call today, I have attached a list of the Grady EMD codes. Thank you for mapping the JFRD CAD signal codes to the Grady codes; we appreciate your assistance!

Please let me know if you need additional information.

Thanks,
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[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Cc: Jamo Rubin
Subject: Re: JFRD/RightSite - Grady EMD codes attached
Date: Thursday, March 6, 2025 2:25:21 PM

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Good Afternoon Chief,

Thank you very much for sending the mapping; we appreciate your help. We will let you know if we have any questions and update you on the next steps.

Additionally, we should celebrate our 100th field activation from Lt. James Davis of Rescue 33 today!

Regards,
Swati

Swati Swani
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[m] 916.337-2182
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On Thu, Mar 6, 2025 at 12:47 PM Marx, James - FRRS <JMarx@coj.net> wrote:

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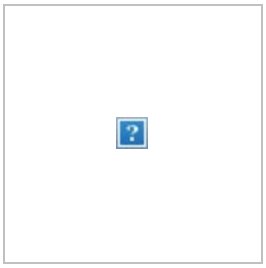

Swati Swani
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[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

To: Swati Swani
Subject: RE: JFRD/RightSite - Quick question on dispatch volume
Date: Monday, August 26, 2024 12:40:46 PM

Swati,

JFRD is almost at 199,000 calls so far this year. Keep in mind this is for all types of calls including fires, fire alarms, EMS and special events.

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, August 26, 2024 11:59 AM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: JFRD/RightSite - Quick question on dispatch volume

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Good Morning Chief Marx,

Hope all is well at your end. Can you please let me know the current approx. yearly call volume out of JFRD dispatch (**not** based on the codes that Dr. Elias has finalized for RightSite).

We need it for our staffing purposes only.

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From: Swati Swani
To: Marx, James - FRRS
Subject: Re: JFRD/RightSite - Quick question on dispatch volume
Date: Tuesday, August 27, 2024 9:52:23 AM

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Good Morning Chief,

Got it. Thanks for the information.

Regards,
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Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Aug 26, 2024 at 11:51 AM Marx, James - FRRS <JMarx@coj.net> wrote:

> Swati,
>
> JFRD is almost at 119,000 calls so far this year. Keep in mind this is for all types of calls including fires, fire alarms, EMS, and special events.
>
> Brien
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Monday, August 26, 2024 11:59 AM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Subject:** JFRD/RightSite - Quick question on dispatch volume
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Chief Marx,

Hope all is well at your end. Can you please let me know the current approx. yearly call volume out of JFRD dispatch (**not** based on the codes that Dr. Elias has finalized for RightSite).

We need it for our staffing purposes only.

Thanks,

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James - FRRS
To: Swati Swani
Subject: RE: JFRD/RightSite - September data details
Date: Thursday, September 26, 2024 11:56:00 AM

Swati,

We are doing great and pretty much normal business with a little increased wind.

That's great on the activations!

Brien

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, September 26, 2024 11:39 AM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: JFRD/RightSite - September data details

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Good Morning Chief Marx,

I hope the Hurricane in JAX isn't causing too much disruption on your end. I wanted to update you that we received another activation from JFRD yesterday, and the patient was treated via a RightSite Telehealth Visit.

This brings the total to 4 JFRD activations for the month.

- 75% (3 patients) of the patients were treated in non-ER locations
- 25% (1 patient) was sent to ER in a rideshare

Please let us know if there's anything we can do to assist during this hurricane situation.

Regards,
Swati

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swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Subject: Re: JFRD/RightSite - September data details
Date: Thursday, September 26, 2024 12:01:31 PM

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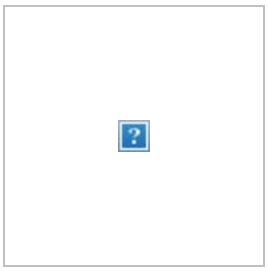
Glad to hear that. We're on standby if you or your patients need any support from us.

Stay Safe!

Regards,
Swati



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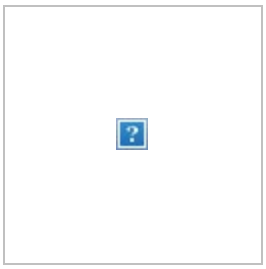

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swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James - FRRS
To: Swati Swani
Subject: RE: JFRD/RightSite - September data details
Date: Thursday, September 26, 2024 12:02:00 PM

Thank you!

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, September 26, 2024 12:01 PM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Re: JFRD/RightSite - September data details

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Stay Safe!

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From: Swati Swani
To: Keeney, Nathan
Cc: Jamo Rubin; Blanton, Jake; Marx, James
Subject: Re: JFRD/RightSite - UNIT ROSTER
Date: Thursday, August 10, 2023 10:09:40 AM

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Good Morning Capt Keeney,

We appreciate all your efforts to organize RightSite talking points in a binder for the crew; this easy reference and constant communication will go a long way in changing EMS crew habits to call RS for non-acuity cases.

In the meantime, if any other questions come up when you meet with the crew, please send it our way and we can help with the response. We are here to help with anything that can take the load off from your plate and help with successful adoption.

And, thanks for sending the roster. Chief Blanton had mentioned a need for additional training for the crew who were not able to attend the training sessions last week. Please let me know and we can schedule accordingly.

Looking forward to a successful engagement!

Regards,
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On Thu, Aug 10, 2023 at 8:25 AM Keeney, Nathan <NKeeney@coj.net> wrote:

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>
> Your "questions / answers" page was well received, thank you. Above you will find the JFRD UNIT roster as requested. As I mentioned a couple days ago, it will take some time to transition the crews and educate the masses. I am monitoring the appointed units and their runs daily. I have created a formatted binder with all of the important points and benefits of RightSite Services. I have distributed them to all designated crews / units for their reference.
>
> We look forward to successfully engaging the community with this opportunity.
>
> Best regards,
>
> Capt. N. Keeney

nkeeney@coj.net

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, August 9, 2023 8:57 PM
To: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Cc: Keeney, Nathan <NKeeney@coj.net>
Subject: Re: JFRD/RightSite - Go-live touch base

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Hello Capt Keeney,

Here are the answers to some questions that you can send out to the EMS crew and remind them that RightSite navigators are **problem solvers**; when in doubt as to whether call RightSite or not, give us a call, and navigators and physicians will work with JFRD EMS to send your patients to the right site of care.

Q1: Why is it good for JFRD as an organization to use RightSite?

- *We need a solution to free up our rescue units for real emergencies. With RightSite, we can hand off non-emergent patients who call 911 but don't need to go to the ER.*
- *We chose RightSite because they're a telehealth provider that can help us with 911 diversions and follow up with patients to get the things so they won't resort to calling 911 for their non-emergency care.*
- *RightSite combines telehealth with an ER doctor and a navigation team to help handle the logistics of finding other clinical and social resources for these patients.*
- *With a navigation team focused on the social aspect of healthcare, RightSite provides a long-term solution for patients, not just a quick fix.*

Q2: Why is it good for JFRD EMS crews to use RightSite?
A: RightSite will free you up for true emergencies so you can save more lives, help you get back to the station, back to post, or get off on time for the end of your shift.

Q3: What happens if JFRD doesn't solve for the overwhelming amount of non-emergent 911 callers?

- *Our population is growing, and our rescue units are tied up and not available for true emergencies; this current state will only worsen.*
- *Our emergency system will become even more clogged if we don't find another option.*
- *The stress and lack of work-life balance is tough on everyone now and will worsen if we don't take action.*

Q4: How does RightSite work?
A: If you have a patient who does not need to go to the ER, RightSite offers on-demand access to an ER doctor through telehealth and navigation to non-ER care, including non-ambulance transportation. Your patient gets care faster at a lower cost, bypassing the long ER wait times. RightSite navigator follows up the next day to see how the patient is doing to ensure they get the care they need.

Q5: Are there costs for RightSite Services?
A: There is no cost to patients today. Patients will be responsible for the normal copays or deductibles if they end up going to urgent care or PCPs, which will be substantially lower than those

associated with an emergency room visit. If your patient does not have insurance or needs financial assistance, RightSite can help you.

One request, please send me the names of EMS clinicians who attended training sessions on Aug 2-4. Picture of your sign-in sheet will work too!

Please let me know if you need additional information or want to touch base on a call this week, and I will schedule one for us.

Regards,
Swati

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On Wed, Aug 9, 2023 at 7:02 AM Jamo Rubin <jamo.rubin@rightsitehealth.com> wrote:

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> Changing habits is never easy. The new habit is just asking non-emergent patients “would you like to talk to an ER doc right now, or go to the ER instead?"
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> Adding to that is the active and visible leadership from supervisors and chiefs in communicating what RightSite is, why it’s good for JFRD as an organization and also for the crews, and what happens if JFRD doesn’t solve for the overwhelming amount of non-emergent 911 callers.
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> I’m going to have Swati send you answers to those questions so you and your team can begin to talk to these points early and often.
>
> Thanks again for all your support!
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> Jamo

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210.557.2205
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On Aug 8, 2023 at 12:56 PM -0500, Keeney, Nathan <NKeeney@coj.net>, wrote:

> > Good afternoon Jamo,
> > I hope this finds you well! I will certainly keep you and Swati informed as the service take flight. It will most likely take a week or so to get the crews acclimated. There will definitely be a learning curve in filtering patients and crew comfort ability. I will be checking the specified

units and their run reports daily to see field progress. Again, it will take some time to get some feedback from the crews. We most definitely can chat throughout the week to keep each other updated.

Kind regards,
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(904) 343-2660

On Aug 8, 2023, at 12:49 PM, Jamo Rubin <jamo.rubin@rightsitehealth.com> wrote:

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Hi Chief Blanton and Captain Keeney,

I'm following up alongside Swati to see if you can begin your communications with the EMS crews, as Swati suggested below, with a few ideas you can copy/paste. If that's helpful, we can share a handful of draft emails for you to use in your continuing communications.

The first few days and weeks of implementing RightSite are critical to getting buy-in from the EMS crews. Top-down and bottom-up communication and reinforcement are so important.

Captain Keeney, please let us know when we can schedule our meetings with you. Twice a week as we launch (for a few weeks) is ideal - and then we can move to weekly.

Thank you both for your help and any advice you can offer as we launch RightSite with JFRD.

Jamo

<RightSite-Logo-Tagline-teal.png>

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CEO
210.557.2205
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rightsitehealth.com

On Aug 7, 2023, at 5:42 AM, Swati Swani <swati.swani@rightsitehealth.com> wrote:

Good Morning Chief Blanton,

We all are very excited to start working with 4 JFRD Rescue Units and

are eager to receive calls from them starting today.

As discussed last week, we understand that the decision to use RightSite happens at the individual level, and some folks will take more time than others to adopt our service.

Two key ingredients in promoting the use of RightSite are:

1. Active and visible communication from leadership throughout the transition process to EMS clinicians who will be using RightSite.

2. Consistent encouragement, role modeling, and troubleshooting from the supervisors to promote the use of RightSite

Here are a couple of FAQs that you can use in your communication with Rescue Units to kick off the go-live day:

Q1: How does RightSite work?

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Your patient gets care faster at a lower cost, bypassing the long ER wait times.
RightSite navigator follows up the next day to see how the patient is doing to ensure they got the care they needed.

RightSite will free you up for true emergencies so you can save more lives, help you get back to the station, back to post, or get off on time for the end of your shift.

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Also, please pass along the attached list of great/good fits for RightSite that we covered in the training sessions to all the EMS Clinicians for a quick reference during their runs.

We will start working with Capt. Keeney to identify and implement techniques of Change Management in the coming week and keep you posted.

Please let me know if you have any ideas on how we can help you and

your supervisors to reinforce RightSite adoption and have a great start to the 90-day trial period.

Appreciate your help and guidance!

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<Good Fit_Not Good Fit for RightSite 8.7.2023.pdf>

From: Swati Swani
To: Keeney, Nathan
Cc: Jamo Rubin; Blanton, Jake; Marx, James
Subject: Re: JFRD/RightSite - UNIT ROSTER
Date: Thursday, August 10, 2023 10:09:37 AM

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Cc: Blanton, Jake; Marx, James
Subject: Re: JFRD/RightSite - UNIT ROSTER
Date: Thursday, August 10, 2023 9:25:00 AM
Attachments: JFRD (RIGHSITE) ROSTER.pdf

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Cc: Keeney, Nathan <NKeeney@coj.net>
Subject: Re: JFRD/RightSite - Go-live touch base

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A: RightSite will free you up for true emergencies so you can save more lives, help you get back to the station, back to post, or get off on time for the end of your shift.

Q3: What happens if JFRD doesn't solve for the overwhelming amount of non-emergent 911 callers?

- *Our population is growing, and our rescue units are tied up and not available for true emergencies; this current state will only worsen.*
- *Our emergency system will become even more clogged if we don't find another option.*
- *The stress and lack of work-life balance is tough on everyone now and will worsen if we don't take action.*

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Regards,
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Cc: Blanton, Jake; Marx, James
Subject: Re: JFRD/RightSite - UNIT ROSTER
Date: Thursday, August 10, 2023 9:25:00 AM
Attachments: JFRD (RIGHSITE) ROSTER.pdf

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Cc: Blanton, Jake; Marx, James
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Date: Thursday, August 10, 2023 9:24:58 AM
Attachments: JFRD (RIGHSITE) ROSTER.pdf

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Date: Thursday, August 10, 2023 10:09:44 AM

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We appreciate all your efforts to organize RightSite talking points in a binder for the crew; this easy reference and constant communication will go a long way in changing EMS crew habits to call RS for non-acuity cases.

In the meantime, if any other questions come up when you meet with the crew, please send it our way and we can help with the response. We are here to help with anything that can take the load off from your plate and help with successful adoption.

And, thanks for sending the roster. Chief Blanton had mentioned a need for additional training for the crew who were not able to attend the training sessions last week. Please let me know and we can schedule accordingly.

Looking forward to a successful engagement!

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- *We chose RightSite because they're a telehealth provider that can help us with 911 diversions and follow up with patients to get the things so they won't resort to calling 911 for their non-emergency care.*
- *RightSite combines telehealth with an ER doctor and a navigation team to help handle the logistics of finding other clinical and social resources for these patients.*
- *With a navigation team focused on the social aspect of healthcare, RightSite provides a long-term solution for patients, not just a quick fix.*

Q2: Why is it good for JFRD EMS crews to use RightSite?
A: RightSite will free you up for true emergencies so you can save more lives, help you get back to the station, back to post, or get off on time for the end of your shift.

Q3: What happens if JFRD doesn't solve for the overwhelming amount of non-emergent 911 callers?

- *Our population is growing, and our rescue units are tied up and not available for true emergencies; this current state will only worsen.*
- *Our emergency system will become even more clogged if we don't find another option.*
- *The stress and lack of work-life balance is tough on everyone now and will worsen if we don't take action.*

Q4: How does RightSite work?
A: If you have a patient who does not need to go to the ER, RightSite offers on-demand access to an ER doctor through telehealth and navigation to non-ER care, including non-ambulance transportation. Your patient gets care faster at a lower cost, bypassing the long ER wait times. RightSite navigator follows up the next day to see how the patient is doing to ensure they get the care they need.

Q5: Are there costs for RightSite Services?
A: There is no cost to patients today. Patients will be responsible for the normal copays or deductibles if they end up going to urgent care or PCPs, which will be substantially lower than those

associated with an emergency room visit. If your patient does not have insurance or needs financial assistance, RightSite can help you.

One request, please send me the names of EMS clinicians who attended training sessions on Aug 2-4. Picture of your sign-in sheet will work too!

Please let me know if you need additional information or want to touch base on a call this week, and I will schedule one for us.

Regards,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Aug 9, 2023 at 7:02 AM Jamo Rubin <jamo.rubin@rightsitehealth.com> wrote:

> Thanks for the note, Capt Keeney.
>
> I appreciate you checking in with us as feedback in this early stage will allow us to make adjustments to help accelerate the launch.
>
> Changing habits is never easy. The new habit is just asking non-emergent patients “would you like to talk to an ER doc right now, or go to the ER instead?"
>
> Adding to that is the active and visible leadership from supervisors and chiefs in communicating what RightSite is, why it’s good for JFRD as an organization and also for the crews, and what happens if JFRD doesn’t solve for the overwhelming amount of non-emergent 911 callers.
>
> I’m going to have Swati send you answers to those questions so you and your team can begin to talk to these points early and often.
>
> Thanks again for all your support!
>
> Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

On Aug 8, 2023 at 12:56 PM -0500, Keeney, Nathan <NKeeney@coj.net>, wrote:

> > Good afternoon Jamo,
> > I hope this finds you well! I will certainly keep you and Swati informed as the service take flight. It will most likely take a week or so to get the crews acclimated. There will definitely be a learning curve in filtering patients and crew comfort ability. I will be checking the specified

units and their run reports daily to see field progress. Again, it will take some time to get some feedback from the crews. We most definitely can chat throughout the week to keep each other updated.

Kind regards,
Capt. N. Keeney
nkeeney@coj.net
(904) 343-2660

On Aug 8, 2023, at 12:49 PM, Jamo Rubin <jamo.rubin@rightsitehealth.com> wrote:

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Chief Blanton and Captain Keeney,

I'm following up alongside Swati to see if you can begin your communications with the EMS crews, as Swati suggested below, with a few ideas you can copy/paste. If that's helpful, we can share a handful of draft emails for you to use in your continuing communications.

The first few days and weeks of implementing RightSite are critical to getting buy-in from the EMS crews. Top-down and bottom-up communication and reinforcement are so important.

Captain Keeney, please let us know when we can schedule our meetings with you. Twice a week as we launch (for a few weeks) is ideal - and then we can move to weekly.

Thank you both for your help and any advice you can offer as we launch RightSite with JFRD.

Jamo

<RightSite-Logo-Tagline-teal.png>

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

On Aug 7, 2023, at 5:42 AM, Swati Swani <swati.swani@rightsitehealth.com> wrote:

Good Morning Chief Blanton,

We all are very excited to start working with 4 JFRD Rescue Units and

are eager to receive calls from them starting today.

As discussed last week, we understand that the decision to use RightSite happens at the individual level, and some folks will take more time than others to adopt our service.

Two key ingredients in promoting the use of RightSite are:

1. Active and visible communication from leadership throughout the transition process to EMS clinicians who will be using RightSite.

2. Consistent encouragement, role modeling, and troubleshooting from the supervisors to promote the use of RightSite

Here are a couple of FAQs that you can use in your communication with Rescue Units to kick off the go-live day:

Q1: How does RightSite work?

A: If you have a patient who does not need to go to the ER, RightSite offers on-demand access to an ER doctor through telehealth as well as navigation to non-ER care that includes non-ambulance transportation.

Your patient gets care faster at a lower cost, bypassing the long ER wait times.
RightSite navigator follows up the next day to see how the patient is doing to ensure they got the care they needed.

RightSite will free you up for true emergencies so you can save more lives, help you get back to the station, back to post, or get off on time for the end of your shift.

Q2: Are there costs for RightSite Services?

A: There is no cost to patients today. Patients will be responsible for the normal copays or deductibles if they end up going to urgent care or PCPs, which will be substantially lower than those associated with an emergency room visit. If your patient does not have insurance or needs financial assistance, RightSite can help you.

Also, please pass along the attached list of great/good fits for RightSite that we covered in the training sessions to all the EMS Clinicians for a quick reference during their runs.

We will start working with Capt. Keeney to identify and implement techniques of Change Management in the coming week and keep you posted.

Please let me know if you have any ideas on how we can help you and

your supervisors to reinforce RightSite adoption and have a great start to the 90-day trial period.

Appreciate your help and guidance!

Thank you,

Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

<Good Fit_Not Good Fit for RightSite 8.7.2023.pdf>

From: Swati Swani
To: Marx, James
Cc: Elias, Bradley; Jamo Rubin; Jared Oscarson; Kristeen Pierce; Mene Demestihas
Subject: Re: JFRD/RightSite - Weekly Meeting Notes 3/7/2024
Date: Friday, March 8, 2024 10:34:14 AM
Attachments: image001.png

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Good Morning Chief,

No worries at all. We will be mailing handouts and pens to your office address (the one we have used before) to reach you on Monday.

Thanks again for all your help and let me know if you need any other material for your crew to distribute next week.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Fri, Mar 8, 2024 at 9:16 AM Marx, James <JMarx@coj.net> wrote:

> Good morning,
>
> My apologies for not making the meeting yesterday, I got caught up with another issue. Thank you for the information, Swati.
>
> Best Regards,
>
> Brien

Brien Marx

Asst. Chief Quality Assurance &

Communications

Jacksonville Fire/Rescue

515 Julia St. Jacksonville, FL 32202

(904) 255-7728 {Office}

(904) 763-3429 {Cell}

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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, March 7, 2024 3:43 PM
To: Elias, Bradley <BElias@coj.net>; Marx, James <JMarx@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas <mene.demestihas@rightsitehealth.com>
Subject: Re: JFRD/RightSite - Weekly Meeting Notes 3/7/2024

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Hello All,

Sorry, about the 2nd email. The slide deck and handout are attached.

Regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Thu, Mar 7, 2024 at 2:40 PM Swati Swani <swati.swani@rightsitehealth.com> wrote:

> Hello All,
>
> Thanks for your time today. Please review the meeting notes and next steps below:
>
> 1. Reports Review:
>   1. 3 calls last week
>   2. Reviewed new dashboard: JFRD Positive Outcomes (see attached)
>   3. Reviewed new JFRD handout (see attached)
> 2. Increase RightSite adoption strategies:
>   1. **Next Steps:** Jared is visiting JFRD next week and will visit rescue units along with Chief Marx

3. The slide deck and summary report are attached.

Next Call: 3/14/2024 at 1:30 PM ET

Please let us know if you have any questions or need additional information.

Regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James
To: Swati Swani; Elias, Bradley; Jamo Rubin; Jared Oscarson; Kristeen Pierce; Mene Demestihas
Subject: RE: JFRD/RightSite - Weekly Meeting Notes 3/7/2024
Date: Friday, March 8, 2024 10:16:00 AM
Attachments: image001.png

Good morning,

My apologies for not making the meeting yesterday, I got caught up with another issue. Thank you for the information, Swati.

Best Regards,

Brien

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
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(904) 255-7728 {Office}
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CITY OF JACKSONVILLE

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, March 7, 2024 3:43 PM
To: Elias, Bradley <BElias@coj.net>; Marx, James <JMarx@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas <mene.demestihas@rightsitehealth.com>
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Hello All,

Sorry, about the 2nd email. The slide deck and handout are attached.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Thu, Mar 7, 2024 at 2:40 PM Swati Swani <swati.swani@rightsitehealth.com> wrote:

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> Please let us know if you have any questions or need additional information.
>
> Regards,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> **rightsitehealth.com**



From: Swati Swani
To: Elias, Bradley; Marx, James; Jamo Rubin; Jared Oscarson; Kristeen Pierce; Mene Demestihas
Subject: Re: JFRD/RightSite - Weekly Meeting Notes 3/7/2024
Date: Thursday, March 7, 2024 3:44:51 PM
Attachments: JFRD Handout 03-07-2024.pdf
RightSite_JFRD Weekly meeting 3.7.2024.pdf

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Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Thu, Mar 7, 2024 at 2:40 PM Swati Swani <swati.swani@rightsitehealth.com> wrote:

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> Please let us know if you have any questions or need additional information.
>
> Regards,
> Swati
>
> **Swati Swani**



Director, Design & Implementation

[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley; Marx, James; Jamo Rubin; Jared Oscarson; Kristeen Pierce; Mene Demestihas
Subject: Re: JFRD/RightSite - Weekly Meeting Notes 3/7/2024
Date: Thursday, March 7, 2024 3:44:39 PM
Attachments: JFRD Handout 03-07-2024.pdf
RightSite_JFRD Weekly meeting 3.7.2024.pdf

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Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Thu, Mar 7, 2024 at 2:40 PM Swati Swani <swati.swani@rightsitehealth.com> wrote:

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> Regards,
> Swati
>
> **Swati Swani**



Director, Design & Implementation

[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James
Cc: Elias, Bradley; Jamo Rubin; Jared Oscarson; Kristeen Pierce; Mene Demestihas
Subject: Re: JFRD/RightSite - Weekly Meeting Notes 3/7/2024
Date: Friday, March 8, 2024 10:34:17 AM
Attachments: image001.png

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Good Morning Chief,

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Thanks again for all your help and let me know if you need any other material for your crew to distribute next week.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Fri, Mar 8, 2024 at 9:16 AM Marx, James <JMarx@coj.net> wrote:

> Good morning,
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> My apologies for not making the meeting yesterday, I got caught up with another issue. Thank you for the information, Swati.
>
> Best Regards,
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> Brien

Brien Marx

Asst. Chief Quality Assurance &

Communications

Jacksonville Fire/Rescue

515 Julia St. Jacksonville, FL 32202

(904) 255-7728 {Office}

(904) 763-3429 {Cell}

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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, March 7, 2024 3:43 PM
To: Elias, Bradley <BElias@coj.net>; Marx, James <JMarx@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas <mene.demestihas@rightsitehealth.com>
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Regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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Regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James
To: Swati Swani; Elias, Bradley; Jamo Rubin; Jared Oscarson; Kristeen Pierce; Mene Demestihas
Subject: RE: JFRD/RightSite - Weekly Meeting Notes 3/7/2024
Date: Friday, March 8, 2024 10:16:23 AM
Attachments: image001.png

Good morning,

My apologies for not making the meeting yesterday, I got caught up with another issue. Thank you for the information, Swati.

Best Regards,

Brien

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St. Jacksonville, FL 32202
(904) 255-7728 {Office}
(904) 763-3429 {Cell}

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To: Elias, Bradley <BElias@coj.net>; Marx, James <JMarx@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas <mene.demestihas@rightsitehealth.com>
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Swati

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[m] 916.337-2182
swati.swani@rightsitehealth.com
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> Regards,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> **rightsitehealth.com**



From: Swati Swani
To: Marx, James
Cc: Elias, Bradley; Jamo Rubin; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Jared Oscarson
Subject: Re: JFRD/RightSite - Weekly Meeting Notes 3/29/2024
Date: Wednesday, April 3, 2024 9:21:13 PM

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Good evening Chief Marx,

Thanks for letting us know. I will send out meeting notes with all the details.

Regards,

Swati

> On Apr 3, 2024, at 8:06 PM, Marx, James <JMarx@coj.net> wrote:
>
> Good evening, I'm not going to be able to make the meeting tomorrow.
>
> Brien Marx
> Asst. Chief Quality Assurance &
> Communications
>
> Jacksonville Fire/Rescue
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
> 904-763-3429 (Cell)
> Email: jmarx@coj.net
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Friday, March 29, 2024 6:14:01 PM
> **To:** Elias, Bradley <BElias@coj.net>; Marx, James <JMarx@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Stacey Rubin <stacey.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas <mene.demestihas@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>
> **Subject:** JFRD/RightSite - Weekly Meeting Notes 3/29/2024
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not

click any links or open any attachments unless you trust the sender and know the content is safe.

Hello All,

Thanks for your time today. Please review the meeting notes and next steps below:

1. Reports Review: No calls this week; last call from JFRD on 3/20
2. Case Review: Dr. Elias and Dr. Mene reviewed 2 episodes for patient outcomes and clinical processes: 4635 and 4722
3. **Next Steps:** Onsite meeting with Jamo, JFRD team, and the Mayor's office on 4/2
4. The slide deck is attached

Next Call: 4/4/2024 at 1:30 PM ET

Please let us know if you have any questions or need additional information.

Happy Easter and have a nice weekend!

Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James
To: Swati Swani; Elias, Bradley; Jamo Rubin; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Jared Oscarson
Subject: Re: JFRD/RightSite - Weekly Meeting Notes 3/29/2024
Date: Wednesday, April 3, 2024 9:06:45 PM

Good evening, I'm not going to be able to make the meeting tomorrow.

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Friday, March 29, 2024 6:14:01 PM
To: Elias, Bradley <BElias@coj.net>; Marx, James <JMarx@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Stacey Rubin <stacey.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas <mene.demestihas@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>
Subject: JFRD/RightSite - Weekly Meeting Notes 3/29/2024

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Hello All,

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2. Case Review: Dr. Elias and Dr. Mene reviewed 2 episodes for patient outcomes and clinical processes: 4635 and 4722
3. **Next Steps:** Onsite meeting with Jamo, JFRD team, and the Mayor's office on 4/2
4. The slide deck is attached

Next Call: 4/4/2024 at 1:30 PM ET

Please let us know if you have any questions or need additional information.

Happy Easter and have a nice weekend!

Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James
To: Swati Swani; Elias, Bradley; Jamo Rubin; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Jared Oscarson
Subject: Re: JFRD/RightSite - Weekly Meeting Notes 3/29/2024
Date: Wednesday, April 3, 2024 9:06:44 PM

Good evening, I'm not going to be able to make the meeting tomorrow.

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Friday, March 29, 2024 6:14:01 PM
To: Elias, Bradley <BElias@coj.net>; Marx, James <JMarx@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Stacey Rubin <stacey.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas <mene.demestihas@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>
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[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James
Cc: Elias, Bradley; Jamo Rubin; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Jared Oscarson
Subject: Re: JFRD/RightSite - Weekly Meeting Notes 3/29/2024
Date: Wednesday, April 3, 2024 9:21:14 PM

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Good evening Chief Marx,

Thanks for letting us know. I will send out meeting notes with all the details.

Regards,

Swati

> On Apr 3, 2024, at 8:06 PM, Marx, James <JMarx@coj.net> wrote:
>
> Good evening, I'm not going to be able to make the meeting tomorrow.
>
> Brien Marx
> Asst. Chief Quality Assurance &
> Communications
>
> Jacksonville Fire/Rescue
> 515 Julia St.
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> **Sent:** Friday, March 29, 2024 6:14:01 PM
> **To:** Elias, Bradley <BElias@coj.net>; Marx, James <JMarx@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Stacey Rubin <stacey.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas <mene.demestihas@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>
> **Subject:** JFRD/RightSite - Weekly Meeting Notes 3/29/2024
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[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Jared Oscarson
To: Mene Demestihas
Cc: Elias, Bradley; Jamo Rubin; Kristeen Pierce; Marx, James; Stacey Rubin; Swati Swani
Subject: Re: JFRD/RightSite - Weekly Meeting Notes 4/4/2024
Date: Sunday, April 7, 2024 1:22:38 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Chief Marx,

Are you available for a call at 10:30 AM ET tomorrow to discuss this case?

Jared

On Sun, Apr 7, 2024 at 12:14 Mene Demestihas <mene.demestihas@rightsitehealth.com> wrote:

> I think this is a great opportunity to think about how we can help. @jared let's set up a time to talk about how we could help in this scenario?
>
> Mene Demestihas, M.D.
> Chief Medical Officer
>
> [m] 678-644-2101
> mene.demestihas@rightsitehealth.com
> rightsitehealth.com
>
> ~~~~
> Sent from my mobile device
>
> On Sun, Apr 7, 2024 at 11:47 AM Marx, James <JMarx@coj.net> wrote:
>
> > Good afternoon, We have an elderly man that appears to be in need of social services. We respond to him daily for assistance so he can get in bed. He does not need transport. Is this something Rite Sight could be contacted for and figuring out what this person needs are so he will not need to call 911? Thanks,
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> > Jacksonville Fire/Rescue
> > 515 Julia St.
> > Jacksonville, FL 32202
> > 904-255-7728 (Office)

904-763-3429 (Cell)
Email: jmarx@coj.net

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, April 4, 2024 5:03:40 PM
To: Marx, James <JMarx@coj.net>; Elias, Bradley <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Stacey Rubin <stacey.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas <mene.demestihas@rightsitehealth.com>
Subject: JFRD/RightSite - Weekly Meeting Notes 4/4/2024

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Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Mene Demestihas
To: Marx, James
Cc: Elias, Bradley; Jamo Rubin; Jared Oscarson; Kristeen Pierce; Stacey Rubin; Swati Swani
Subject: Re: JFRD/RightSite - Weekly Meeting Notes 4/4/2024
Date: Sunday, April 7, 2024 1:14:07 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

I think this is a great opportunity to think about how we can help. @jared let's set up a time to talk about how we could help in this scenario?

Mene Demestihas, M.D.
Chief Medical Officer

[m] 678-644-2101
mene.demestihas@rightsitehealth.com
rightsitehealth.com

~~~~
Sent from my mobile device

On Sun, Apr 7, 2024 at 11:47 AM Marx, James <JMarx@coj.net> wrote:

> Good afternoon, We have an elderly man that appears to be in need of social services. We respond to him daily for assistance so he can get in bed. He does not need transport. Is this something Rite Sight could be contacted for and figuring out what this person needs are so he will not need to call 911? Thanks,
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> Jacksonville, FL 32202
> 904-255-7728 (Office)
> 904-763-3429 (Cell)
> Email: jmarx@coj.net
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Thursday, April 4, 2024 5:03:40 PM
> **To:** Marx, James <JMarx@coj.net>; Elias, Bradley <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Stacey
~~~~

Rubin <stacey.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas <mene.demestihas@rightsitehealth.com>
Subject: JFRD/RightSite - Weekly Meeting Notes 4/4/2024

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4. The summary report is attached

Next Call: 4/11/2024 at 1:30 PM ET

Please let us know if you have any questions or need additional information.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com



From: Mene Demestihas
To: Marx, James
Cc: Elias, Bradley; Jamo Rubin; Jared Oscarson; Kristeen Pierce; Stacey Rubin; Swati Swani
Subject: Re: JFRD/RightSite - Weekly Meeting Notes 4/4/2024
Date: Sunday, April 7, 2024 1:14:05 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

I think this is a great opportunity to think about how we can help. @jared let's set up a time to talk about how we could help in this scenario?

Mene Demestihas, M.D.
Chief Medical Officer

[m] 678-644-2101
mene.demestihas@rightsitehealth.com
rightsitehealth.com

~~~~
Sent from my mobile device

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> 904-255-7728 (Office)
> 904-763-3429 (Cell)
> Email: jmarx@coj.net
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Thursday, April 4, 2024 5:03:40 PM
> **To:** Marx, James <JMarx@coj.net>; Elias, Bradley <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Stacey
~~~~

Rubin <stacey.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas <mene.demestihas@rightsitehealth.com>
Subject: JFRD/RightSite - Weekly Meeting Notes 4/4/2024

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Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com



From:	Marx, James
To:	Swati Swani; Elias, Bradley; Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas
Subject:	Re: JFRD/RightSite - Weekly Meeting Notes 4/4/2024
Date:	Sunday, April 7, 2024 11:47:23 AM

Good afternoon, We have an elderly man that appears to be in need of social services. We respond to him daily for assistance so he can get in bed. He does not need transport. Is this something Rite Sight could be contacted for and figuring out what this person needs are so he will not need to call 911? Thanks,

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Sent: Thursday, April 4, 2024 5:03:40 PM
To: Marx, James <JMarx@coj.net>; Elias, Bradley <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Stacey Rubin <stacey.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas <mene.demestihas@rightsitehealth.com>
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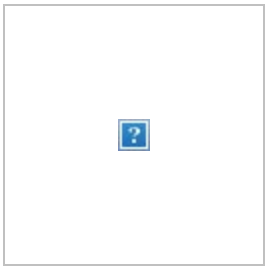

Swati Swani
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[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Marx, James
To:	Swati Swani; Elias, Bradley; Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas
Subject:	Re: JFRD/RightSite - Weekly Meeting Notes 4/4/2024
Date:	Sunday, April 7, 2024 11:47:21 AM

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Email: jmarx@coj.net

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Sent: Thursday, April 4, 2024 5:03:40 PM
To: Marx, James <JMarx@coj.net>; Elias, Bradley <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Stacey Rubin <stacey.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas <mene.demestihas@rightsitehealth.com>
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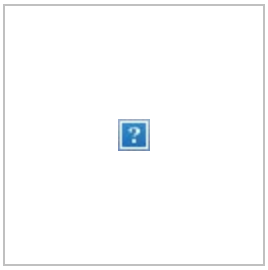

Swati Swani
Director, Design & Implementation
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From: Jared Oscarson
To: Mene Demestihas
Cc: Elias, Bradley; Jamo Rubin; Kristeen Pierce; Marx, James; Stacey Rubin; Swati Swani
Subject: Re: JFRD/RightSite - Weekly Meeting Notes 4/4/2024
Date: Sunday, April 7, 2024 1:22:40 PM

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Chief Marx,

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> > 515 Julia St.
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> > 904-255-7728 (Office)

904-763-3429 (Cell)
Email: jmarx@coj.net

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, April 4, 2024 5:03:40 PM
To: Marx, James <JMarx@coj.net>; Elias, Bradley <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Stacey Rubin <stacey.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas <mene.demestihas@rightsitehealth.com>
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[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James
Cc: Elias, Bradley; Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Guthrie, Daniel
Subject: Re: JFRD/RightSite - Weekly Meeting Notes 4/18/2024
Date: Tuesday, April 23, 2024 6:32:14 PM

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Good afternoon Chief Marx,

Thanks for letting us know. Have an awesome time off.

Regards,

Swati

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>
> Good afternoon,
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> I will not be able to attend the meeting on Thursday, I'm taking a few days off of work. See you all next week.
>
> Kind Regards,
>
> Brien Marx
> Asst. Chief of Communications &
> Special Projects
>
> Jacksonville Fire/Rescue
> 515 Julia St. Jacksonville, FL 32202
> (904) 255-7728 {Office}
> (904) 763-3429 {Cell}
>
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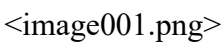

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, April 18, 2024 1:59 PM
To: Marx, James <JMarx@coj.net>; Elias, Bradley <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Stacey Rubin <stacey.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas <mene.demestihas@rightsitehealth.com>; Guthrie, Daniel <DanielG@coj.net>
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Next Operations Call: 4/25/2024 at 9 AM ET
Next Clinical CQI call: 4/25/2024 at 1:30 PM ET

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Regards,
Swati

<~WRD0002.jpg>

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Marx, James
To:	Swati Swani; Elias, Bradley; Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Guthrie, Daniel
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Date:	Tuesday, April 23, 2024 5:53:47 PM
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Date:	Tuesday, April 23, 2024 5:53:00 PM
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To: Marx, James
Cc: Elias, Bradley; Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Guthrie, Daniel
Subject: Re: JFRD/RightSite - Weekly Meeting Notes 4/18/2024
Date: Tuesday, April 23, 2024 6:32:13 PM

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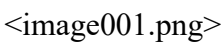

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<~WRD0002.jpg>

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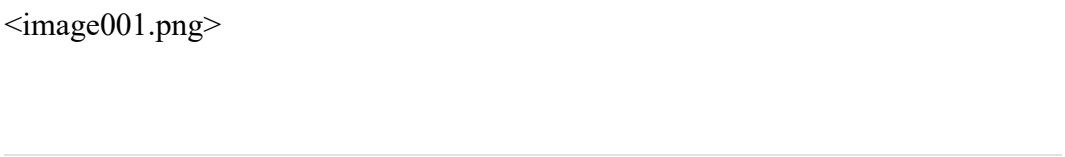

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From: BElias@coj.net
To: Swati Swani
Subject: Re: JFRD/RightSite - Weekly Operations Meeting Notes 6/27/2024
Date: Thursday, June 27, 2024 5:07:27 PM

Perfect !
Thanks

Sent from my iPhone

> On Jun 27, 2024, at 4:45 PM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
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> Hello Dr. Elias,
>
> Here is the non-PHI info on the 5 patients that we discussed today on CQI call:
>
> | Date of RightSite Activation | Time of Activation | EMS Clinician | Rescue Unit | RightSite Outcome |
> |---|---|---|---|---|
> | 6/13/2024 | 1:45 PM ET | Jesse Modican | Rescue 18 | ER no EMS |
> | 6/18/2024 | 8:11 AM ET | James Davis | Rescue 33 | Outpatient Clinic |
> | 6/20/2024 | 3:12 PM ET | Carlisa Alston | | Telehealth |
> | 6/25/2024 | 6:57 PM ET | Joshua Dixon | Rescue 51 | Telehealth |
> | 6/25/2024 | 7:19 PM ET | Kevin | | ER no EMS |
>
> Hope this helps.
>
> Thanks,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
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>
> On Thu, Jun 27, 2024 at 1:45 PM Elias, Bradley - FRRS <BElias@coj.net> wrote:
>
> > Can you send me the info on those 5 calls we discussed? I would like to look at our run reports for them.

Brad

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, June 27, 2024 12:01 PM
To: Elias, Bradley - FRRS <BElias@coj.net>; Marx, James - FRRS <JMarx@coj.net>; Guthrie, Daniel - FRRS <DanielG@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>
Subject: JFRD/RightSite - Weekly Operations Meeting Notes 6/27/2024

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Everyone,

Thanks for your time today! Please review the meeting notes/next steps from today's call below.

1. **Reports Review:** Report is attached.
2. **Next Steps:**
    1. The JFRD team will visit Grady on July 11th. RightSite will share a detailed agenda early next week.
    2. Schedule training after the RightSite/CoJ contract is executed.

Next Operations Call (Thursday): 7/18/2024 at 9 AM ET

Next CQI call (Thursday): 7/18/2024 at 2 PM ET

Please let me know if you need any additional details. Have a great week and Happy July 4th!

Regards,

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Subject: Re: JFRD/RightSite - Weekly Operations Meeting Notes 6/27/2024
Date: Thursday, June 27, 2024 4:45:01 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

Here is the non-PHI info on the 5 patients that we discussed today on CQI call:

Date of RightSite Activation	Time of Activation	EMS Clinician	Rescue Unit	RightSite Outcome
6/13/2024	1:45 PM ET	Jesse Modican	Rescue 18	ER no EMS
6/18/2024	8:11 AM ET	James Davis	Rescue 33	Outpatient Clinic
6/20/2024	3:12 PM ET	Carlisa Alston		Telehealth
6/25/2024	6:57 PM ET	Joshua Dixon	Rescue 51	Telehealth
6/25/2024	7:19 PM ET	Kevin		ER no EMS

Hope this helps.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Thu, Jun 27, 2024 at 1:45 PM Elias, Bradley - FRRS <BElias@coj.net> wrote:

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> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Thursday, June 27, 2024 12:01 PM

To: Elias, Bradley - FRRS <BElias@coj.net>; Marx, James - FRRS <JMarx@coj.net>; Guthrie, Daniel - FRRS <DanielG@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>
Subject: JFRD/RightSite - Weekly Operations Meeting Notes 6/27/2024

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Please let me know if you need any additional details. Have a great week and Happy July 4th!

Regards,

Swati

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Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com



From: Elias, Bradley - FRRS
To: Swati Swani
Subject: RE: JFRD/RightSite - Weekly Operations Meeting Notes 6/27/2024
Date: Thursday, June 27, 2024 2:45:00 PM

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Subject: JFRD/RightSite - Weekly Operations Meeting Notes 6/27/2024

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Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Elias, Bradley - FRRS
To: Swati Swani
Subject: Re: JFRD/RightSite - Weekly Operations Meeting Notes 6/27/2024
Date: Thursday, June 27, 2024 5:07:28 PM

Perfect !
Thanks

Sent from my iPhone

> On Jun 27, 2024, at 4:45 PM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Hello Dr. Elias,
>
> Here is the non-PHI info on the 5 patients that we discussed today on CQI call:
>
> | Date of RightSite Activation | Time of Activation | EMS Clinician | Rescue Unit | RightSite Outcome |
> |---|---|---|---|---|
> | 6/13/2024 | 1:45 PM ET | Jesse Modican | Rescue 18 | ER no EMS |
> | 6/18/2024 | 8:11 AM ET | James Davis | Rescue 33 | Outpatient Clinic |
> | 6/20/2024 | 3:12 PM ET | Carlisa Alston | | Telehealth |
> | 6/25/2024 | 6:57 PM ET | Joshua Dixon | Rescue 51 | Telehealth |
> | 6/25/2024 | 7:19 PM ET | Kevin | | ER no EMS |
>
> Hope this helps.
>
> Thanks,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> rightsitehealth.com
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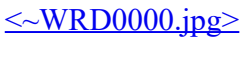
Regards,

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Elias, Bradley
To: Swati Swani; Marx, James; Jamo Rubin; Jared Oscarson; Kristeen Pierce; Mene Demestihas
Subject: RE: JFRD/RightSite - Weekly reports 3/14/2024
Date: Tuesday, March 19, 2024 9:03:00 AM

---

50 calls yay !!

Can we please move this week's call to Friday March 22 at 10am?

I am presenting at the Navy Southeast EMS Conference Thursday.

Thanks,
Brad

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, March 14, 2024 2:50 PM
To: Marx, James <JMarx@coj.net>; Elias, Bradley <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas <mene.demestihas@rightsitehealth.com>
Subject: JFRD/RightSite - Weekly reports 3/14/2024

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Hello Everyone,

Please see the attached JFRD reports and slide deck with patient details through 3/13/2024.

1. **JFRD-totals-2024.03.13.pdf -** *We are at a total of 50 calls since the first call in Aug 2023. Hope the next 50 happen sooner!*
2. **JFRD-positive-outcomes-dashboard-2024-03-13.pdf -** Positive outcomes dashboard with EMS crew outcomes analysis
3. **JFRD Weekly Meeting slide deck-2024-03-14.pdf**

Next Call: 3/21/2024 at 11 AM ET

Please let me know if you need additional information.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com



From: Swati Swani
To: Elias, Bradley
Cc: Marx, James; Jamo Rubin; Jared Oscarson; Kristeen Pierce; Mene Demestihas
Subject: Re: JFRD/RightSite - Weekly reports 3/14/2024
Date: Tuesday, March 19, 2024 9:21:13 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Dr. Elias,

I have rescheduled the call for Friday.

Have a nice day everyone!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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>
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>
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>
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> **Sent:** Thursday, March 14, 2024 2:50 PM
> **To:** Marx, James <JMarx@coj.net>; Elias, Bradley <BElias@coj.net>; Jamo Rubin

<jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas <mene.demestihas@rightsitehealth.com>

Subject: JFRD/RightSite - Weekly reports 3/14/2024

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Next Call: 3/21/2024 at 11 AM ET

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Regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Elias, Bradley
To: Swati Swani; Marx, James; Jamo Rubin; Jared Oscarson; Kristeen Pierce; Mene Demestihas
Subject: RE: JFRD/RightSite - Weekly reports 3/14/2024
Date: Tuesday, March 19, 2024 9:03:44 AM

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swati.swani@rightsitehealth.com
rightsitehealth.com



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To: Elias, Bradley
Cc: Marx, James; Jamo Rubin; Jared Oscarson; Kristeen Pierce; Mene Demestihas
Subject: Re: JFRD/RightSite - Weekly reports 3/14/2024
Date: Tuesday, March 19, 2024 9:21:15 AM

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Have a nice day everyone!

Regards,
Swati

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Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
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Subject: JFRD/RightSite - Weekly reports 3/14/2024

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Regards,

Swati

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Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James - FRRS
To: Swati Swani
Cc: Jamo Rubin; Kristeen Pierce
Subject: RE: JFRD/RightSite Activations Summary
Date: Monday, January 13, 2025 12:55:00 PM

Swati,

Here is the CCR for the call we discussed last week. I believe the call was on 12/23/24 and we sent the call to RS around 0945. JFRD # 179241
Thanks,

Brien

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, January 9, 2025 5:04 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Subject: JFRD/RightSite Activations Summary

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Hello Chief,

Thanks for your time today. Here is the summary data for field and dispatch activations:

Time Period: Dec'24 - Current Date

Dispatch: 12 activations (9-Dec, 3-Jan)
Patient Outcomes: 50% RightSite Addressed (ambulance did not roll)

- 4 - Alternate Site
- 2 - ER - non-emergency Transport
- 4 - Requested EMS Response
- 2 - Patient Refusals

Average EMS Release Time: 3 minutes
Average Close Loop Time: 23 minutes

Field: 12 activations (8-Dec, 4-Jan)
Patient Outcomes: 83% RightSite Addressed (ambulance did not roll)

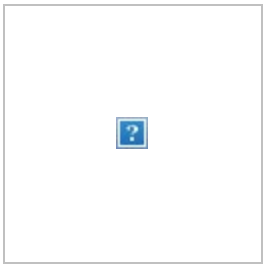
- 7 - Alternate Site
- 3 - ER - Non Emergent Transport

- 2 - ER - Ambulance

Average EMS Release Time: 13 minutes

Please let me know if I have missed anything.

Have a nice evening!
Regards,
Swati



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[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Cc: Jamo Rubin; Kristeen Pierce
Subject: Re: JFRD/RightSite Activations Summary
Date: Monday, January 13, 2025 2:05:32 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief,

Received. We will review the call at our end and share the details with you.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Jan 13, 2025 at 11:55 AM Marx, James - FRRS <JMarx@coj.net> wrote:

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>
> Thanks,
>
> Brien
>
> ---
>
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> **Sent:** Thursday, January 9, 2025 5:04 PM
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From: Marx, James - FRRS
To: Swati Swani
Cc: Jamo Rubin; Kristeen Pierce; Mene Demestihas
Subject: RE: JFRD/RightSite Activations Summary
Date: Thursday, January 16, 2025 1:53:00 PM

Thank you for the update!

Brien

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, January 15, 2025 2:10 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas <mene.demestihas@rightsitehealth.com>
Subject: Re: JFRD/RightSite Activations Summary

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Hello Chief Marx,

Below are the details of navigation and call back for the patient:

The patient used a walker, and her husband noted that she could get into a vehicle with his assistance. RightSite physician recommended, and the patient agreed, to an urgent care appointment for further in-person assessment of her wrist and possible X-ray. RightSite Navigator scheduled a UC appointment and a rideshare to the UC appointment. **RightSite Navigator called back JFRD dispatch to close the loop within 20 minutes of the initial call.**

After sending her the Lyft ride and the driver canceling, the navigator called back the patient, and her daughter answered and stated that the patient was in a wheelchair and was having issues getting in the car. Now, the patient didn't want to get in the Lyft because she was scared she would fall down and hurt herself, so they requested an Ambulance to the ER. **RightSite Navigator called back at 12:41 PM ET (3 hours after the initial call) to escalate to JFRD Dispatch.**

Please let us know if you have any concerns or need additional details. Mene can discuss this case further during the CQI call on Thursday if needed.

Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
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Swati

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Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Swati Swani
To:	Marx, James - FRRS
Cc:	Jamo Rubin; Kristeen Pierce; Mene Demestihas
Subject:	Re: JFRD/RightSite Activations Summary
Date:	Wednesday, January 15, 2025 2:09:56 PM

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Below are the details of navigation and call back for the patient:

The patient used a walker, and her husband noted that she could get into a vehicle with his assistance. RightSite physician recommended, and the patient agreed, to an urgent care appointment for further in-person assessment of her wrist and possible X-ray. RightSite Navigator scheduled a UC appointment and a rideshare to the UC appointment. **RightSite Navigator called back JFRD dispatch to close the loop within 20 minutes of the initial call.**

After sending her the Lyft ride and the driver canceling, the navigator called back the patient, and her daughter answered and stated that the patient was in a wheelchair and was having issues getting in the car. Now, the patient didn't want to get in the Lyft because she was scared she would fall down and hurt herself, so they requested an Ambulance to the ER. **RightSite Navigator called back at 12:41 PM ET (3 hours after the initial call) to escalate to JFRD Dispatch.**

Please let us know if you have any concerns or need additional details. Mene can discuss this case further during the CQI call on Thursday if needed.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Jan 13, 2025 at 11:55 AM Marx, James - FRRS <JMarx@coj.net> wrote:

> Swati,

Here is the CCR for the call we discussed last week. I believe the call was on 12/23/24 and we sent the call to RS around 0945. JFRD # 179241

Thanks,

Brien

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, January 9, 2025 5:04 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Subject: JFRD/RightSite Activations Summary

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief,

Thanks for your time today. Here is the summary data for field and dispatch activations:

Time Period: Dec'24 - Current Date

Dispatch: 12 activations (9-Dec, 3-Jan)

Patient Outcomes: 50% RightSite Addressed (ambulance did not roll)

- 4 - Alternate Site
- 2 - ER - non-emergency Transport
- 4 - Requested EMS Response
- 2 - Patient Refusals

Average EMS Release Time: 3 minutes

Average Close Loop Time: 23 minutes

Field: 12 activations (8-Dec, 4-Jan)

Patient Outcomes: 83% RightSite Addressed (ambulance did not roll)

- 7 - Alternate Site
- 3 - ER - Non Emergent Transport
- 2 - ER - Ambulance

Average EMS Release Time: 13 minutes

Please let me know if I have missed anything.

Have a nice evening!

Regards,

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Elias, Bradley - FRRS
To: Swati Swani
Cc: Jamo Rubin
Subject: Re: JFRD/RightSite CQI call on 1/2/2025
Date: Monday, December 30, 2024 11:01:51 AM

That's good news on the volume.
Some of us will be on the call at 2pm.

Brad

Sent from my iPhone

> On Dec 30, 2024, at 10:34 AM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Good Morning Dr. Elias,
>
> Hope you had a wonderful Christmas!
>
> Since our last CQI meeting, we've received 12 JFRD calls (three field and nine dispatch).
>
> Please let me know if you can join the upcoming call on 1/2 at 2 PM ET or if you'd prefer to skip this week.
>
> Please let me know your preference.
>
> Thanks,
>
> Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: BElias@coj.net
To: Swati Swani
Cc: Jamo Rubin
Subject: Re: JFRD/RightSite CQI call on 1/2/2025
Date: Monday, December 30, 2024 10:44:32 AM

That's good news on the volume.
Sent from my iPhone

> On Dec 30, 2024, at 10:34 AM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
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>
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>
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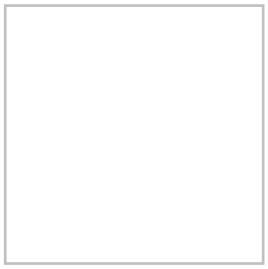
>
> Please let me know if you can join the upcoming call on 1/2 at 2 PM ET or if you'd prefer to skip this week.
>
> Please let me know your preference.
>
> Thanks,
>
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com

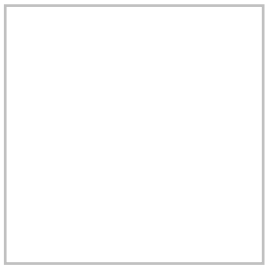


rightsitehealth.com

From: BElias@coj.net
To: Swati Swani
Cc: Jamo Rubin
Subject: Re: JFRD/RightSite CQI call on 1/2/2025
Date: Monday, December 30, 2024 10:40:34 AM

That's good news on the volume.
Sent from my iPhone

> On Dec 30, 2024, at 10:34 AM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Good Morning Dr. Elias,
>
> Hope you had a wonderful Christmas!
>
> Since our last CQI meeting, we've received 12 JFRD calls (three field and nine dispatch).
>
> Please let me know if you can join the upcoming call on 1/2 at 2 PM ET or if you'd prefer to skip this week.
>
> Please let me know your preference.
>
> Thanks,
>
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com



rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Jamo Rubin
Subject: Re: JFRD/RightSite CQI call on 1/2/2025
Date: Monday, December 30, 2024 11:46:49 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thanks for confirming, Dr. Elias!

Talk to you in the new year!! Happy New Year!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Dec 30, 2024 at 10:01 AM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> That's good news on the volume.
> Some of us will be on the call at 2pm.
>
> Brad
>
> Sent from my iPhone
>
> > On Dec 30, 2024, at 10:34 AM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
> >
> > **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
> >
> > Good Morning Dr. Elias,
> >
> > Hope you had a wonderful Christmas!

Since our last CQI meeting, we've received 12 JFRD calls (three field and nine dispatch).

Please let me know if you can join the upcoming call on 1/2 at 2 PM ET or if you'd prefer to skip this week.

Please let me know your preference.

Thanks,

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Marx, James - FRRS; Jamo Rubin
Subject: Re: JFRD/RightSite CQI call on 1/16/2025
Date: Tuesday, January 14, 2025 2:57:41 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elais,

Thanks for confirming; I have rescheduled the meeting for this week and have sent the updated meeting invite for 2:30 P.M. ET.

Talk to you all on Thursday.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Jan 14, 2025 at 1:26 PM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> I would like to have the meeting this week.
> Can we move it back to 230p?
> If not I think I can still make it at 2pm.
>
> Brad
> Sent from my iPhone
>
> > On Jan 14, 2025, at 2:21 PM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
> >
> > **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
> >
> > Hello Dr. Elias,

Since our last CQI meeting, we've received 9 JFRD calls (four field and five dispatch) with the following patient outcomes:

- 1 dispatch patient sent back as Requested EMS Response
- 3 patients sent to ER in a rideshare (2 field, 1 dispatch)
- 1 dispatch patient refused
- 4 patients treated via RightSite Telehealth (2 field, 2 dispatch)

Please let me know if you can join the upcoming call on 1/16 at 2 PM ET or if you'd prefer to skip this week.

Please let me know your preference.

Thanks,

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Elias, Bradley - FRRS
To: Swati Swani
Cc: Marx, James - FRRS; Jamo Rubin
Subject: Re: JFRD/RightSite CQI call on 1/16/2025
Date: Tuesday, January 14, 2025 2:26:25 PM

I would like to have the meeting this week.
Can we move it back to 230p?
If not I think I can still make it at 2pm.

Brad
Sent from my iPhone

> On Jan 14, 2025, at 2:21 PM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Hello Dr. Elias,
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>
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>
> Please let me know if you can join the upcoming call on 1/16 at 2 PM ET or if you'd prefer to skip this week.
>
> Please let me know your preference.
>
> Thanks,
>
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> rightsitehealth.com

From: Elias, Bradley - FRRS
To: Swati Swani
Cc: Marx, James - FRRS; Jamo Rubin
Subject: Re: JFRD/RightSite CQI call on 1/16/2025
Date: Tuesday, January 14, 2025 2:26:23 PM

I would like to have the meeting this week.
Can we move it back to 230p?
If not I think I can still make it at 2pm.

Brad
Sent from my iPhone

> On Jan 14, 2025, at 2:21 PM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
>
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>
> Please let me know your preference.
>
> Thanks,
>
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> rightsitehealth.com

From: BElias@coj.net
To: Swati Swani
Cc: Marx, James - FRRS; Jamo Rubin
Subject: Re: JFRD/RightSite CQI call on 1/16/2025
Date: Tuesday, January 14, 2025 2:26:22 PM

I would like to have the meeting this week.
Can we move it back to 230p?
If not I think I can still make it at 2pm.

Brad
Sent from my iPhone

> On Jan 14, 2025, at 2:21 PM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
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>
> Please let me know your preference.
>
> Thanks,
>
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Marx, James - FRRS; Jamo Rubin
Subject: Re: JFRD/RightSite CQI call on 1/16/2025
Date: Tuesday, January 14, 2025 2:57:42 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elais,

Thanks for confirming; I have rescheduled the meeting for this week and have sent the updated meeting invite for 2:30 P.M. ET.

Talk to you all on Thursday.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Jan 14, 2025 at 1:26 PM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> I would like to have the meeting this week.
> Can we move it back to 230p?
> If not I think I can still make it at 2pm.
>
> Brad
> Sent from my iPhone
>
> > On Jan 14, 2025, at 2:21 PM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
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> > **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
> >
> > Hello Dr. Elias,

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- 1 dispatch patient refused
- 4 patients treated via RightSite Telehealth (2 field, 2 dispatch)

Please let me know if you can join the upcoming call on 1/16 at 2 PM ET or if you'd prefer to skip this week.

Please let me know your preference.

Thanks,

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Elias, Bradley - FRRS
To: Swati Swani; Marx, James - FRRS
Cc: Jamo Rubin
Subject: RE: JFRD/RightSite CQI call on 1/30/2025
Date: Wednesday, January 29, 2025 10:31:00 AM

Sadly, there is another JFRD funeral tomorrow.

Let's just meet again on the scheduled Feb 13th call.

Brad

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, January 29, 2025 9:11 AM
To: Elias, Bradley - FRRS <BElias@coj.net>; Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: JFRD/RightSite CQI call on 1/30/2025

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Dr. Elias,

Since our last CQI meeting, we've received 5 JFRD calls (three field and two dispatch) with the following patient outcomes:

- 3 patients treated via RightSite Telehealth (2 field, 1 dispatch)
- 1 field patient sent to ER in a rideshare
- 1 dispatch patient sent back as Requested EMS Response

Please let me know if you can join the upcoming call on 1/30 at 2 PM ET or if you'd prefer to skip this week.

Please let me know your preference.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Marx, James - FRRS; Jamo Rubin
Subject: Re: JFRD/RightSite CQI call on 1/30/2025
Date: Wednesday, January 29, 2025 10:37:25 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

So sorry to hear about the funeral. I will cancel tomorrow's call.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Jan 29, 2025 at 9:31 AM Elias, Bradley - FRRS <BElias@coj.net> wrote:

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>
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> Brad
>
> ---
>
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> **Sent:** Wednesday, January 29, 2025 9:11 AM
> **To:** Elias, Bradley - FRRS <BElias@coj.net>; Marx, James - FRRS <JMarx@coj.net>
> **Cc:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Subject:** JFRD/RightSite CQI call on 1/30/2025
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Dr. Elias,

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- 3 patients treated via RightSite Telehealth (2 field, 1 dispatch)
- 1 field patient sent to ER in a rideshare
- 1 dispatch patient sent back as Requested EMS Response

Please let me know if you can join the upcoming call on 1/30 at 2 PM ET or if you'd prefer to skip this week.

Please let me know your preference.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Marx, James - FRRS; Jamo Rubin
Subject: Re: JFRD/RightSite CQI call on 1/30/2025
Date: Wednesday, January 29, 2025 10:37:28 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

So sorry to hear about the funeral. I will cancel tomorrow's call.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Jan 29, 2025 at 9:31 AM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> Sadly, there is another JFRD funeral tomorrow.
>
> Let's just meet again on the scheduled Feb 13th call.
>
> Brad
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Wednesday, January 29, 2025 9:11 AM
> **To:** Elias, Bradley - FRRS <BElias@coj.net>; Marx, James - FRRS <JMarx@coj.net>
> **Cc:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Subject:** JFRD/RightSite CQI call on 1/30/2025
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Dr. Elias,

Since our last CQI meeting, we've received 5 JFRD calls (three field and two dispatch) with the following patient outcomes:

- 3 patients treated via RightSite Telehealth (2 field, 1 dispatch)
- 1 field patient sent to ER in a rideshare
- 1 dispatch patient sent back as Requested EMS Response

Please let me know if you can join the upcoming call on 1/30 at 2 PM ET or if you'd prefer to skip this week.

Please let me know your preference.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Elias, Bradley - FRRS
To: Swati Swani; Marx, James - FRRS
Cc: Jamo Rubin
Subject: RE: JFRD/RightSite CQI call on 1/30/2025
Date: Wednesday, January 29, 2025 10:31:17 AM

Sadly, there is another JFRD funeral tomorrow.

Let's just meet again on the scheduled Feb 13th call.

Brad

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, January 29, 2025 9:11 AM
To: Elias, Bradley - FRRS <BElias@coj.net>; Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: JFRD/RightSite CQI call on 1/30/2025

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Good Morning Dr. Elias,

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- 3 patients treated via RightSite Telehealth (2 field, 1 dispatch)
- 1 field patient sent to ER in a rideshare
- 1 dispatch patient sent back as Requested EMS Response

Please let me know if you can join the upcoming call on 1/30 at 2 PM ET or if you'd prefer to skip this week.

Please let me know your preference.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Cc: Blanton, Jake - FROD; Elias, Bradley - FRRS; Jamo Rubin; Guthrie, Daniel - FRRS
Subject: Re: JFRD/RightSite CQI call on 11/7
Date: Sunday, November 10, 2024 12:25:52 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thank you all. I just sent an updated invite.

Have a nice weekend!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Sat, Nov 9, 2024 at 7:35 PM Marx, James - FRRS <JMarx@coj.net> wrote:

> That works for me.
>
> Brien Marx
> Asst. Chief Communications &
> Special Projects
>
> Jacksonville Fire/Rescue
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
> 904-763-3429 (Cell)
> Email: jmarx@coj.net
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Friday, November 8, 2024 4:47:28 PM
> **To:** Blanton, Jake - FROD <JBlanton@coj.net>
> **Cc:** Elias, Bradley - FRRS <BElias@coj.net>; Marx, James - FRRS <JMarx@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Guthrie, Daniel - FRRS <DanielG@coj.net>
> **Subject:** Re: JFRD/RightSite CQI call on 11/7
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thank you Chief Blanton!

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Sat, Nov 9, 2024 at 3:15 AM Blanton, Jake - FROD <JBlanton@coj.net> wrote:

> Yes, works for me as well.
>
> *Jake Blanton*
> *Chief of Rescue*
> Jacksonville Fire & Rescue Department
> 515 N Julia St
> Jacksonville, FL 32202
> 904-255-3302 (office)
> 904-654-6351 (cell)
> EMAIL: jblanton@coj.net
>
> **NOTICE: This message is confidential, intended for the named recipient(s) and may contain information that is proprietary to the sender and/or privileged, confidential, and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure, or distribution is expressly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.**
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Friday, November 8, 2024 4:44 PM
> **To:** Elias, Bradley - FRRS <BElias@coj.net>
> **Cc:** Marx, James - FRRS <JMarx@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Blanton, Jake - FROD <JBlanton@coj.net>; Guthrie, Daniel - FRRS <DanielG@coj.net>
> **Subject:** Re: JFRD/RightSite CQI call on 11/7
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>
> I will wait for Chief Marx and Chief Blanton to let us know and will reschedule accordingly.

Have a nice weekend!

Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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From: Marx, James - FRRS
To: Elias, Bradley - FRRS; Swati Swani
Cc: Jamo Rubin
Subject: RE: JFRD/RightSite CQI call on 11/7
Date: Monday, November 4, 2024 1:49:00 PM

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To: Swati Swani <swati.swani@rightsitehealth.com>; Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
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Subject: RE: JFRD/RightSite CQI call on 11/7
Date: Monday, November 4, 2024 12:55:00 PM

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From: Swati Swani
To: Marx, James - FRRS
Cc: Blanton, Jake - FROD; Elias, Bradley - FRRS; Jamo Rubin; Guthrie, Daniel - FRRS
Subject: Re: JFRD/RightSite CQI call on 11/7
Date: Sunday, November 10, 2024 12:25:52 AM

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> 904-763-3429 (Cell)
> Email: jmarx@coj.net
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>
> *Jake Blanton*
> *Chief of Rescue*
> Jacksonville Fire & Rescue Department
> 515 N Julia St
> Jacksonville, FL 32202
> 904-255-3302 (office)
> 904-654-6351 (cell)
> EMAIL: jblanton@coj.net
>
> **NOTICE: This message is confidential, intended for the named recipient(s) and may contain information that is proprietary to the sender and/or privileged, confidential, and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure, or distribution is expressly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.**
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To: Swati Swani; Marx, James - FRRS
Cc: Jamo Rubin
Subject: RE: JFRD/RightSite CQI call on 11/7
Date: Monday, November 4, 2024 12:54:00 PM

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To: Marx, James - FRRS <JMarx@coj.net>
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Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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> Jacksonville, FL 32202

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904-654-6351 (cell)
EMAIL: jblanton@coj.net

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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Friday, November 8, 2024 4:44 PM
To: Elias, Bradley - FRRS <BElias@coj.net>
Cc: Marx, James - FRRS <JMarx@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Blanton, Jake - FROD <JBlanton@coj.net>; Guthrie, Daniel - FRRS <DanielG@coj.net>
Subject: Re: JFRD/RightSite CQI call on 11/7

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Subject: RE: JFRD/RightSite CQI call on 11/7
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Date: Saturday, November 9, 2024 9:05:00 AM

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Brien Marx
Asst. Chief Communications &
Special Projects

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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> **Cc:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Subject:** JFRD/RightSite CQI call on 11/7
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Cc: Marx, James - FRRS; Jamo Rubin; Guthrie, Daniel - FRRS
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Date: Friday, November 8, 2024 4:45:42 PM

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904-654-6351 (cell)
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11/12, Tuesday: 1 - 3 PM EST

11/13, Wednesday: 1 - 2 PM EST

Thanks,

Swati

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Director, Design & Implementation
[m] 916.337-2182
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Subject: Re: JFRD/RightSite CQI call on 11/7
Date: Friday, November 8, 2024 4:44:39 PM

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Thanks, Dr. Elias! Appreciate your flexibility.

I will wait for Chief Marx and Chief Blanton to let us know and will reschedule accordingly.

Have a nice weekend!

Regards,
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11/12, Tuesday: 1 - 3 PM EST

11/13, Wednesday: 1 - 2 PM EST

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Nov 4, 2024 at 10:35 AM Marx, James - FRRS <JMarx@coj.net> wrote:

> Good morning Swati,
>
> I will not be able to call on Thursday. I have a training class Tuesday-Thursday this week.
>
> Brien
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Monday, November 4, 2024 7:43 AM
> **To:** Elias, Bradley - FRRS <BElias@coj.net>; Marx, James - FRRS <JMarx@coj.net>
> **Cc:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Subject:** JFRD/RightSite CQI call on 11/7
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Good Morning Dr. Elias and Chief Marx,

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We're also finalizing the JFRD dispatch implementation plan. If the team is available for Thursday's call, we can review it together; otherwise, we can schedule a separate session to go over it in detail.

Please let me know your preference.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Cc: Elias, Bradley - FRRS; Jamo Rubin
Subject: Re: JFRD/RightSite CQI call on 11/7
Date: Friday, November 8, 2024 4:34:09 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias and Chief Marx,

Happy Friday!

We have a request: Could we please reschedule our meeting on the 12th to 1:30 p.m. ET instead of 1:00 p.m. to review the dispatch implementation plan? Please let me know if that works for you all.

Regards,
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Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
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On Tue, Nov 5, 2024 at 12:19 AM Marx, James - FRRS <JMarx@coj.net> wrote:

> The 12th works for me.
>
> Brien
>
> ---
>
> **From:** Elias, Bradley - FRRS <BElias@coj.net>
> **Sent:** Monday, November 4, 2024 12:55 PM
> **To:** Swati Swani <swati.swani@rightsitehealth.com>; Marx, James - FRRS <JMarx@coj.net>
> **Cc:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Subject:** RE: JFRD/RightSite CQI call on 11/7
>
> Let's do 12th at 1pm so Chief Blanton can also attend.

Brad

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, November 4, 2024 12:30 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Elias, Bradley - FRRS <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Re: JFRD/RightSite CQI call on 11/7

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Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Cc: Elias, Bradley - FRRS; Jamo Rubin
Subject: Re: JFRD/RightSite CQI call on 11/7
Date: Friday, November 8, 2024 4:34:06 PM

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> **To:** Swati Swani <swati.swani@rightsitehealth.com>; Marx, James - FRRS <JMarx@coj.net>
> **Cc:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
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Sent: Monday, November 4, 2024 12:30 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Elias, Bradley - FRRS <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Re: JFRD/RightSite CQI call on 11/7

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Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Cc: Elias, Bradley - FRRS; Jamo Rubin
Subject: Re: JFRD/RightSite CQI call on 11/7
Date: Monday, November 4, 2024 12:30:13 PM
Attachments: One Page Project Plan - JFRD Dispatch Implementation - 11.4.2024.pdf

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[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Cc: Elias, Bradley - FRRS; Jamo Rubin
Subject: Re: JFRD/RightSite CQI call on 11/7
Date: Monday, November 4, 2024 12:30:12 PM
Attachments: One Page Project Plan - JFRD Dispatch Implementation - 11.4.2024.pdf

---

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To: Elias, Bradley - FRRS <BElias@coj.net>; Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: JFRD/RightSite CQI call on 11/7

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Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Elias, Bradley - FRRS
To: Marx, James - FRRS
Cc: Swati Swani; Jamo Rubin
Subject: Re: JFRD/RightSite CQI call on 11/7
Date: Monday, November 4, 2024 11:37:31 AM

I am also not available this Thursday.

Brad

Sent from my iPhone

> On Nov 4, 2024, at 11:35 AM, Marx, James - FRRS <JMarx@coj.net> wrote:
>
> Good morning Swati,
>
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>
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>
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> **Sent:** Monday, November 4, 2024 7:43 AM
> **To:** Elias, Bradley - FRRS <BElias@coj.net>; Marx, James - FRRS <JMarx@coj.net>
> **Cc:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
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> Thanks,
> Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Elias, Bradley - FRRS
To: Marx, James - FRRS
Cc: Swati Swani; Jamo Rubin
Subject: Re: JFRD/RightSite CQI call on 11/7
Date: Monday, November 4, 2024 11:37:28 AM

I am also not available this Thursday.

Brad

Sent from my iPhone

> On Nov 4, 2024, at 11:35 AM, Marx, James - FRRS <JMarx@coj.net> wrote:
>
> Good morning Swati,
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From: BElias@coj.net
To: Marx, James - FRRS
Cc: Swati Swani; Jamo Rubin
Subject: Re: JFRD/RightSite CQI call on 11/7
Date: Monday, November 4, 2024 11:37:27 AM

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Brad

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[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James - FRRS
To: Elias, Bradley - FRRS; Swati Swani
Cc: Jamo Rubin
Subject: RE: JFRD/RightSite CQI call on 11/7
Date: Monday, November 4, 2024 1:49:11 PM

The 12th works for me.

Brien

From: Elias, Bradley - FRRS <BElias@coj.net>
Sent: Monday, November 4, 2024 12:55 PM
To: Swati Swani <swati.swani@rightsitehealth.com>; Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: RE: JFRD/RightSite CQI call on 11/7

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Brad

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, November 4, 2024 12:30 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Elias, Bradley - FRRS <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
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>
> **Swati Swani**
> Director, Design & Implementation

[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Cc: Blanton, Jake - FROD; Elias, Bradley - FRRS; Jamo Rubin; Guthrie, Daniel - FRRS
Subject: Re: JFRD/RightSite CQI call on 11/7
Date: Sunday, November 10, 2024 12:25:55 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thank you all. I just sent an updated invite.

Have a nice weekend!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Sat, Nov 9, 2024 at 7:35 PM Marx, James - FRRS <JMarx@coj.net> wrote:

> That works for me.
>
> Brien Marx
> Asst. Chief Communications &
> Special Projects
>
> Jacksonville Fire/Rescue
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
> 904-763-3429 (Cell)
> Email: jmarx@coj.net
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Friday, November 8, 2024 4:47:28 PM
> **To:** Blanton, Jake - FROD <JBlanton@coj.net>
> **Cc:** Elias, Bradley - FRRS <BElias@coj.net>; Marx, James - FRRS <JMarx@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Guthrie, Daniel - FRRS <DanielG@coj.net>
> **Subject:** Re: JFRD/RightSite CQI call on 11/7
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> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thank you Chief Blanton!

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Sat, Nov 9, 2024 at 3:15 AM Blanton, Jake - FROD <JBlanton@coj.net> wrote:

> Yes, works for me as well.
>
> *Jake Blanton*
> *Chief of Rescue*
> Jacksonville Fire & Rescue Department
> 515 N Julia St
> Jacksonville, FL 32202
> 904-255-3302 (office)
> 904-654-6351 (cell)
> EMAIL: jblanton@coj.net
>
> **NOTICE: This message is confidential, intended for the named recipient(s) and may contain information that is proprietary to the sender and/or privileged, confidential, and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure, or distribution is expressly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.**
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Friday, November 8, 2024 4:44 PM
> **To:** Elias, Bradley - FRRS <BElias@coj.net>
> **Cc:** Marx, James - FRRS <JMarx@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Blanton, Jake - FROD <JBlanton@coj.net>; Guthrie, Daniel - FRRS <DanielG@coj.net>
> **Subject:** Re: JFRD/RightSite CQI call on 11/7
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Thanks, Dr. Elias! Appreciate your flexibility.
>
> I will wait for Chief Marx and Chief Blanton to let us know and will reschedule accordingly.

Have a nice weekend!

Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Sat, Nov 9, 2024 at 3:10 AM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> I would be ok with that time change.
>
> Brad
>
> Sent from my iPhone
>
> > On Nov 8, 2024, at 4:34 PM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
> >
> > **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
> >
> > Hello Dr. Elias and Chief Marx,
> >
> > Happy Friday!
> >
> > We have a request: Could we please reschedule our meeting on the 12th to 1:30 p.m. ET instead of 1:00 p.m. to review the dispatch implementation plan? Please let me know if that works for you all.
> >
> > Regards,
> > Swati
> >
> > 
> >
> > **Swati Swani**
> > Director, Design & Implementation
> > [m] 916.337-2182
> > swati.swani@rightsitehealth.com
> > rightsitehealth.com
> >
> > On Tue, Nov 5, 2024 at 12:19 AM Marx, James - FRRS <JMarx@coj.net> wrote:
> >
> > > The 12th works for me.

Brien

From: Elias, Bradley - FRRS <BElias@coj.net>
Sent: Monday, November 4, 2024 12:55 PM
To: Swati Swani <swati.swani@rightsitehealth.com>; Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: RE: JFRD/RightSite CQI call on 11/7

Let's do 12th at 1pm so Chief Blanton can also attend.

Brad

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, November 4, 2024 12:30 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Elias, Bradley - FRRS <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Re: JFRD/RightSite CQI call on 11/7

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief Marx and Dr. Elias,

Thanks for letting me know, I will cancel the CQI call for Thursday.

I am attaching a draft of the Dispatch implementation plan and we would like to schedule a call with you and your team to review it and also add tentative dates to the timeline. Please let me know if any of the below days/times work for you all during the week of 11/11, and I will schedule a 45-minute meeting.

11/11, Monday: 12 - 2 PM EST

11/12, Tuesday: 1 - 3 PM EST

11/13, Wednesday: 1 - 2 PM EST

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Nov 4, 2024 at 10:35 AM Marx, James - FRRS <JMarx@coj.net> wrote:

> Good morning Swati,
>
> I will not be able to call on Thursday. I have a training class Tuesday-Thursday this week.
>
> Brien
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Monday, November 4, 2024 7:43 AM
> **To:** Elias, Bradley - FRRS <BElias@coj.net>; Marx, James - FRRS <JMarx@coj.net>
> **Cc:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Subject:** JFRD/RightSite CQI call on 11/7
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Good Morning Dr. Elias and Chief Marx,

We've received three JFRD calls since our last CQI meeting. Please let me know if you'll be able to join the upcoming CQI call on 11/7 at 2 PM ET, or if you'd prefer to skip this week.

We're also finalizing the JFRD dispatch implementation plan. If the team is available for Thursday's call, we can review it together; otherwise, we can schedule a separate session to go over it in detail.

Please let me know your preference.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James - FRRS
To: Swati Swani; Elias, Bradley - FRRS
Cc: Jamo Rubin
Subject: RE: JFRD/RightSite CQI call on 12/5
Date: Wednesday, December 4, 2024 3:11:00 PM
Attachments: image001.png

I can meet tomorrow, what time?

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, December 4, 2024 10:58 AM
To: Elias, Bradley - FRRS <BElias@coj.net>
Cc: Marx, James - FRRS <JMarx@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Re: JFRD/RightSite CQI call on 12/5

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thanks for letting us know, Dr.Elias!

Regards,

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Dec 4, 2024 at 9:52 AM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> I am good to meet tomorrow.
>
> Sent from my iPhone
>
> > On Dec 4, 2024, at 9:52 AM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
> >
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> > Good Morning Dr. Elias and Chief Marx,
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> > We've received three JFRD calls (2- field, 1 - dispatch) since our last CQI meeting. Please let me know if you can join the upcoming CQI call on 12/5 at 2 PM ET, or if you'd prefer to skip this week.
> >
> > We're also finalizing the JFRD dispatch training plan for the week of 12/16. We can touch base on training too.
> >
> > Please let me know your preference.
> >
> > Thanks,
> > Swati
> >
> > 
> >
> > **Swati Swani**
> > Director, Design & Implementation
> > [m] 916.337-2182
> > swati.swani@rightsitehealth.com
> > **rightsitehealth.com**

From: Swati Swani
To: Marx, James - FRRS
Cc: Elias, Bradley - FRRS; Jamo Rubin
Subject: Re: JFRD/RightSite CQI call on 12/5
Date: Wednesday, December 4, 2024 4:20:56 PM
Attachments: image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief Marx,

We have the CQI call at 2 p.m. ET, and we can discuss the training plan right after we finish reviewing the four cases. I hope it works for you.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Dec 4, 2024 at 2:11 PM Marx, James - FRRS <JMarx@coj.net> wrote:

> I can meet tomorrow, what time?
>
> J. Brien Marx
> Asst. Chief of Communications &
> Special Projects
>
> Jacksonville Fire/Rescue Department
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
> 904-763-3429 (Cell)
> Email: jmarx@coj.net

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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, December 4, 2024 10:58 AM
To: Elias, Bradley - FRRS <BElias@coj.net>
Cc: Marx, James - FRRS <JMarx@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Re: JFRD/RightSite CQI call on 12/5

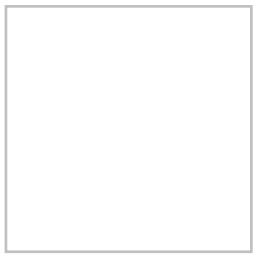
EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thanks for letting us know, Dr.Elias!

Regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com



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> >
> > We're also finalizing the JFRD dispatch training plan for the week of 12/16. We can touch base on training too.
> >
> > Please let me know your preference.
> >
> > Thanks,

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Marx, James - FRRS; Jamo Rubin
Subject: Re: JFRD/RightSite CQI call on 12/5
Date: Wednesday, December 4, 2024 10:58:47 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thanks for letting us know, Dr.Elias!

Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Dec 4, 2024 at 9:52 AM Elias, Bradley - FRRS <BElias@coj.net> wrote:

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> > Please let me know your preference.

Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Marx, James - FRRS; Jamo Rubin
Subject: Re: JFRD/RightSite CQI call on 12/5
Date: Wednesday, December 4, 2024 10:58:44 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thanks for letting us know, Dr.Elias!

Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Elias, Bradley - FRRS
To: Swati Swani
Cc: Marx, James - FRRS; Jamo Rubin
Subject: Re: JFRD/RightSite CQI call on 12/5
Date: Wednesday, December 4, 2024 10:52:20 AM

I am good to meet tomorrow.

Sent from my iPhone

> On Dec 4, 2024, at 9:52 AM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
>
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>
> Thanks,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> rightsitehealth.com

From: Elias, Bradley - FRRS
To: Swati Swani
Cc: Marx, James - FRRS; Jamo Rubin
Subject: Re: JFRD/RightSite CQI call on 12/5
Date: Wednesday, December 4, 2024 10:52:18 AM

I am good to meet tomorrow.

Sent from my iPhone

> On Dec 4, 2024, at 9:52 AM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
>
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> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> rightsitehealth.com

From: BElias@coj.net
To: Swati Swani
Cc: Marx, James - FRRS; Jamo Rubin
Subject: Re: JFRD/RightSite CQI call on 12/5
Date: Wednesday, December 4, 2024 10:52:17 AM

I am good to meet tomorrow.

Sent from my iPhone

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>
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> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> rightsitehealth.com

From: Marx, James - FRRS
To: Swati Swani; Elias, Bradley - FRRS
Cc: Jamo Rubin
Subject: RE: JFRD/RightSite CQI call on 12/5
Date: Wednesday, December 4, 2024 3:11:19 PM
Attachments: image001.png

I can meet tomorrow, what time?

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, December 4, 2024 10:58 AM
To: Elias, Bradley - FRRS <BElias@coj.net>
Cc: Marx, James - FRRS <JMarx@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Re: JFRD/RightSite CQI call on 12/5

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Thanks for letting us know, Dr.Elias!

Regards,

Swati



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> >
> > 
> >
> > **Swati Swani**
> > Director, Design & Implementation
> > [m] 916.337-2182
> > swati.swani@rightsitehealth.com
> > **rightsitehealth.com**

From: Swati Swani
To: Marx, James - FRRS
Cc: Elias, Bradley - FRRS; Jamo Rubin
Subject: Re: JFRD/RightSite CQI call on 12/5
Date: Wednesday, December 4, 2024 4:20:56 PM
Attachments: image001.png

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Hello Chief Marx,

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Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
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> I can meet tomorrow, what time?
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> J. Brien Marx
> Asst. Chief of Communications &
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>
> Jacksonville Fire/Rescue Department
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
> 904-763-3429 (Cell)
> Email: jmarx@coj.net

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To: Elias, Bradley - FRRS <BElias@coj.net>
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Subject: Re: JFRD/RightSite CQI call on 12/5

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Regards,

Swati

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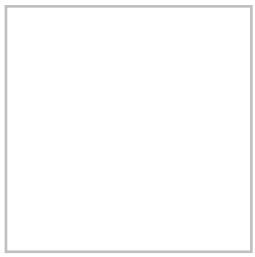
swati.swani@rightsitehealth.com
rightsitehealth.com



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Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Jared Oscarson; Guthrie, Daniel - FRRS; Marx, James - FRRS
Subject: Re: JFRD/RightSite CQI Meeting on Thursday, 7/25
Date: Tuesday, July 23, 2024 3:51:10 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thanks, Dr. Elias! I will cancel this week's call. You should have CQI meeting invites for the following weeks on Thursdays.

Appreciate your flexibility.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Jul 23, 2024 at 2:35 PM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> Yes of course.
>
> I appreciate that we can be flexible and respective of all our time.
>
> Please send a new calendar invite.
>
> Brad
> Sent from my iPhone
>
> > On Jul 23, 2024, at 3:04 PM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
> >
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> >
> > Hello Dr. Elias,
> >
> > We have a CQI call scheduled for coming Thursday and Mene is out of office this week. Will it be OK if we cancel this week's call and plan to meet next week?

Please let me know your thoughts.

Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Jared Oscarson; Guthrie, Daniel - FRRS; Marx, James - FRRS
Subject: Re: JFRD/RightSite CQI Meeting on Thursday, 7/25
Date: Tuesday, July 23, 2024 3:51:09 PM

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Thanks, Dr. Elias! I will cancel this week's call. You should have CQI meeting invites for the following weeks on Thursdays.

Appreciate your flexibility.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Jul 23, 2024 at 2:35 PM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> Yes of course.
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> I appreciate that we can be flexible and respective of all our time.
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Cc: Jared Oscarson; Guthrie, Daniel - FRRS; Marx, James - FRRS
Subject: Re: JFRD/RightSite CQI Meeting on Thursday, 7/25
Date: Tuesday, July 23, 2024 3:51:08 PM

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Cc: Jared Oscarson; Guthrie, Daniel - FRRS; Marx, James - FRRS
Subject: Re: JFRD/RightSite CQI Meeting on Thursday, 7/25
Date: Tuesday, July 23, 2024 3:35:59 PM

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Cc: Jared Oscarson; Guthrie, Daniel - FRRS; Marx, James - FRRS
Subject: Re: JFRD/RightSite CQI Meeting on Thursday, 7/25
Date: Tuesday, July 23, 2024 3:35:57 PM

Yes of course.

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Brad
Sent from my iPhone

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Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: BElias@coj.net
To: Swati Swani
Cc: Jared Oscarson; Guthrie, Daniel - FRRS; Marx, James - FRRS
Subject: Re: JFRD/RightSite CQI Meeting on Thursday, 7/25
Date: Tuesday, July 23, 2024 3:35:57 PM

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> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Subject: Re: JFRD/RightSite CQI Meeting on Thursday, 7/25
Date: Tuesday, July 23, 2024 4:08:30 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

I have sent updated invites for bi-weekly CQI meetings starting next week. Please let me know if you have not received them.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Jul 23, 2024 at 2:50 PM Swati Swani <swati.swani@rightsitehealth.com> wrote:

> Thanks, Dr. Elias! I will cancel this week's call. You should have CQI meeting invites for the following weeks on Thursdays.
>
> Appreciate your flexibility.
>
> Regards,
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>
> **Swati Swani**
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Swati



Swati Swani
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[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Elias, Bradley - FRRS
To: Swati Swani
Subject: Re: JFRD/RightSite CQI Meeting this Thursday (4/10)
Date: Monday, April 21, 2025 11:06:02 AM

Let's meet this week !

> On Apr 21, 2025, at 11:02 AM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Good Morning Dr. Elias,
>
> Since April 7th, we have had 1 dispatch and 3 field activations. 100% of patients were RightSite Addressed (Ambulance did not roll to ER):
>
> 1. Two field patients were treated via Telehealth appointment
> 2. One field and one dispatch patient were sent to ER in non-emergency transport
>
> Please let me know if you can join the upcoming call on 4/24 at 2 PM ET or if you'd prefer to skip this week.
> Please let me know your preference.
>
> Thanks,
>
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> rightsitehealth.com
>
> On Mon, Apr 7, 2025 at 7:23 PM Elias, Bradley - FRRS <BElias@coj.net> wrote:
>
> Let's skip this week if possible please.
>
> Brad Elias, MD
>
> > On Apr 7, 2025, at 8:01 PM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
> >
> > **EXTERNAL EMAIL:** This email originated from a non-COJ email address.

Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

Since March 27th, we have had 3 dispatch and 3 field activations. 50% of patients were RightSite Addressed (Ambulance did not roll to ER):

1. Two patients (1 field and 1 dispatch) were treated via Urgent care appointment
2. One field patient went to ER in an ambulance
3. One field patient was sent to ER in non-emergency transport
4. Two dispatch patients were sent back to JFRD (Requested EMS Response)

Please let me know if you can join the upcoming call on 4/10 at 2 PM ET or if you'd prefer to skip this week.

Please let me know your preference.

Thanks,

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: BElias@coj.net
To: Swati Swani
Subject: Re: JFRD/RightSite CQI Meeting this Thursday (4/10)
Date: Monday, April 21, 2025 11:06:01 AM

Let's meet this week !

On Apr 21, 2025, at 11:02 AM, Swati Swani <swati.swani@rightsitehealth.com> wrote:

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Good Morning Dr. Elias,

Since April 7th, we have had 1 dispatch and 3 field activations. 100% of patients were RightSite Addressed (Ambulance did not roll to ER):

1. Two field patients were treated via Telehealth appointment
2. One field and one dispatch patient were sent to ER in non-emergency transport

Please let me know if you can join the upcoming call on 4/24 at 2 PM ET or if you'd prefer to skip this week.
Please let me know your preference.

Thanks,

Swati



Swati Swani
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Hello Dr. Elias,

Since March 27th, we have had 3 dispatch and 3 field activations. 50% of patients were RightSite Addressed (Ambulance did not roll to ER):

1. Two patients (1 field and 1 dispatch) were treated via Urgent care appointment
2. One field patient went to ER in an ambulance
3. One field patient was sent to ER in non-emergency transport
4. Two dispatch patients were sent back to JFRD (Requested EMS Response)

Please let me know if you can join the upcoming call on 4/10 at 2 PM ET or if you'd prefer to skip this week.

Please let me know your preference.

Thanks,

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Subject: Re: JFRD/RightSite CQI Meeting this Thursday (4/10)
Date: Monday, April 21, 2025 11:02:18 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Dr. Elias,

Since April 7th, we have had 1 dispatch and 3 field activations. 100% of patients were RightSite Addressed (Ambulance did not roll to ER):

1. Two field patients were treated via Telehealth appointment
2. One field and one dispatch patient were sent to ER in non-emergency transport

Please let me know if you can join the upcoming call on 4/24 at 2 PM ET or if you'd prefer to skip this week.
Please let me know your preference.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Apr 7, 2025 at 7:23 PM Elias, Bradley - FRRS <BElias@coj.net> wrote:

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>
> Brad Elias, MD
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Hello Dr. Elias,

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1. Two patients (1 field and 1 dispatch) were treated via Urgent care appointment
2. One field patient went to ER in an ambulance
3. One field patient was sent to ER in non-emergency transport
4. Two dispatch patients were sent back to JFRD (Requested EMS Response)

Please let me know if you can join the upcoming call on 4/10 at 2 PM ET or if you'd prefer to skip this week.

Please let me know your preference.

Thanks,

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Subject: Re: JFRD/RightSite CQI Meeting this Thursday (4/10)
Date: Monday, April 7, 2025 8:28:14 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Yes, of course we can skip this week. We will meet in two weeks. We will also discuss the previous week's cases when we meet on 4/24.

Have a nice evening!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
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EMS Response)

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Date: Monday, April 7, 2025 8:23:10 PM

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From: Swati Swani
To: Elias, Bradley - FRRS
Subject: Re: JFRD/RightSite CQI Meeting this Thursday (4/10)
Date: Monday, April 21, 2025 11:28:51 AM

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Perfect! Talk to you on Thursday!

Have a great week!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Apr 21, 2025 at 10:06 AM Elias, Bradley - FRRS <BElias@coj.net> wrote:

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Swati Swani
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swati.swani@rightsitehealth.com
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> > **Swati Swani**
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> > swati.swani@rightsitehealth.com
> > rightsitehealth.com

From: Elias, Bradley - FRRS
To: Swati Swani
Cc: Jared Oscarson
Subject: Re: JFRD/RightSite CQI Meeting this Thursday (5/8)
Date: Monday, June 2, 2025 1:01:53 PM

Yes
I am able to participate Thursday

On Jun 2, 2025, at 12:52 PM, Swati Swani <swati.swani@rightsitehealth.com> wrote:

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

Since May 19th, we have had two dispatch and three field activations. **100% of patients were RightSite Addressed (ambulance did not roll to ER)**:

- Two field patients treated via telehealth
- One field and one dispatch patients were sent to UCC for follow-up
- One dispatch patient was sent to the ER in non-emergency transport

Please let me know if you can join the upcoming call on 6/5 at 2 PM ET or if you'd prefer to skip this week.

Please let me know your preference.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, May 19, 2025 at 2:51 PM Swati Swani <swati.swani@rightsitehealth.com> wrote:

> ok, I will send out a cancellation. Thanks!
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> rightsitehealth.com
>
> On Mon, May 19, 2025 at 2:50 PM Elias, Bradley - FRRS <BElias@coj.net> wrote:

Good afternoon,
I need to cancel this Thursday. I will be out of town at a domestic security meeting.

Brad Elias, MD

> On May 19, 2025, at 3:46 PM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Hello Dr. Elias,
>
> Since May 5th, we have had one dispatch and two field activations. 100% of patients were RightSite Addressed (ambulance did not roll to ER):
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>
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From: BElias@coj.net
To: Swati Swani
Cc: Jared Oscarson
Subject: Re: JFRD/RightSite CQI Meeting this Thursday (5/8)
Date: Monday, June 2, 2025 1:01:52 PM

Yes
I am able to participate Thursday

On Jun 2, 2025, at 12:52 PM, Swati Swani <swati.swani@rightsitehealth.com> wrote:

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Cc: Jared Oscarson
Subject: Re: JFRD/RightSite CQI Meeting this Thursday (5/8)
Date: Monday, June 2, 2025 12:52:46 PM

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Cc: Jared Oscarson
Subject: Re: JFRD/RightSite CQI Meeting this Thursday (5/8)
Date: Monday, May 19, 2025 3:52:14 PM

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Subject: Re: JFRD/RightSite CQI Meeting this Thursday (5/8)
Date: Monday, May 19, 2025 3:50:40 PM

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Cc: Jared Oscarson
Subject: Re: JFRD/RightSite CQI Meeting this Thursday (5/8)
Date: Monday, May 19, 2025 3:46:22 PM

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Cc: Jared Oscarson
Subject: Re: JFRD/RightSite CQI Meeting this Thursday (5/8)
Date: Monday, May 5, 2025 9:49:17 AM

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Good luck with the installation and mock runs. I will send out a cancellation for Thursday!

Regards,

Swati

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Subject: Re: JFRD/RightSite CQI Meeting this Thursday (5/8)
Date: Monday, May 5, 2025 7:53:53 AM

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Cc: Jared Oscarson
Subject: Re: JFRD/RightSite CQI Meeting this Thursday (5/8)
Date: Monday, June 2, 2025 1:16:44 PM

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Great, we will have the 5 cases ready to discuss on Thursday.

Thanks,
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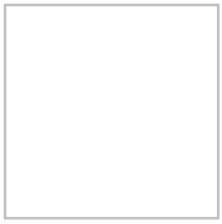

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swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, May 5, 2025 at 6:53 AM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> I will try tomorrow. We are installing that mobile stroke unit this week so doing some mock runs. Might not be around Tuesday. I also will not be here for Thursday so let's cancel. Thank you.
>
> > On May 5, 2025, at 7:22 AM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
> >
> > **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
> >
> > Good Morning Dr. Elias,
> >
> > Since April 24th, we have had one dispatch and one field activation. 50% of patients were RightSite Addressed (ambulance did not roll to ER):
> >
> > 1. One field patients went to ER in ambulance
> > 2. One dispatch patient was sent to ER in non-emergency transport
> >
> > Please let me know if you can join the upcoming call on 5/8 at 2 PM ET or if you'd prefer to skip this week.
> >
> > Please let me know your preference.
> >
> > Thanks,
> >
> > Swati
> >
> > **Swati Swani**
> > Director, Design & Implementation
> > [m] 916.337-2182
> > swati.swani@rightsitehealth.com
> > rightsitehealth.com

From: Natasha Demehri
To: Swati Swani
Cc: Elias, Bradley - FRRS
Subject: Re: JFRD/RightSite Dashboard - May 2025
Date: Sunday, June 8, 2025 11:47:02 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Dr. Elias,

It was great to meet you on our call last week. I look forward to growing our volume of calls in Jacksonville so that we can make a substantial impact on health outcomes and resource utilization in your city.

Below is my contact info. Looking forward to working together to closing healthcare gaps in Jacksonville.

Best,
Natasha

Natasha Demehri, MD MPH
Medical Director
[m] 407.929.8888
natasha.demehri@rightsitehealth.com
rightsitehealth.com

On Thu, Jun 5, 2025 at 4:37 PM Swati Swani <swati.swani@rightsitehealth.com> wrote:

> Hello Dr. Elias,
>
> Thanks for meeting with us today. May dashboard is attached. I have copied Natasha on this email.
>
> Please let me know if you have any questions or need any additional information.
>
> Have a nice evening!
>
> Regards,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> rightsitehealth.com



--



Natasha Demehri, MD MPH
Medical Director

[m] 407.929.8888
natasha.demehri@rightsitehealth.com
rightsitehealth.com

From:	Elias, Bradley
To:	Mene Demestihas
Cc:	Swati Swani; Marx, James; Jamo Rubin; Jared Oscarson; Blanton, Jake
Subject:	RE: JFRD/RightSite Follow up
Date:	Wednesday, February 21, 2024 1:50:30 PM

I will call you shortly.

Brad

From: Mene Demestihas <mene.demestihas@rightsitehealth.com>
Sent: Wednesday, February 21, 2024 1:46 PM
To: Elias, Bradley <BElias@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Marx, James <JMarx@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Blanton, Jake <JBlanton@coj.net>
Subject: Re: JFRD/RightSite Follow up

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Sure Dr. Elias - when is a good time for you to speak? I'm free the rest of the day today and most of Friday.

We can set up something formal or you can call my cell at 678-644-201.

Mene Demestihas, M.D.
Chief Medical Officer
678.644.2101
mene.demestihas@righsitehealth.com
rightsitehealth.com

On Wed, Feb 21, 2024 at 9:35 AM Elias, Bradley <BElias@coj.net> wrote:

> Good morning,
>
> Just checking in and seeing if there is anything else we can do to help get more utilization with RightSite for this trial.
>
> Brad Elias MD
> Medical Director
> Jacksonville Fire and Rescue Department

From: Mene Demestihas
To: Elias, Bradley
Cc: Swati Swani; Marx, James; Jamo Rubin; Jared Oscarson; Blanton, Jake
Subject: Re: JFRD/RightSite Follow up
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Subject: Re: JFRD/RightSite Follow up
Date: Wednesday, February 21, 2024 1:46:31 PM

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> Medical Director
>
> Jacksonville Fire and Rescue Department

To: Chip Walls
Subject: RE: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date: Monday, August 18, 2025 4:01:53 PM

Chip,

After talking with a few dispatchers, they seem a little uncertain about the Alpha and Omega call types for the different protocols. We'll need to conduct some training to help people feel comfortable. Since we are still pre-alerting

---

From: Chip Walls <chip.walls@rightsitehealth.com>
Sent: Tuesday, August 12, 2025 1:36 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Elias, Bradley - FRRS <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Natasha Demehri <natasha.demehri@rightsitehealth.com>; Bryan Norris <bryan.norris@rightsitehealth.com>
Subject: Re: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD

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Good afternoon,

Thanks again for taking the time to meet with Bryan and myself in Jacksonville over the last couple of days. I thought the conversations were really productive, and I'm excited about where we're headed together.

I know you guys have a few things to work on internally this week, and the goal is to start putting the plan into action next week. We didn't lock in a date, but I told our Care Team we'd likely see volume start to pick up on Monday, August 18. If that's off, just let me know so I can update everyone.

In the meantime, I'll connect with our Partner Success team and put together a plan to re-engage field personnel. I'm hoping we can carve out a few minutes in Thursday's meeting to talk about next steps for the field.

Chip

On Mon, Aug 11, 2025 at 9:07 AM Chip Walls <chip.walls@rightsitehealth.com> wrote:

> Sounds good. See you then.
>
> On Mon, Aug 11, 2025 at 09:02 Marx, James - FRRS <JMarx@coj.net> wrote:
>
> > Yes it is. I'll meet you in the lobby and bring you up. You can text me when you arrive if you would like and I can come help you find parking.
> >
> > Brien Marx
> > Asst. Chief Communications &
> > Special Projects

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Chip Walls <chip.walls@rightsitehealth.com>
Sent: Monday, August 11, 2025 8:00:00 AM

To: Marx, James - FRRS <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Elias, Bradley - FRRS <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Natasha Demehri <natasha.demehri@rightsitehealth.com>; Bryan Norris <bryan.norris@rightsitehealth.com>
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Good morning,

I know we're meeting at 515 Julia St. tomorrow, but I wanted to confirm if that's also the address for the communications center. Bryan and I are planning to arrive at 1300 today. If the address is different, please let me know.

Chip

On Thu, Aug 7, 2025 at 8:49 AM Marx, James - FRRS <JMarx@coj.net> wrote:

> Sounds good.
>
> Brien Marx
> Asst. Chief Communications &
> Special Projects
>
> Jacksonville Fire/Rescue
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
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> Email: jmarx@coj.net
>
> ---
>
> **From:** Chip Walls <chip.walls@rightsitehealth.com>
> **Sent:** Thursday, August 7, 2025 7:00:00 AM
> **To:** Marx, James - FRRS <JMarx@coj.net>
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Good morning,

If it works for your team, we'd like to spend some time in the communications center on Monday, August 11th from 1:00 to 4:00 PM Eastern.

Chip

On Wed, Aug 6, 2025 at 3:02 PM Marx, James - FRRS <JMarx@coj.net> wrote:

> Chip,
>
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>
> Brien
>
> ---
>
> **From:** Chip Walls <chip.walls@rightsitehealth.com>
> **Sent:** Monday, August 4, 2025 11:39 AM
> **To:** Swati Swani <swati.swani@rightsitehealth.com>
> **Cc:** Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Natasha Demehri <natasha.demehri@rightsitehealth.com>; Bryan Norris <bryan.norris@rightsitehealth.com>
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>
> Thanks again for taking the time to meet with us last week to talk through the RightSite

expansion.

I’m available to meet in person on Monday, August 11th, and also have time on Tuesday and Wednesday if we need a little more time or if it would be helpful to engage with others.

I’ve got some flexibility that week, so if the 11th isn’t ideal, feel free to suggest another date that works better for you.

Let me know what works best, and I'll get it on the calendar.

Best,

Chip

On Fri, Aug 1, 2025 at 3:50 PM Swati Swani <swati.swani@rightsitehealth.com> wrote:

> Hello Chief Marx and Dr. Elias,
>
> Thank you for taking the time yesterday to discuss the RightSite expansion. We sincerely appreciate your collaboration and leadership as we move this work forward.
>
> As a follow-up, I’ve attached the proposed action plan, including the recommended EMD codes for RightSite in Dispatch and the leaderboard. (Lt. James Davis is by far the top user of RightSite).
>
> Chip and other team members plan to be in Jacksonville on August 11. They will be available over the next few days to meet in person, review the plan, make any necessary updates, and support the next steps across dispatch and field operations.
>
> Please let us know if you require any further information. Have a great weekend!
>
> Regards,
> Swati
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Chip Walls

Regional Director - EMS Partnerships

[m] 404-655-7949

chip.walls@rightsitehealth.com

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From:	Natasha Demehri
To:	Chip Walls
Cc:	Marx, James - FRRS; Swati Swani; Elias, Bradley - FRRS; Jamo Rubin; Kristeen Pierce; Bryan Norris
Subject:	Re: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date:	Tuesday, August 12, 2025 2:13:21 PM
Attachments:	image001.png

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Great to see you all today and chat with you.
We're looking forward to serving Jacksonville and working with your dispatchers and your EMS teams!
Looking forward to meeting you all in person soon.

Best,
Natasha

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Natasha Demehri, MD MPH
Chief Medical Officer (CMO)

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natasha.demehri@rightsitehealth.com
rightsitehealth.com

From:	Natasha Demehri
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Cc:	Marx, James - FRRS; Swati Swani; Elias, Bradley - FRRS; Jamo Rubin; Kristeen Pierce; Bryan Norris
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Best,
Natasha

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>>>
>>> Brien Marx
>>> Asst. Chief Communications &
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>>>
>>> Jacksonville Fire/Rescue
>>> 515 Julia St.

Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Chip Walls <chip.walls@rightsitehealth.com>
Sent: Monday, August 11, 2025 8:00:00 AM

To: Marx, James - FRRS <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Elias, Bradley - FRRS <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Natasha Demehri <natasha.demehri@rightsitehealth.com>; Bryan Norris <bryan.norris@rightsitehealth.com>
Subject: Re: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD

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Good morning,

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Natasha Demehri, MD MPH
Chief Medical Officer (CMO)

[m] 407-929-8888
natasha.demehri@rightsitehealth.com
rightsitehealth.com

From:	Marx, James - FRRS
To:	Chip Walls; Swati Swani
Cc:	Elias, Bradley - FRRS; Jamo Rubin; Kristeen Pierce; Natasha Demehri; Bryan Norris
Subject:	RE: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date:	Wednesday, August 6, 2025 3:02:21 PM

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Subject: Re: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date: Tuesday, August 12, 2025 1:36:09 PM

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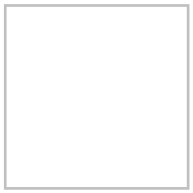

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To: Swati Swani; Marx, James - FRRS
Cc: Jamo Rubin; Chip Walls; Kristeen Pierce; Natasha Demehri; Bryan Norris
Subject: RE: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date: Tuesday, August 5, 2025 9:05:06 AM

I have reviewed those recommended EMD codes and believe we can adopt them for JFRD. There were just a few questions I had about some of them, mostly logistical. We can discuss them next Tuesday and hopefully be able to include Natasha remotely.

Brad Elias, M.D.
Medical Director
Jacksonville Fire Rescue Department
515 N. Julia Street
Jacksonville, Fl
32202
Office 904-255-3307
Cell 904-483-0471

NOTICE: This message is confidential, intended for the named recipient(s) and may contain information that is proprietary to the sender and/or privileged, confidential, and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure, or distribution is expressly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

From: Swati Swani <swati.swani@rightsitehealth.com>
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> **Sent:** Monday, August 4, 2025 11:39 AM
> **To:** Swati Swani <swati.swani@rightsitehealth.com>
> **Cc:** Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Natasha Demehri <natasha.demehri@rightsitehealth.com>; Bryan Norris <bryan.norris@rightsitehealth.com>
> **Subject:** Re: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
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> Regards,
> Swati
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> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> **rightsitehealth.com**

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Chip Walls

Regional Director - EMS Partnerships

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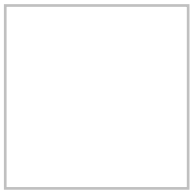

From: Elias, Bradley - FRRS
To: Swati Swani; Marx, James - FRRS
Cc: Jamo Rubin; Chip Walls; Kristeen Pierce; Natasha Demehri; Bryan Norris
Subject: RE: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date: Tuesday, August 5, 2025 9:05:00 AM

I have reviewed those recommended EMD codes and believe we can adopt them for JFRD. There were just a few questions I had about some of them, mostly logistical. We can discuss them next Tuesday and hopefully be able to include Natasha remotely.

Brad Elias, M.D.
Medical Director
Jacksonville Fire Rescue Department
515 N. Julia Street
Jacksonville, Fl
32202
Office 904-255-3307
Cell 904-483-0471

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Subject: RE: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date: Tuesday, August 5, 2025 8:59:49 AM

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Cc: Jamo Rubin; Kristeen Pierce; Natasha Demehri; Bryan Norris
Subject: RE: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date: Monday, August 4, 2025 12:51:08 PM
Attachments: image001.png

Team,

I am wide open on the 12th, except between 11-1. The morning meeting will be productive, and if you want to visit stations, or just continue the discussion in the afternoon, let me know.

Brad Elias, M.D.
Medical Director
Jacksonville Fire Rescue Department
515 N. Julia Street
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32202
Office 904-255-3307
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Subject: RE: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD

Chip,

Are you able to meet in the morning of 8/12 around 0900? Dr. Elias and I have a hospital meeting at 11:30 and would need to leave around 11. I'll check with our new chiefs in administration and see if they would like to meet with you as well. Dr. Elias and I have been reviewing the determinant codes list that was sent and will be prepared to discuss those at our meeting. Please let me know if you think we'll need more than 2 hours and.

Best Regards,

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
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> Sounds good.
>
> Brien Marx
> Asst. Chief Communications &

Special Projects

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Chip Walls <chip.walls@rightsitehealth.com>
Sent: Thursday, August 7, 2025 7:00:00 AM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Elias, Bradley - FRRS <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Natasha Demehri <natasha.demehri@rightsitehealth.com>; Bryan Norris <bryan.norris@rightsitehealth.com>
Subject: Re: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD

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Good morning,

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On Wed, Aug 6, 2025 at 3:02 PM Marx, James - FRRS <JMarx@coj.net> wrote:

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From: Chip Walls <chip.walls@rightsitehealth.com>
Sent: Monday, August 4, 2025 11:39 AM
To: Swati Swani <swati.swani@rightsitehealth.com>
Cc: Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Natasha Demehri <natasha.demehri@rightsitehealth.com>; Bryan Norris <bryan.norris@rightsitehealth.com>
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Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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Chip Walls

Regional Director - EMS Partnerships

[m] 404-655-7949

chip.walls@rightsitehealth.com

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From: Marx, James - FRRS
To: Chip Walls
Cc: Swati Swani; Elias, Bradley - FRRS; Jamo Rubin; Kristeen Pierce; Natasha Demehri; Bryan Norris
Subject: Re: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date: Monday, August 11, 2025 9:02:39 AM

Yes it is. I'll meet you in the lobby and bring you up. You can text me when you arrive if you would like and I can come help you find parking.

Brien Marx
Asst. Chief Communications &
Special Projects

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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Regards,
Swati



Swati Swani
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swati.swani@rightsitehealth.com
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rightsitehealth.com



From: Elias, Bradley - FRRS
To: Marx, James - FRRS; Chip Walls; Swati Swani
Cc: Jamo Rubin; Kristeen Pierce; Natasha Demehri; Bryan Norris
Subject: RE: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date: Monday, August 4, 2025 12:51:00 PM
Attachments: image001.png

Team,

I am wide open on the 12th, except between 11-1. The morning meeting will be productive, and if you want to visit stations, or just continue the discussion in the afternoon, let me know.

Brad Elias, M.D.
Medical Director
Jacksonville Fire Rescue Department
515 N. Julia Street
Jacksonville, Fl
32202
Office 904-255-3307
Cell 904-483-0471

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From: Marx, James - FRRS <JMarx@coj.net>
Sent: Monday, August 4, 2025 12:30 PM
To: Chip Walls <chip.walls@rightsitehealth.com>; Swati Swani <swati.swani@rightsitehealth.com>
Cc: Elias, Bradley - FRRS <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Natasha Demehri <natasha.demehri@rightsitehealth.com>; Bryan Norris <bryan.norris@rightsitehealth.com>
Subject: RE: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD

Chip,

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Best Regards,

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> **rightsitehealth.com**

--

Chip Walls
Regional Director - EMS Partnerships

[m] 404-655-7949
chip.walls@rightsitehealth.com
rightsitehealth.com



To:	Marx, James - FRRS; Chip Walls; Swati Swani
Cc:	Jamo Rubin; Kristeen Pierce; Natasha Demehri; Bryan Norris
Subject:	RE: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date:	Monday, August 4, 2025 12:48:38 PM
Attachments:	image001.png

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Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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Chip Walls
Regional Director - EMS Partnerships

[m] 404-655-7949
chip.walls@rightsitehealth.com
rightsitehealth.com



From: Chip Walls
To: Marx, James - FRRS
Cc: Swati Swani; Elias, Bradley - FRRS; Jamo Rubin; Kristeen Pierce; Natasha Demehri; Bryan Norris
Subject: Re: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date: Monday, August 11, 2025 8:00:32 AM

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To: Marx, James - FRRS
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Subject: Re: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date: Monday, August 11, 2025 8:00:15 AM

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> **Cc:** Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Natasha Demehri <natasha.demehri@rightsitehealth.com>; Bryan Norris <bryan.norris@rightsitehealth.com>
> **Subject:** Re: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
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> **Swati Swani**
> Director, Design & Implementation
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> swati.swani@rightsitehealth.com
> **rightsitehealth.com**

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Regional Director - EMS Partnerships

[m] 404-655-7949

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From: Marx, James - FRRS
To: Chip Walls; Swati Swani
Cc: Elias, Bradley - FRRS; Jamo Rubin; Kristeen Pierce; Natasha Demehri; Bryan Norris
Subject: RE: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date: Monday, August 4, 2025 12:29:43 PM
Attachments: image001.png

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Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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To:	Chip Walls; Swati Swani
Cc:	Elias, Bradley - FRRS; Jamo Rubin; Kristeen Pierce; Natasha Demehri; Bryan Norris
Subject:	RE: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date:	Monday, August 4, 2025 12:29:04 PM
Attachments:	image001.png

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Cc:	Swati Swani; Elias, Bradley - FRRS; Jamo Rubin; Kristeen Pierce; Natasha Demehri; Bryan Norris
Subject:	Re: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date:	Thursday, August 7, 2025 8:49:38 AM

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Brien Marx
Asst. Chief Communications &
Special Projects

Jacksonville Fire/Rescue
515 Julia St.
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904-255-7728 (Office)
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Email: jmarx@coj.net

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Date: Monday, August 4, 2025 12:29:00 PM
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Subject:	Re: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date:	Thursday, August 7, 2025 8:49:36 AM

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Brien Marx
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Subject: Re: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date: Thursday, August 7, 2025 7:00:22 AM

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Subject: Re: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date: Thursday, August 7, 2025 7:00:21 AM

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> Regards,
> Swati
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> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
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--

Chip Walls

Regional Director - EMS Partnerships

[m] 404-655-7949

chip.walls@rightsitehealth.com

rightsitehealth.com



--
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Regional Director - EMS Partnerships

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chip.walls@rightsitehealth.com
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From: Chip Walls
To: Marx, James - FRRS
Cc: Swati Swani; Elias, Bradley - FRRS; Jamo Rubin; Kristeen Pierce; Natasha Demehri; Bryan Norris
Subject: Re: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date: Wednesday, August 6, 2025 3:34:55 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Let me check in with Bryan and compare our travel schedules. I'll confirm with you tomorrow!

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On Wed, Aug 6, 2025 at 3:02 PM Marx, James - FRRS <JMarx@coj.net> wrote:

> Chip,
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> If you want to come spend some time in our communications center on Monday the 11th let me know.
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> Brien
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> ---
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> **From:** Chip Walls <chip.walls@rightsitehealth.com>
> **Sent:** Monday, August 4, 2025 11:39 AM
> **To:** Swati Swani <swati.swani@rightsitehealth.com>
> **Cc:** Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Natasha Demehri <natasha.demehri@rightsitehealth.com>; Bryan Norris <bryan.norris@rightsitehealth.com>
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Regional Director - EMS Partnerships

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chip.walls@rightsitehealth.com
rightsitehealth.com



From: Natasha Demehri
To: Chip Walls
Cc: Elias, Bradley - FRRS; Swati Swani; Marx, James - FRRS; Jamo Rubin; Kristeen Pierce; Bryan Norris
Subject: Re: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date: Tuesday, August 5, 2025 12:53:24 PM

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Best,
Natasha

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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Friday, August 1, 2025 3:50 PM
To: Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Chip Walls <chip.walls@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Natasha Demehri <natasha.demehri@rightsitehealth.com>; Bryan Norris <bryan.norris@rightsitehealth.com>
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Natasha Demehri, MD MPH
Chief Medical Officer
[m] 407.929.8888
natasha.demehri@rightsitehealth.com
rightsitehealth.com

From: Natasha Demehri
To: Chip Walls
Cc: Elias, Bradley - FRRS; Swati Swani; Marx, James - FRRS; Jamo Rubin; Kristeen Pierce; Bryan Norris
Subject: Re: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date: Tuesday, August 5, 2025 12:53:21 PM

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Subject: Re: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date: Tuesday, August 5, 2025 9:06:23 AM

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Subject: Re: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date: Monday, August 4, 2025 1:45:09 PM
Attachments: image001.png

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Chief Marx and Dr. Elias,

We are available on the 12th at 0900 and look forward to the conversation. We are open to continuing the discussion in the afternoon or heading out into the field if that works for you. Either option is fine.

Spending some time in the comm center would also be valuable if we can include that in our time in Jacksonville. We can be available on Monday August 11th, or Wednesday August 13th to observe comm center operations if that works for you and your team.

I'll go ahead and send a calendar invite out to the group for Tuesday shortly. Please confirm 515 N. Julia Street is the meeting location.

Best,
Chip

On Mon, Aug 4, 2025 at 12:51 PM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> Team,
>
> I am wide open on the 12th, except between 11-1. The morning meeting will be productive, and if you want to visit stations, or just continue the discussion in the afternoon, let me know.
>
> Brad Elias, M.D.
>
> Medical Director
>
> Jacksonville Fire Rescue Department
>
> 515 N. Julia Street
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> Jacksonville, Fl

32202

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To: Chip Walls <chip.walls@rightsitehealth.com>; Swati Swani <swati.swani@rightsitehealth.com>
Cc: Elias, Bradley - FRRS <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Natasha Demehri <natasha.demehri@rightsitehealth.com>; Bryan Norris <bryan.norris@rightsitehealth.com>
Subject: RE: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD

Chip,

Are you able to meet in the morning of 8/12 around 0900? Dr. Elias and I have a hospital meeting at 11:30 and would need to leave around 11. I'll check with our new chiefs in administration and see if they would like to meet with you as well. Dr. Elias and I have been reviewing the determinant codes list that was sent and will be prepared to discuss those at our meeting. Please let me know if you think we'll need more than 2 hours and.

Best Regards,

J. Brien Marx

Asst. Chief of Communications &

Special Projects

Jacksonville Fire/Rescue Department

515 Julia St.

Jacksonville, FL 32202

904-255-7728 (Office)

904-763-3429 (Cell)

Email: jmarx@coj.net

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--

Chip Walls

Regional Director - EMS Partnerships

[m] 404-655-7949

chip.walls@rightsitehealth.com

rightsitehealth.com



--

Chip Walls
Regional Director - EMS Partnerships

[m] 404-655-7949
chip.walls@rightsitehealth.com
rightsitehealth.com



From:	Chip Walls
To:	Elias, Bradley - FRRS
Cc:	Marx, James - FRRS; Swati Swani; Jamo Rubin; Kristeen Pierce; Natasha Demehri; Bryan Norris
Subject:	Re: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date:	Monday, August 4, 2025 1:44:43 PM
Attachments:	image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Chief Marx and Dr. Elias,

We are available on the 12th at 0900 and look forward to the conversation. We are open to continuing the discussion in the afternoon or heading out into the field if that works for you. Either option is fine.

Spending some time in the comm center would also be valuable if we can include that in our time in Jacksonville. We can be available on Monday August 11th, or Wednesday August 13th to observe comm center operations if that works for you and your team.

I'll go ahead and send a calendar invite out to the group for Tuesday shortly. Please confirm 515 N. Julia Street is the meeting location.

Best,
Chip

On Mon, Aug 4, 2025 at 12:51 PM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> Team,
>
> I am wide open on the 12th, except between 11-1. The morning meeting will be productive, and if you want to visit stations, or just continue the discussion in the afternoon, let me know.
>
> Brad Elias, M.D.
>
> Medical Director
>
> Jacksonville Fire Rescue Department
>
> 515 N. Julia Street
>
> Jacksonville, Fl

32202

Office 904-255-3307

Cell 904-483-0471

NOTICE: This message is confidential, intended for the named recipient(s) and may contain information that is proprietary to the sender and/or privileged, confidential, and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure, or distribution is expressly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

From: Marx, James - FRRS <JMarx@coj.net>
Sent: Monday, August 4, 2025 12:30 PM
To: Chip Walls <chip.walls@rightsitehealth.com>; Swati Swani <swati.swani@rightsitehealth.com>
Cc: Elias, Bradley - FRRS <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Natasha Demehri <natasha.demehri@rightsitehealth.com>; Bryan Norris <bryan.norris@rightsitehealth.com>
Subject: RE: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD

Chip,

Are you able to meet in the morning of 8/12 around 0900? Dr. Elias and I have a hospital meeting at 11:30 and would need to leave around 11. I'll check with our new chiefs in administration and see if they would like to meet with you as well. Dr. Elias and I have been reviewing the determinant codes list that was sent and will be prepared to discuss those at our meeting. Please let me know if you think we'll need more than 2 hours and.

Best Regards,

J. Brien Marx

Asst. Chief of Communications &

Special Projects

Jacksonville Fire/Rescue Department

515 Julia St.

Jacksonville, FL 32202

904-255-7728 (Office)

904-763-3429 (Cell)

Email: jmarx@coj.net

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From: Chip Walls <chip.walls@rightsitehealth.com>
Sent: Monday, August 4, 2025 11:39 AM

To: Swati Swani <swati.swani@rightsitehealth.com>
Cc: Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Natasha Demehri <natasha.demehri@rightsitehealth.com>; Bryan Norris <bryan.norris@rightsitehealth.com>
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I'm available to meet in person on Monday, August 11th, and also have time on Tuesday and Wednesday if we need a little more time or if it would be helpful to engage with others.

I've got some flexibility that week, so if the 11th isn't ideal, feel free to suggest another date that works better for you.

Let me know what works best, and I'll get it on the calendar.

Best,

Chip

On Fri, Aug 1, 2025 at 3:50 PM Swati Swani <swati.swani@rightsitehealth.com> wrote:

> Hello Chief Marx and Dr. Elias,
>
> Thank you for taking the time yesterday to discuss the RightSite expansion. We sincerely appreciate your collaboration and leadership as we move this work forward.
>
> As a follow-up, I've attached the proposed action plan, including the recommended EMD codes for RightSite in Dispatch and the leaderboard. (Lt. James Davis is by far the top user of RightSite).
>
> Chip and other team members plan to be in Jacksonville on August 11. They will be available over the next few days to meet in person, review the plan, make any necessary updates, and support the next steps across dispatch and field operations.
>
> Please let us know if you require any further information. Have a great weekend!
>
> Regards,

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
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From: Chip Walls
To: Swati Swani
Cc: Marx, James - FRRS; Elias, Bradley - FRRS; Jamo Rubin; Kristeen Pierce; Natasha Demehri; Bryan Norris
Subject: Re: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date: Monday, August 4, 2025 11:40:42 AM

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> Please let us know if you require any further information. Have a great weekend!
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> Regards,
> Swati
>
> **Swati Swani**



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From:	Chip Walls
To:	Swati Swani
Cc:	Marx, James - FRRS; Elias, Bradley - FRRS; Jamo Rubin; Kristeen Pierce; Natasha Demehri; Bryan Norris
Subject:	Re: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date:	Monday, August 4, 2025 11:38:54 AM

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Thanks again for taking the time to meet with us last week to talk through the RightSite expansion.

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> Please let us know if you require any further information. Have a great weekend!
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> Regards,
> Swati
>
> **Swati Swani**



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rightsitehealth.com

--
Chip Walls
Regional Director - EMS Partnerships

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chip.walls@rightsitehealth.com
rightsitehealth.com



From: Marx, James - FRRS
To: Chip Walls
Subject: RE: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date: Monday, August 18, 2025 4:13:00 PM

Chip,

After talking with a few dispatchers, they seem a little uncertain about the Alpha and Omega call types for the different protocols. We'll need to conduct some training to help them feel comfortable. We have a couple of people who do not pre-alert for testing purposes. I've talked with 2 of them to explain the new additions and they are comfortable with them. The process may be a little slower than expected.

Brien

From: Chip Walls <chip.walls@rightsitehealth.com>
Sent: Tuesday, August 12, 2025 1:36 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Elias, Bradley - FRRS <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Natasha Demehri <natasha.demehri@rightsitehealth.com>; Bryan Norris <bryan.norris@rightsitehealth.com>
Subject: Re: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD

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Good afternoon,

Thanks again for taking the time to meet with Bryan and myself in Jacksonville over the last couple of days. I thought the conversations were really productive, and I'm excited about where we're headed together.

I know you guys have a few things to work on internally this week, and the goal is to start putting the plan into action next week. We didn't lock in a date, but I told our Care Team we'd likely see volume start to pick up on Monday, August 18. If that's off, just let me know so I can update everyone.

In the meantime, I'll connect with our Partner Success team and put together a plan to re-engage field personnel. I'm hoping we can carve out a few minutes in Thursday's meeting to talk about next steps for the field.

Chip

On Mon, Aug 11, 2025 at 9:07 AM Chip Walls <chip.walls@rightsitehealth.com> wrote:

> Sounds good. See you then.
>
> On Mon, Aug 11, 2025 at 09:02 Marx, James - FRRS <JMarx@coj.net> wrote:
>
> > Yes it is. I'll meet you in the lobby and bring you up. You can text me when you arrive

if you would like and I can come help you find parking.

Brien Marx
Asst. Chief Communications &
Special Projects

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Chip Walls <chip.walls@rightsitehealth.com>
Sent: Monday, August 11, 2025 8:00:00 AM

To: Marx, James - FRRS <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Elias, Bradley - FRRS <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Natasha Demehri <natasha.demehri@rightsitehealth.com>; Bryan Norris <bryan.norris@rightsitehealth.com>
Subject: Re: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD

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Good morning,

I know we're meeting at 515 Julia St. tomorrow, but I wanted to confirm if that's also the address for the communications center. Bryan and I are planning to arrive at 1300 today. If the address is different, please let me know.

Chip

On Thu, Aug 7, 2025 at 8:49 AM Marx, James - FRRS <JMarx@coj.net> wrote:

> Sounds good.
>
> Brien Marx
> Asst. Chief Communications &
> Special Projects
>
> Jacksonville Fire/Rescue
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
> 904-763-3429 (Cell)
> Email: jmarx@coj.net

From: Chip Walls <chip.walls@rightsitehealth.com>
Sent: Thursday, August 7, 2025 7:00:00 AM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Elias, Bradley - FRRS <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Natasha Demehri <natasha.demehri@rightsitehealth.com>; Bryan Norris <bryan.norris@rightsitehealth.com>
Subject: Re: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD

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Good morning,

If it works for your team, we'd like to spend some time in the communications center on Monday, August 11th from 1:00 to 4:00 PM Eastern.

Chip

On Wed, Aug 6, 2025 at 3:02 PM Marx, James - FRRS <JMarx@coj.net> wrote:

> Chip,
>
> If you want to come spend some time in our communications center on Monday the 11th let me know.
>
> Brien
>
> ---
>
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> **To:** Swati Swani <swati.swani@rightsitehealth.com>
> **Cc:** Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Natasha Demehri <natasha.demehri@rightsitehealth.com>; Bryan Norris <bryan.norris@rightsitehealth.com>
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Let me know what works best, and I'll get it on the calendar.

Best,

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On Fri, Aug 1, 2025 at 3:50 PM Swati Swani <swati.swani@rightsitehealth.com> wrote:

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From: Chip Walls
To: Marx, James - FRRS
Subject: Re: JFRD/RightSite Follow-Up: RightSite Expansion at JFRD
Date: Monday, August 18, 2025 4:15:43 PM

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Thanks for the update.

We can touch base in tomorrow's meeting!

Chip

On Mon, Aug 18, 2025 at 16:14 Marx, James - FRRS <JMarx@coj.net> wrote:

> Chip,
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> After talking with a few dispatchers, they seem a little uncertain about the Alpha and Omega call types for the different protocols. We'll need to conduct some training to help them feel comfortable. We have a couple of people who do not pre-alert for testing purposes. I've talked with 2 of them to explain the new additions and they are comfortable with them. The process may be a little slower than expected.
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> swati.swani@rightsitehealth.com
> **rightsitehealth.com**

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Chip Walls

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rightsitehealth.com



--

Chip Walls

Regional Director - EMS Partnerships

[m] 404-655-7949

chip.walls@rightsitehealth.com

rightsitehealth.com



From: NKeeney@coj.net
To: Swati Swani
Subject: Re: JFRD/RightSite Go-live Kickoff Touch base
Date: Monday, August 7, 2023 8:12:34 AM

Good morning Swati,
We are set to begin. I'm not sure how quickly the assigned rescue units will start out of the gates, I'm certain it will be a slow transition at first. I will be in touch with you periodically. We look forward to seeing how the community responds to your services.

Best regards,
Capt. N. Keeney
JFRD
Nkeeney@coj.net
(904) 343-2660

Sent from my iPhone

> On Aug 4, 2023, at 4:31 PM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Good Afternoon Capt. Keeney,
>
> This is Swati from RightSite. Chief Blanton mentioned that you will be my point of contact for day to day operations. Very nice to meet you virtually during virtual training sessions.
>
> I hope your team is all geared up to give us a call on Monday starting 7 am to 7 pm EST.
>
> As we go live on Monday, would it be possible for us to meet on Monday to touch base? Please let me know and I will schedule time accordingly.
>
> Looking forward to working with you, have a nice weekend!
>
> Regards,
> Swati

Swati Swani
Director, Design & Implementation



916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Keeney, Nathan
To: Swati Swani
Subject: Re: JFRD/RightSite Go-live Kickoff Touch base
Date: Monday, August 7, 2023 8:12:35 AM

Good morning Swati,
We are set to begin. I'm not sure how quickly the assigned rescue units will start out of the gates, I'm certain it will be a slow transition at first. I will be in touch with you periodically. We look forward to seeing how the community responds to your services.

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>
> Regards,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation



916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Blanton, Jake
To: Swati Swani
Subject: RE: JFRD/RightSite Post-Training day 1 followup
Date: Friday, August 4, 2023 8:03:00 AM
Attachments: image001.png

Good morning,

Here is the list of situations where we do not require transport:

Non-transport situations

The following situations will not require transportation of the patient to the hospital by Rescue:
(Complete signed AMA or non-emergency/non-transport refusal when appropriate).

- Situations where no emergency exists
- Injuries of a superficial or minor nature
- Situations where transport would endanger the safety of rescue crew members
- Patients, otherwise stable, who require transport to a mental health resource or Detox facility
- Situations where patient requests private provider or private vehicle transportation
- DOS victims will not be transported
- Patients who refuse transport

I will get you the names of the urgent cares later today.

Thx

Jake Blanton
Chief of Rescue
Jacksonville Fire & Rescue Department
515 N Julia St
Jacksonville, FL 32202
904-255-3302 (office)
904-654-6351 (cell)
EMAIL: jblanton@coj.net

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proprietary to the sender and/or privileged, confidential, and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure, or distribution is expressly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, August 2, 2023 12:14 PM
To: Blanton, Jake <JBlanton@coj.net>
Subject: JFRD/RightSite Post-Training day 1 followup

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Hello Chief,

Thank you very much for your and your team's time today! Your team was very engaged and seemed eager to try RightSite services.

Please let me know if we did not answer any of the questions or if you need details on anything that we did not cover today. Also, please let me know if there is anything you would like us to change/add for Day 2/Day 3 training, your feedback is very valuable to us!

Couple of things:

1. Can you please send me a list of conditions when EMS declines transport, a few were mentioned on the call today, but if you have a list, it will be helpful for us to be aware of.
2. It was mentioned that in certain rescue unit areas, there are some preferred urgent care/care providers that your crew works with, can you please send me that information? I want to make sure we utilize your crew's experience to provide best care to the patients.

Thanks again for your help! We are looking forward to this partnership!

Regards,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Blanton, Jake
Subject: Re: JFRD/RightSite Post-Training day 1 followup
Date: Friday, August 4, 2023 8:15:45 AM
Attachments: image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning!

Received. Thanks!

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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>
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>
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>
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Chief of Rescue
Jacksonville Fire & Rescue Department
515 N Julia St
Jacksonville, FL 32202
904-255-3302 (office)
904-654-6351 (cell)
EMAIL: jblanton@coj.net

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Regards,

Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James
To: Swati Swani
Cc: Jamo Rubin; Jared Oscarson
Subject: Re: JFRD/RightSite Weekly meeting - Agenda 12/19/2023
Date: Tuesday, December 19, 2023 10:49:40 AM

My current meeting will not be over by 11. I'll let you know when I'm available.

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Marx, James <JMarx@coj.net>
Sent: Monday, December 18, 2023 5:55:08 PM
To: Swati Swani <swati.swani@rightsitehealth.com>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>
Subject: Re: JFRD/RightSite Weekly meeting - Agenda 12/19/2023

Good evening, I have a meeting tomorrow morning at 10. Hopefully it will not run too long. I'll let you know as soon as I can if I'm going to be late. Thank You,

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, December 18, 2023 2:37:43 PM
To: Marx, James <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson

<jared.oscarson@rightsitehealth.com>
Subject: JFRD/RightSite Weekly meeting - Agenda 12/19/2023

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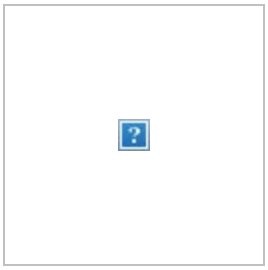
Good Afternoon Brien,

Hope you had a nice weekend. Here is the proposed agenda for tomorrow's touchbase, please let us know if we need to change/add anything.

1. Training followup
2. Expansion - next steps

Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Marx, James
To:	Swati Swani
Cc:	Jamo Rubin; Jared Oscarson
Subject:	Re: JFRD/RightSite Weekly meeting - Agenda 12/19/2023
Date:	Monday, December 18, 2023 5:55:09 PM

Good evening, I have a meeting tomorrow morning at 10. Hopefully it will not run too long. I'll let you know as soon as I can if I'm going to be late. Thank You,

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Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, December 18, 2023 2:37:43 PM
To: Marx, James <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>
Subject: JFRD/RightSite Weekly meeting - Agenda 12/19/2023

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Regards,
Swati

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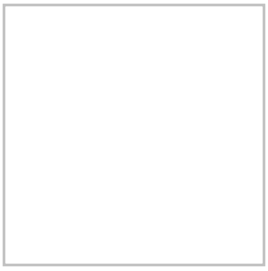
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com



From: Swati Swani
To: Marx, James
Cc: Jamo Rubin; Jared Oscarson
Subject: Re: JFRD/RightSite Weekly meeting - Agenda 12/19/2023
Date: Tuesday, December 19, 2023 10:55:18 AM

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Good Morning Brien,

Thanks for letting us know. Please keep us posted and we can reschedule accordingly.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Dec 19, 2023 at 9:49 AM Marx, James <JMarx@coj.net> wrote:

> My current meeting will not be over by 11. I'll let you know when I'm available.
>
> Brien Marx
> Asst. Chief Quality Assurance &
> Communications
>
> Jacksonville Fire/Rescue
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
> 904-763-3429 (Cell)
> Email: jmarx@coj.net
>
> ---
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> **From:** Marx, James <JMarx@coj.net>
> **Sent:** Monday, December 18, 2023 5:55:08 PM
> **To:** Swati Swani <swati.swani@rightsitehealth.com>
> **Cc:** Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>

Subject: Re: JFRD/RightSite Weekly meeting - Agenda 12/19/2023

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Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>
Subject: JFRD/RightSite Weekly meeting - Agenda 12/19/2023

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2. Expansion - next steps

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Marx, James - FRRS
To:	Swati Swani
Subject:	RE: JFRD/RightSite weekly reports and meeting agenda (3/22/2024)
Date:	Wednesday, February 12, 2025 10:42:00 AM
Attachments:	image001.png

Swati,

Thank You! This will be very useful. I only need to data per month, so hopefully this will make it a little easier on your end.

Dispatch is fine. FRCC is just a habit for me. Fire Rescue Communication Center.

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, February 12, 2025 10:37 AM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Re: JFRD/RightSite weekly reports and meeting agenda (3/22/2024)

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Good Morning Chief,

Yes, I can provide a summary report with separate charts for field and dispatch. Additionally, I will also provide a case-level report with incident numbers for dispatch activations. I will work on this today and send you the reports ASAP.

One question: Do you prefer to have "FRCC" on the dashboard rather than "Dispatch"? And, please pardon my ignorance, what is the full form of FRCC? Please let me know.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Feb 12, 2025 at 8:26 AM Marx, James - FRRS <JMarx@coj.net> wrote:

Good morning,

Would it be possible for you to start providing the data for monthly totals like you have it in the attachment? We would need the data separated between field activations, FRCC activations and to include the JFRD Incident Number? This will allow us to validate CAD and we'll be able to compare the numbers to our data. The calls that are generated from FRCC does not generate a report which makes it difficult to find the calls that we send to RS. Only limited people have access the ProQA to run that data as well. This will make our life so much easier!

FYI: I'm going to be out of town tomorrow but will try to logon to the meeting.

Thank You,

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, March 21, 2024 8:49 PM
To: Marx, James <JMarx@coj.net>; Elias, Bradley <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Mene Demestihas <mene.demestihas@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Stacey Rubin <stacey.rubin@rightsitehealth.com>
Subject: JFRD/RightSite weekly reports and meeting agenda (3/22/2024)

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Hello Everyone,

Please see the attached JFRD reports and slide deck with patient details through 3/20/2024.

1. **JFRD-totals-2024.03.20.pdf**
2. **JFRD-positive-outcomes-dashboard-2024-03-20.pdf -** Positive outcomes dashboard with EMS crew outcomes analysis
3. **JFRD Weekly Meeting slide deck-2024-03-22.pdf**

Agenda for tomorrow's call:

- Review last week's numbers
- Brainstorm ideas to increase adoption

Have a nice evening!

Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Subject: Re: JFRD/RightSite weekly reports and meeting agenda (3/22/2024)
Date: Wednesday, February 12, 2025 10:37:29 AM
Attachments: image001.png

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rightsitehealth.com

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Thank You,

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Asst. Chief of Communications &

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Email: jmarx@coj.net

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To: Marx, James <JMarx@coj.net>; Elias, Bradley <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Mene

Demestihas <mene.demestihas@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Stacey Rubin <stacey.rubin@rightsitehealth.com>
Subject: JFRD/RightSite weekly reports and meeting agenda (3/22/2024)

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Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Marx, James - FRRS
To:	Swati Swani
Subject:	RE: JFRD/RightSite weekly reports and meeting agenda (3/22/2024)
Date:	Wednesday, February 12, 2025 9:26:00 AM
Attachments:	JFRD-totals-2024.03.20 (002).pdf image001.png

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Asst. Chief of Communications &
Special Projects

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Jacksonville, FL 32202
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Email: jmarx@coj.net

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Sent: Thursday, March 21, 2024 8:49 PM
To: Marx, James <JMarx@coj.net>; Elias, Bradley <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Mene Demestihas <mene.demestihas@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Stacey Rubin <stacey.rubin@rightsitehealth.com>
Subject: JFRD/RightSite weekly reports and meeting agenda (3/22/2024)

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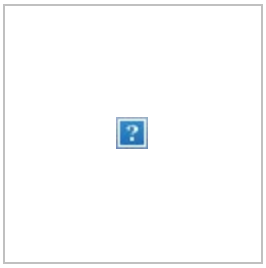
Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

To:	Swati Swani
Subject:	RE: JFRD/RightSite weekly reports and meeting agenda (3/22/2024)
Date:	Wednesday, February 12, 2025 9:23:23 AM
Attachments:	JFRD-totals-2024.03.20 (002).pdf image001.png

Good morning,

Would it be possible for you to start providing the data for monthly totals like you have it in the attachment? We would need the data separated between field activations, FRCC activations and to include the JFRD Incident Number? This will allow us to validate CAD and we'll be able to compare the numbers to our data. The calls that are generated from FRCC does not generate a report which makes it difficult to find the calls that we send to RS. Only limited people have access the ProQA to run that data as well. This will make our life so much easier!

Thank You,

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

NOTICE: This message is confidential, intended for the named-recipient(s) and may contain information that is (i) proprietary to the sender, and/or, (ii) privileged, confidential and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the Federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, March 21, 2024 8:49 PM
To: Marx, James <JMarx@coj.net>; Elias, Bradley <BElias@coj.net>; Jamo Rubin

<jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Mene Demestihas <mene.demestihas@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Stacey Rubin <stacey.rubin@rightsitehealth.com>
Subject: JFRD/RightSite weekly reports and meeting agenda (3/22/2024)

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Hello Everyone,

Please see the attached JFRD reports and slide deck with patient details through 3/20/2024.

1. **JFRD-totals-2024.03.20.pdf**
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3. **JFRD Weekly Meeting slide deck-2024-03-22.pdf**

Agenda for tomorrow's call:

- Review last week's numbers
- Brainstorm ideas to increase adoption

Have a nice evening!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Elias, Bradley
To: Swati Swani; Marx, James; Jamo Rubin; Jared Oscarson; Mene Demestihas; Kristeen Pierce; Stacey Rubin
Subject: RE: JFRD/RightSite weekly reports and meeting agenda (3/22/2024)
Date: Wednesday, March 27, 2024 9:49:07 AM

Can we meet Friday at 1pm?
I have to attend a promotional curriculum review meeting tomorrow.

Brad

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, March 21, 2024 8:49 PM
To: Marx, James <JMarx@coj.net>; Elias, Bradley <BElias@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Mene Demestihas <mene.demestihas@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Stacey Rubin <stacey.rubin@rightsitehealth.com>
Subject: JFRD/RightSite weekly reports and meeting agenda (3/22/2024)

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- Brainstorm ideas to increase adoption

Have a nice evening!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
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rightsitehealth.com

From:	Elias, Bradley
To:	Swati Swani; Marx, James; Jamo Rubin; Jared Oscarson; Mene Demestihas; Kristeen Pierce; Stacey Rubin
Subject:	RE: JFRD/RightSite weekly reports and meeting agenda (3/22/2024)
Date:	Wednesday, March 27, 2024 9:49:00 AM

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From:	Swati Swani
To:	Marx, James - FRRS
Cc:	Jamo Rubin
Subject:	Re: JFRD/RightSite weekly reports and meeting agenda (3/22/2024)
Date:	Wednesday, February 12, 2025 6:38:59 PM
Attachments:	image001.png JFRD-RightSite Dashboard 02.12.25.pdf List of JFRD Dispatch Activations - Dec"24 - Jan"25.xlsx

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Hello Chief,

Here is the JFRD Dashboard and list of cases from dispatch. The case-level report has all the cases until 1/31/2025. I will send these monthly with the prior month's data at the start of the new month. Please let me know if you need any additional information.

Thanks,
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Swati Swani
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[m] 916.337-2182
swati.swani@rightsitehealth.com
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> Swati,
>
> Thank You! This will be very useful. I only need to data per month, so hopefully this will make it a little easier on your end.
>
> Dispatch is fine. FRCC is just a habit for me. Fire Rescue Communication Center.
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Wednesday, February 12, 2025 10:37 AM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Subject:** Re: JFRD/RightSite weekly reports and meeting agenda (3/22/2024)

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One question: Do you prefer to have "FRCC" on the dashboard rather than "Dispatch"? And, please pardon my ignorance, what is the full form of FRCC? Please let me know.

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Email: jmarx@coj.net

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Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182



swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Marx, James - FRRS
To:	Swati Swani
Subject:	RE: JFRD/RightSite weekly reports and meeting agenda (3/22/2024)
Date:	Thursday, March 6, 2025 1:49:00 PM
Attachments:	image001.png

Swati,

Thank you for the information. I think this will be sufficient.

Brien

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, February 12, 2025 6:37 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Re: JFRD/RightSite weekly reports and meeting agenda (3/22/2024)

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Asst. Chief of Communications &
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Email: jmarx@coj.net

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Subject: JFRD/RightSite weekly reports and meeting agenda (3/22/2024)

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Agenda for tomorrow's call:

- Review last week's numbers
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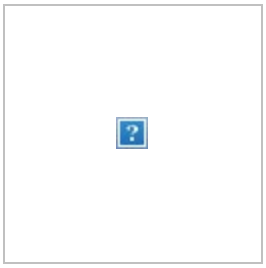
Have a nice evening!

Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James - FRRS
To: Swati Swani
Subject: RE: JFRD/RightSite: April 2025 monthly reports
Date: Thursday, May 1, 2025 2:11:00 PM

Thank you for the information.

Brien

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, May 1, 2025 10:59 AM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Jared Oscarson <jared.oscarson@rightsitehealth.com>
Subject: JFRD/RightSite: April 2025 monthly reports

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief Marx,

JFRD Summary Dashboard and list of cases are attached. The case-level report has **three** dispatch cases for April 2025.

Please let me know if you need any additional information.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Elias, Bradley - FRRS
To: Swati Swani
Subject: Re: JFRD/RightSite: CQI call on Thursday
Date: Tuesday, August 27, 2024 4:23:15 PM

Yes we can cancel.

FYI, I have identified a number of Alpha and Omega response determinants that we could send to RightSite. Chief Marx is working on the details.

Brad Elias, MD

Sent from my iPhone

> On Aug 27, 2024, at 4:19 PM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
>
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> Good Afternoon Dr. Elias,
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> Hope all is well. We have not had any JFRD calls in the last 2 weeks. Are you ok with me to cancel the CQI scheduled for Thursday? Please let me know.
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> rightsitehealth.com

From: BElias@coj.net
To: Swati Swani
Subject: Re: JFRD/RightSite: CQI call on Thursday
Date: Tuesday, August 27, 2024 4:23:14 PM

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> rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Marx, James - FRRS
Subject: Re: JFRD/RightSite: CQI call on Thursday, 9/26
Date: Tuesday, September 24, 2024 2:46:28 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Got it..will do. I hope everyone stays safe during the hurricane!

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Sep 24, 2024 at 1:41 PM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> Good afternoon.
> Let's cancel this week. We are preparing for a hurricane and looks like I'm getting deployed with the search and rescue team.
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> Sent from my iPhone
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> > On Sep 24, 2024, at 2:33 PM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
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> > Thanks,
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> >
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Director, Design & Implementation

[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Elias, Bradley - FRRS
To: Swati Swani
Cc: Marx, James - FRRS
Subject: Re: JFRD/RightSite: CQI call on Thursday, 9/26
Date: Tuesday, September 24, 2024 2:41:53 PM

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> > Good Afternoon Dr. Elias,
> >
> > We've had two JFRD calls in the last two weeks. Please let me know if you'll be able to join the CQI call on 9/26 at 2 PM ET, or if you'd prefer to skip this week's meeting. Let me know your preference.
> >
> > Thanks,
> > Swati
> >
> > **Swati Swani**



Director, Design & Implementation

[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Marx, James - FRRS; Jamo Rubin
Subject: Re: JFRD/RightSite: CQI call on Thursday, 10/10
Date: Tuesday, October 8, 2024 10:51:24 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Will do! Please let us know if there's anything we can do to assist you or your patients during this emergency.

Stay Safe!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Oct 8, 2024 at 9:48 AM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> We will be under a state of emergency starting tomorrow with the storm here mostly Thursday.
>
> Please cancel this meeting.
>
> Brad
> Sent from my iPhone
>
> > On Oct 8, 2024, at 10:41 AM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
> >
> > **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
> >
> > Good Morning Dr. Elias,
> >
> > We've had four JFRD calls since we last met for the CQI meeting. Please let me know if you can join the CQI call on 10/10 at 2 PM ET or if you'd prefer to skip

this week's meeting. Let me know your preference.

Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Elias, Bradley - FRRS
To: Swati Swani
Cc: Marx, James - FRRS; Jamo Rubin
Subject: Re: JFRD/RightSite: CQI call on Thursday, 10/10
Date: Tuesday, October 8, 2024 10:48:13 AM

We will be under a state of emergency starting tomorrow with the storm here mostly Thursday.

Please cancel this meeting.

Brad
Sent from my iPhone

> On Oct 8, 2024, at 10:41 AM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
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> Good Morning Dr. Elias,
>
> We've had four JFRD calls since we last met for the CQI meeting. Please let me know if you can join the CQI call on 10/10 at 2 PM ET or if you'd prefer to skip this week's meeting. Let me know your preference.
>
> Thanks,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> rightsitehealth.com

From: Elias, Bradley - FRRS
To: Swati Swani
Cc: Marx, James - FRRS; Jamo Rubin
Subject: Re: JFRD/RightSite: CQI call on Thursday, 10/10
Date: Tuesday, October 8, 2024 10:48:09 AM

We will be under a state of emergency starting tomorrow with the storm here mostly Thursday.

Please cancel this meeting.

Brad
Sent from my iPhone

> On Oct 8, 2024, at 10:41 AM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
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>
> Good Morning Dr. Elias,
>
> We've had four JFRD calls since we last met for the CQI meeting. Please let me know if you can join the CQI call on 10/10 at 2 PM ET or if you'd prefer to skip this week's meeting. Let me know your preference.
>
> Thanks,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> rightsitehealth.com

From: BElias@coj.net
To: Swati Swani
Cc: Marx, James - FRRS; Jamo Rubin
Subject: Re: JFRD/RightSite: CQI call on Thursday, 10/10
Date: Tuesday, October 8, 2024 10:48:08 AM

We will be under a state of emergency starting tomorrow with the storm here mostly Thursday.

Please cancel this meeting.

Brad
Sent from my iPhone

> On Oct 8, 2024, at 10:41 AM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
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> Good Morning Dr. Elias,
>
> We've had four JFRD calls since we last met for the CQI meeting. Please let me know if you can join the CQI call on 10/10 at 2 PM ET or if you'd prefer to skip this week's meeting. Let me know your preference.
>
> Thanks,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Marx, James - FRRS; Jamo Rubin
Subject: Re: JFRD/RightSite: CQI call on Thursday, 10/10
Date: Tuesday, October 8, 2024 10:51:24 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Will do! Please let us know if there's anything we can do to assist you or your patients during this emergency.

Stay Safe!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Oct 8, 2024 at 9:48 AM Elias, Bradley - FRRS <BElias@coj.net> wrote:

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>
> Please cancel this meeting.
>
> Brad
> Sent from my iPhone
>
> > On Oct 8, 2024, at 10:41 AM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
> >
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> >
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> >
> > We've had four JFRD calls since we last met for the CQI meeting. Please let me know if you can join the CQI call on 10/10 at 2 PM ET or if you'd prefer to skip

this week's meeting. Let me know your preference.

Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Subject: Re: JFRD/RightSite: CQI call on Thursday
Date: Tuesday, August 27, 2024 4:36:40 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thanks, Dr. Elias, I will cancel the meeting!

Is it possible for you to share those Alpha and Omega response determinants with me (in any format)?

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Aug 27, 2024 at 3:23 PM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> Yes we can cancel.
>
> FYI, I have identified a number of Alpha and Omega response determinants that we could send to RightSite. Chief Marx is working on the details.
>
> Brad Elias, MD
>
> Sent from my iPhone
>
> > On Aug 27, 2024, at 4:19 PM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
> >
> > **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
> >
> > Good Afternoon Dr. Elias,
> >
> > Hope all is well. We have not had any JFRD calls in the last 2 weeks. Are you ok with me to cancel the CQI scheduled for Thursday? Please let me know.

Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James - FRRS
To: Swati Swani
Cc: Jamo Rubin
Subject: RE: JFRD/RightSite: Dispatch Calls - Incident #
Date: Thursday, January 23, 2025 10:11:00 AM

Swati,

I found a few discrepancies with the incident numbers that are highlighted in yellow. I've listed what the discrepancy is as well. Could you please review the incident numbers and let me know what you find. I am hoping it's a typo or something simple.

Thank You,

Brien

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, January 22, 2025 3:36 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: JFRD/RightSite: Dispatch Calls - Incident #

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief,

Here is the list of incident numbers for 14 dispatch calls since inception. For one refusal, we did not capture the incident #.

165381: This call was in Nov. and JFRD transported
177019
177737
177797: JFRD transported
179241
179415
180003
181075
181081
656: JFRD transported
2765
3933
4402
6079: CAD notes state that R/S contacted, but EMS response was requested. It doesn't say if the caller or R.S. requested EMS response.

I will send you details about the new functionality for the field soon.

Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

To: Swati Swani
Cc: Jamo Rubin
Subject: RE: JFRD/RightSite: Dispatch Calls - Incident #
Date: Thursday, January 23, 2025 9:55:59 AM

Swati,

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, January 22, 2025 3:36 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: JFRD/RightSite: Dispatch Calls - Incident #

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief,

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177019
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2765
3933
4402
6079: CAD notes state that R/S contacted, but EMS response was requested. It doesn't say if the caller or R.S. requested EMS response.

I will send you details about the new functionality for the field soon.

Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James - FRRS
To: Swati Swani
Subject: RE: JFRD/RightSite: Dispatch Calls - Incident #
Date: Thursday, January 23, 2025 2:14:00 PM

Sounds good. Thank You!

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, January 23, 2025 11:34 AM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Re: JFRD/RightSite: Dispatch Calls - Incident #

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief,

Here are my updates on the four discrepancies:

165381: This call was in Nov. and JFRD transported: Yes, this call was in Nov by Matt (our first call), and the patient outcome on our side was "Requested EMS Response", so the outcome on your side is accurate
177797: JFRD transported: Correct; patient outcome on our side was "Requested EMS Response," so the outcome on your side is accurate
656: JFRD transported: This was a patient refusal on our side (they refused RS Telehealth), so the outcome on your side is accurate
6079: CAD notes state that R/S contacted, but EMS response was requested. It doesn't say if the caller or R.S. requested EMS response: RightSite Requested an EMS Response after the doctor's evaluation of the patient's condition

Please let me know if you have any additional questions or need additional information.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Thu, Jan 23, 2025 at 9:11 AM Marx, James - FRRS <JMarx@coj.net> wrote:

> Swati,
>
> I found a few discrepancies with the incident numbers that are highlighted in yellow. I've listed what the discrepancy is as well. Could you please review the incident numbers and let me know what you find. I am hoping it's a typo or something simple.
>
> Thank You,
>
> Brien
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Wednesday, January 22, 2025 3:36 PM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Cc:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Subject:** JFRD/RightSite: Dispatch Calls - Incident #
>
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> Here is the list of incident numbers for 14 dispatch calls since inception. For one refusal, we did not capture the incident #.
>
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> 179415
> 180003
> 181075
> 181081
> 656: JFRD transported
> 2765
> 3933
> 4402
> 6079: CAD notes state that R/S contacted, but EMS response was requested. It doesn't say if the caller or R.S. requested EMS response.
>
> I will send you details about the new functionality for the field soon.

Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Cc: Jamo Rubin
Subject: Re: JFRD/RightSite: Dispatch Calls - Incident #
Date: Thursday, January 23, 2025 11:34:18 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief,

Here are my updates on the four discrepancies:

165381: This call was in Nov. and JFRD transported: Yes, this call was in Nov by Matt (our first call), and the patient outcome on our side was "Requested EMS Response", so the outcome on your side is accurate
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6079: CAD notes state that R/S contacted, but EMS response was requested. It doesn't say if the caller or R.S. requested EMS response: RightSite Requested an EMS Response after the doctor's evaluation of the patient's condition

Please let me know if you have any additional questions or need additional information.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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> Swati,
>
> I found a few discrepancies with the incident numbers that are highlighted in yellow. I've listed what the discrepancy is as well. Could you please review the incident numbers and let me know what you find. I am hoping it's a typo or something simple.
>
> Thank You,

Brien

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, January 22, 2025 3:36 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: JFRD/RightSite: Dispatch Calls - Incident #

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I will send you details about the new functionality for the field soon.

Regards,

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James - FRRS
To: Swati Swani
Subject: RE: JFRD/RightSite: March "25 monthly reports
Date: Tuesday, April 1, 2025 3:04:00 PM

Swati,

Thank You!

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Tuesday, April 1, 2025 2:38 PM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: JFRD/RightSite: March '25 monthly reports

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief Marx,

JFRD Summary Dashboard and list of cases are attached. The case-level report has all eight dispatch cases for March 2025.

Please let me know if you need any additional information.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Elias, Bradley - FRRS
To: Swati Swani
Subject: Re: JFRD/SAFD CQI Meeting - 9/12 2 PM ET
Date: Tuesday, September 10, 2024 3:10:51 PM

Hello !
We can do it 3pm this Thursday or move it back a week, 19th at 2pm

Brad
Sent from my iPhone

> On Sep 10, 2024, at 2:57 PM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Hello Dr. Elias,
>
> We have our next CQI call scheduled for Thursday, 9/12. We have had one new call since our last meeting.
> Please let me know if you would like me to cancel this week's call or if you prefer to proceed with the meeting as scheduled.
>
> Looking forward to your response.
>
> Thanks,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> rightsitehealth.com

From: BElias@coj.net
To: Swati Swani
Subject: Re: JFRD/SAFD CQI Meeting - 9/12 2 PM ET
Date: Tuesday, September 10, 2024 3:10:50 PM

Hello !
We can do it 3pm this Thursday or move it back a week, 19th at 2pm

Brad
Sent from my iPhone

> On Sep 10, 2024, at 2:57 PM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
>
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> Please let me know if you would like me to cancel this week's call or if you prefer to proceed with the meeting as scheduled.
>
> Looking forward to your response.
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> Thanks,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Subject: Re: JFRD/SAFD CQI Meeting - 9/12 2 PM ET
Date: Tuesday, September 10, 2024 3:23:12 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Dr. Elias,

Mene is unavailable to meet on the 19th as he is on call physician that day. I will move this Thursday's call to 3 pm ET.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Sep 10, 2024 at 2:10 PM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> Hello !
> We can do it 3pm this Thursday or move it back a week, 19th at 2pm
>
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> Sent from my iPhone
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Looking forward to your response.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley
Cc: Marx, James; Jamo Rubin; Jared Oscarson; Mene Demestihas
Subject: Re: March 7 meeting
Date: Tuesday, March 5, 2024 7:46:13 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

No worries at all. 1 pm works for the RightSite team too; I have sent out the updated invite.

Thanks and have a nice evening!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Mar 5, 2024 at 5:59 PM Elias, Bradley <BElias@coj.net> wrote:

> Sorry for last minute change.
>
> Can we meet Thursday at 1pm?
> I now have a 2pm meeting at the training academy.
>
> Thanks
> Brad

From: Swati Swani
To: Elias, Bradley
Cc: Marx, James; Jamo Rubin; Jared Oscarson; Mene Demestihas
Subject: Re: March 7 meeting
Date: Tuesday, March 5, 2024 7:46:15 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

No worries at all. 1 pm works for the RightSite team too; I have sent out the updated invite.

Thanks and have a nice evening!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Mar 5, 2024 at 5:59 PM Elias, Bradley <BElias@coj.net> wrote:

> Sorry for last minute change.
>
> Can we meet Thursday at 1pm?
> I now have a 2pm meeting at the training academy.
>
> Thanks
> Brad

From: Marx, James - FRRS
To: Jared Oscarson; Kristeen Pierce
Cc: Jamo Rubin
Subject: RE: Meeting In Person This Week
Date: Monday, July 7, 2025 4:05:00 PM

Sounds great!

From: Jared Oscarson <jared.oscarson@rightsitehealth.com>
Sent: Monday, July 7, 2025 2:20 PM
To: Marx, James - FRRS <JMarx@coj.net>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Meeting In Person This Week

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

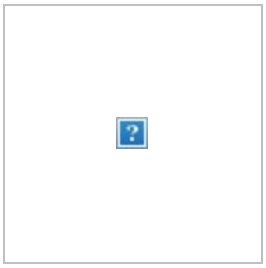
Chief Marx,

Hope you had a great holiday weekend! I cancelled our call tomorrow as we will be in person on Thursday and can review the quarterly data there.

Kristeen and I are looking forward to seeing you!

JO

--



Jared Oscarson, NRP, FACPE
VP EMS Partnerships & Strategy
775.513.3384
jared.oscarson@rightsitehealth.com
rightsitehealth.com
Click here to schedule a meeting

From: Andrea Douglas
To: Webber, Sheri; Wilson, Kurt; Jamo Rubin
Cc: Sherman, Lynn; Thompson, Tina
Subject: RE: Meeting Request
Date: Monday, November 13, 2023 12:54:57 PM
Attachments: image004.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Sheri,

Thank you. As we coordinated, Bobby had a 2-2:30 pm critical meeting scheduled for November 21st, so I'm hopeful everyone will be able to accommodate a time after 2:30 pm EST.

Much appreciation to everyone.

Andrea Douglas
o: 904.677.5169 | c: 904.303.3369
main office: 904.353.5833
Email: andreadouglas@trgjax.com

The Regency Group, Inc.

From: Webber, Sheri <SheriW@coj.net>
Sent: Monday, November 13, 2023 12:51 PM
To: Andrea Douglas <andreadouglas@trgjax.com>; Wilson, Kurt <wilskr@jea.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Cc: Sherman, Lynn <LSherman@coj.net>; Thompson, Tina <ThompsonT@coj.net>
Subject: RE: Meeting Request

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Sent: Monday, November 13, 2023 11:00 AM
To: Webber, Sheri <SheriW@coj.net>; Wilson, Kurt <wilskr@jea.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Cc: Sherman, Lynn <LSherman@coj.net>; Thompson, Tina <ThompsonT@coj.net>
Subject: RE: Meeting Request

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Sheri,
I think our emails just crossed. Anytime 11/21 1:30 – 4:00 pm EST will work for Bobby.

Thank you.

Andrea Douglas
o: 904.677.5169 | c: 904.303.3369
main office: 904.353.5833
Email: andreadouglas@trgjax.com

The Regency Group, Inc.

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Respectfully,

Sheri Leonard Webber
Executive Assistant to the CAO & Special Projects
City of Jacksonville | Office of the Mayor
117 West Duval Street, Suite 400
Jacksonville, FL 32202
904.255.5004
Jacksonville.gov

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Kurtis Wilson

VP Government Relations

Mobile: (904) 219-2456

wilskr@jea.com



From:	Andrea Douglas
To:	Webber, Sheri; Wilson, Kurt; Jamo Rubin
Cc:	Sherman, Lynn; Thompson, Tina
Subject:	RE: Meeting Request
Date:	Monday, November 13, 2023 12:54:57 PM
Attachments:	image004.png

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Sheri,

Thank you. As we coordinated, Bobby had a 2-2:30 pm critical meeting scheduled for November 21st, so I'm hopeful everyone will be able to accommodate a time after 2:30 pm EST.

Much appreciation to everyone.

Andrea Douglas
o: 904.677.5169 | c: 904.303.3369
main office: 904.353.5833
Email: andreadouglas@trgjax.com

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To:	Andrea Douglas; Wilson, Kurt; Jamo Rubin
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Subject:	RE: Meeting Request
Date:	Monday, November 13, 2023 12:50:34 PM
Attachments:	image002.png

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o: 904.677.5169 | c: 904.303.3369
main office: 904.353.5833
Email: andreadouglas@trgjax.com

The Regency Group, Inc.

From: Webber, Sheri <SheriW@coj.net>
Sent: Monday, November 13, 2023 10:56 AM
To: Wilson, Kurt <wilskr@jea.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Andrea Douglas <andreadouglas@trgjax.com>
Cc: Sherman, Lynn <LSherman@coj.net>; Thompson, Tina <ThompsonT@coj.net>
Subject: RE: Meeting Request

You don't often get email from sheriw@coj.net. Learn why this is important

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Please let me know what time Dr. Rubin and Mr. Stein prefer.

SW

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To: Wilson, Kurtis R <wilskr@jea.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Andrea Douglas <andreadouglas@trgjax.com>

Subject: RE: Meeting Request

Thanks, Kurt. I'll bring this to her attention and circle back to you as soon as possible.

Respectfully,

Sheri Leonard Webber
Executive Assistant to the CAO & Special Projects
City of Jacksonville | Office of the Mayor
117 West Duval Street, Suite 400
Jacksonville, FL 32202
904.255.5004
Jacksonville.gov

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Thank you ma'am,

Kurtis Wilson
VP Government Relations
Mobile: (904) 219-2456
wilskr@jea.com



From: Andrea Douglas
To: Wilson, Kurt; Webber, Sheri; Jamo Rubin
Subject: RE: Meeting Request
Date: Monday, November 13, 2023 10:56:40 AM
Attachments: image001.png

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Good morning everyone,

Confirming Bobby's current availability the w/o of Nov 20th as follows:

- Mon, Nov 20 – any time 10:30-3:30
- Tues, Nov 21 – any time 10:00-4:00
- Weds, Nov 22 – any time 10:00-3:00

Thank you.

Andrea Douglas
o: 904.677.5169 | c: 904.303.3369
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From:	Webber, Sheri
To:	Wilson, Kurt; Jamo Rubin; Andrea Douglas
Cc:	Sherman, Lynn; Thompson, Tina
Subject:	RE: Meeting Request
Date:	Monday, November 13, 2023 10:55:44 AM
Attachments:	image001.png image002.png

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Attachments:	image001.png image002.png

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To:	Wilson, Kurtis R; Jamo Rubin; Andrea Douglas
Cc:	Sherman, Lynn
Subject:	RE: Meeting Request
Date:	Monday, November 13, 2023 10:48:29 AM
Attachments:	image001.png image002.png

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From: Webber, Sheri
To: Wilson, Kurtis R; Jamo Rubin; Andrea Douglas
Subject: RE: Meeting Request
Date: Monday, November 13, 2023 10:37:00 AM
Attachments: image002.png
image003.png

Thanks, Kurt. I'll bring this to her attention and circle back to you as soon as possible.

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From: Andrea Douglas
To: Webber, Sheri; Wilson, Kurt; Jamo Rubin
Cc: Sherman, Lynn; Thompson, Tina
Subject: RE: Meeting Request
Date: Monday, November 13, 2023 12:54:57 PM
Attachments: image004.png

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Sheri,

Thank you. As we coordinated, Bobby had a 2-2:30 pm critical meeting scheduled for November 21st, so I'm hopeful everyone will be able to accommodate a time after 2:30 pm EST.

Much appreciation to everyone.

Andrea Douglas
o: 904.677.5169 | c: 904.303.3369
main office: 904.353.5833
Email: andreadouglas@trgjax.com

The Regency Group, Inc.

From: Webber, Sheri <SheriW@coj.net>
Sent: Monday, November 13, 2023 12:51 PM
To: Andrea Douglas <andreadouglas@trgjax.com>; Wilson, Kurt <wilskr@jea.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Cc: Sherman, Lynn <LSherman@coj.net>; Thompson, Tina <ThompsonT@coj.net>
Subject: RE: Meeting Request

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Thanks, Andrea. As soon as I receive confirmation of Dr. Rubin's availability, I'll get a calendar invite to the group.
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From: Andrea Douglas <andreadouglas@trgjax.com>
Sent: Monday, November 13, 2023 11:00 AM
To: Webber, Sheri <SheriW@coj.net>; Wilson, Kurt <wilskr@jea.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
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Sheri,
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Mobile: (904) 219-2456

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From: Webber, Sheri
To: Andrea Douglas
Cc: Wilson, Kurt; Jamo Rubin; Sherman, Lynn; Thompson, Tina
Subject: RE: Meeting Request
Date: Tuesday, November 14, 2023 9:49:48 AM
Attachments: image002.png

Wonderful, thank you! Invite heading your way within the hour.
SW

From: Andrea Douglas <andreadouglas@trgjax.com>
Sent: Monday, November 13, 2023 6:02 PM
To: Webber, Sheri <SheriW@coj.net>
Cc: Wilson, Kurt <wilskr@jea.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Sherman, Lynn <LSherman@coj.net>; Thompson, Tina <ThompsonT@coj.net>
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Attachments: image002.png

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JEA
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> **To:** Webber, Sheri <SheriW@coj.net>; Wilson, Kurt <wilskr@jea.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Cc:** Sherman, Lynn <LSherman@coj.net>; Thompson, Tina <ThompsonT@coj.net>
> **Subject:** RE: Meeting Request
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> Thank you.
>
> **Andrea Douglas**
> o: 904.677.5169 | c: 904.303.3369
> main office: 904.353.5833
> Email: andreadouglas@trgjax.com

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Mobile: (904) 219-2456
wilskr@jea.com
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To: Webber, Sheri
Cc: Andrea Douglas; Jamo Rubin; Sherman, Lynn; Thompson, Tina
Subject: Re: Meeting Request
Date: Tuesday, November 14, 2023 10:02:21 AM
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Thank you all!

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JEA
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Bobby wants to make an introduction and allow Chief Powers and Jamo the opportunity to explain the benefits and functionality of the program and how it aligns with the Mayor's community health priorities.

I've copied Jamo and Andrea, who can help align their (Bobby & Jamo) calendars.
I do not need to be in the meeting, rather I'm just helping connect the group while Chief Powers is out.

Thank you ma’am,

Kurtis Wilson

VP Government Relations

Mobile: (904) 219-2456

wilskr@jea.com



From: Webber, Sheri
To: Andrea Douglas
Cc: Wilson, Kurt; Jamo Rubin; Sherman, Lynn; Thompson, Tina
Subject: RE: Meeting Request
Date: Tuesday, November 14, 2023 9:49:49 AM
Attachments: image002.png

Wonderful, thank you! Invite heading your way within the hour.
SW

From: Andrea Douglas <andreadouglas@trgjax.com>
Sent: Monday, November 13, 2023 6:02 PM
To: Webber, Sheri <SheriW@coj.net>
Cc: Wilson, Kurt <wilskr@jea.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Sherman, Lynn <LSherman@coj.net>; Thompson, Tina <ThompsonT@coj.net>
Subject: Re: Meeting Request

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Sheri,

Jamo Rubin has confirmed to me that he's also available **2:45-3:45 on Nov 21st** which is now the earliest for Bobby. I believe this timing works for everyone.

Thank you for your patience while we coordinated.

Best,
Andrea

Sent from my iPhone

> On Nov 13, 2023, at 12:50 PM, Webber, Sheri <SheriW@coj.net> wrote:
>
> **Caution:** This is an external email and may be malicious. Please take care when clicking links or opening attachments.
>
> Thanks, Andrea. As soon as I receive confirmation of Dr. Rubin's availability, I'll get a calendar invite to the group.
> SW
>
> ---
>
> **From:** Andrea Douglas <andreadouglas@trgjax.com>

Sent: Monday, November 13, 2023 11:00 AM
To: Webber, Sheri <SheriW@coj.net>; Wilson, Kurt <wilskr@jea.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
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Subject: RE: Meeting Request

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Sheri,
I think our emails just crossed. Anytime 11/21 1:30 – 4:00 pm EST will work for Bobby.

Thank you.

Andrea Douglas
o: 904.677.5169 | c: 904.303.3369
main office: 904.353.5833
Email: andreadouglas@trgjax.com

The Regency Group, Inc.

From: Webber, Sheri <SheriW@coj.net>
Sent: Monday, November 13, 2023 10:56 AM
To: Wilson, Kurt <wilskr@jea.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Andrea Douglas <andreadouglas@trgjax.com>
Cc: Sherman, Lynn <LSherman@coj.net>; Thompson, Tina <ThompsonT@coj.net>
Subject: RE: Meeting Request

You don't often get email from sheriw@coj.net. Learn why this is important

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Kurt—Karen has a lot of flexibility on the afternoon of Tues., 11/21, after 1:30 pm. She has asked that Executive Director of Health Programs Lynn Sherman be included as she works closely with our Chief Health Officer. Also copied is Tina Thompson for assistance with Chief Powers' calendar.

Please let me know what time Dr. Rubin and Mr. Stein prefer.

SW

From: Webber, Sheri

Sent: Monday, November 13, 2023 10:38 AM
To: Wilson, Kurtis R <wilskr@jea.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Andrea Douglas <andreadouglas@trgjax.com>
Subject: RE: Meeting Request

Thanks, Kurt. I'll bring this to her attention and circle back to you as soon as possible.

Respectfully,

Sheri Leonard Webber
Executive Assistant to the CAO & Special Projects
City of Jacksonville | Office of the Mayor
117 West Duval Street, Suite 400
Jacksonville, FL 32202
904.255.5004
Jacksonville.gov

A NEW DAY.

From: Wilson, Kurtis R <wilskr@jea.com>
Sent: Monday, November 13, 2023 10:33 AM
To: Webber, Sheri <SheriW@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Andrea Douglas <andreadouglas@trgjax.com>
Subject: Meeting Request

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Good morning Sheri and Happy Monday…!
Bobby Stein has requested a meeting with Karen, Chief Powers, Dr. Jamo Rubin, and himself hoping for the week of the Nov. 20th.

Dr. Rubin owns RightSite Health, a 9-1-1 telehealth provider currently in use with JFRD and other departments across the country.
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Thank you ma'am,

Kurtis Wilson
VP Government Relations
Mobile: (904) 219-2456
wilskr@jea.com



From: Wilson, Kurtis R
To: Webber, Sheri
Cc: Andrea Douglas; Jamo Rubin; Sherman, Lynn; Thompson, Tina
Subject: Re: Meeting Request
Date: Tuesday, November 14, 2023 10:02:21 AM
Attachments: image002.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thank you all!

Kurtis Wilson
VP of Government Relations
JEA
(C) 904-219-2456
wilskr@jea.com

On Nov 14, 2023, at 9:49 AM, Webber, Sheri <SheriW@coj.net> wrote:

[External Email - Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email.]

Wonderful, thank you! Invite heading your way within the hour.
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Subject: Re: Meeting Request

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Best,
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Sent from my iPhone

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Thank you.

Andrea Douglas
o: 904.677.5169 | c: 904.303.3369
main office: 904.353.5833
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Subject: RE: Meeting Request

You don't often get email from sheriw@coj.net. Learn why this is important

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Kurt—Karen has a lot of flexibility on the afternoon of Tues., 11/21, after 1:30 pm. She has asked that Executive Director of Health Programs Lynn Sherman be included as she works closely with our Chief Health Officer. Also copied is Tina Thompson for assistance with Chief Powers' calendar.

Please let me know what time Dr. Rubin and Mr. Stein prefer.

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Respectfully,

Sheri Leonard Webber
Executive Assistant to the CAO & Special Projects
City of Jacksonville | Office of the Mayor
117 West Duval Street, Suite 400
Jacksonville, FL 32202
904.255.5004

Jacksonville.gov

<image001.jpg>

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Bobby Stein has requested a meeting with Karen, Chief Powers, Dr. Jamo Rubin, and himself hoping for the week of the Nov. 20th.

Dr. Rubin owns RightSite Health, a 9-1-1 telehealth provider currently in use with JFRD and other departments across the country. Bobby wants to make an introduction and allow Chief Powers and Jamo the opportunity to explain the benefits and functionality of the program and how it aligns with the Mayor's community health priorities.

I've copied Jamo and Andrea, who can help align their (Bobby & Jamo) calendars.
I do not need to be in the meeting, rather I'm just helping connect the group while Chief Powers is out.

Thank you ma'am,
Kurtis Wilson
VP Government Relations
Mobile: (904) 219-2456
wilskr@jea.com
<image002.png>

From: BElias@coj.net
To: Swati Swani
Subject: Re: Meeting this Thursday
Date: Monday, February 24, 2025 2:57:40 PM

Let’s skip it this week since there are no clinical concerns.

Brad

Sent from my iPhone

> On Feb 24, 2025, at 2:53 PM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Hello Dr. Elias,
>
> Perfect timing! I was in the process of identifying the cases for this week's call. Since our last call (2/13), we have had five dispatch activations. 100% of patients were RightSite Addressed (Ambulance did not roll):
>
> 1. Three patients were treated via Telehealth
> 2. Two patients were sent to ER - No ambulance
>
> Please let me know if you'd prefer to skip Thursday's meeting and meet in two weeks, or if we should proceed with the meeting.
>
> Thanks,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> rightsitehealth.com
>
> On Mon, Feb 24, 2025 at 1:47 PM Elias, Bradley - FRRS <BElias@coj.net> wrote:

Do we have cases to discuss?
A few of us will be at a meeting.
Maybe we can cancel this meeting if there are not too many cases or issues.

Brad
Sent from my iPhone

From: Swati Swani
To: Elias, Bradley - FRRS
Subject: Re: Meeting this Thursday
Date: Monday, February 24, 2025 2:53:28 PM

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Hello Dr. Elias,

Perfect timing! I was in the process of identifying the cases for this week's call. Since our last call (2/13), we have had five dispatch activations. 100% of patients were RightSite Addressed (Ambulance did not roll):

1. Three patients were treated via Telehealth
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Please let me know if you'd prefer to skip Thursday's meeting and meet in two weeks, or if we should proceed with the meeting.

Thanks,
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Swati Swani
Director, Design & Implementation
[m] 916.337-2182
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> Sent from my iPhone

From:	Swati Swani
To:	Elias, Bradley
Cc:	Marx, James; Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Guthrie, Daniel
Subject:	Re: Meeting tomorrow
Date:	Wednesday, April 24, 2024 7:46:25 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

We will cancel tomorrow's calls. Hope your father feels better and wishing him speedy recovery

Regards,

Swati

> On Apr 24, 2024, at 6:41 PM, Elias, Bradley <BElias@coj.net> wrote:
>
> I need to cancel the meetings tomorrow. My father is not well.
>
> Brad

From:	Swati Swani
To:	Elias, Bradley
Cc:	Marx, James; Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Guthrie, Daniel
Subject:	Re: Meeting tomorrow
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Subject:	Re: Meeting tomorrow
Date:	Wednesday, April 24, 2024 7:46:27 PM

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From: Sherman, Lynn
To: Jamo Rubin
Subject: RE: Meeting with COJ and JaxCareConnect
Date: Tuesday, November 28, 2023 9:59:00 AM
Attachments: image001.png

Hi Jamo,
I'm following up on the possibility of a virtual meeting. See details below.

Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL
Executive Director of Health Programs
Office of Mayor Donna Deegan | City of Jacksonville
117 W. Duval Street, Suite 400
Jacksonville, FL 32202
Office: (904)255-4628
Cell: (904)468-0467
lsherman@coj.net
https://www.coj.net

A NEW DAY.

From: Sherman, Lynn
Sent: Monday, November 27, 2023 3:45 PM
To: jamo.rubin@ritesitehealth.com
Subject: Meeting with COJ and JaxCareConnect

Hi Jamo,

It was great meeting with you concerning RiteSite telehealth program last week, along with Karen Bowling and Chief Powers. As promised, I am arranging a meeting between you, our team, and the JaxCareConnect leadership team.

We are all available to meet virtually on **Thursday, December 7th, at 12:30**. Please confirm your availability. Once I hear from you, I will send a calendar appointment with the link to join.

Thanks again!

Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL
Executive Director of Health Programs
Office of Mayor Donna Deegan | City of Jacksonville
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Jacksonville, FL 32202
Office: (904)255-4628
Cell: (904)468-0467
lsherman@coj.net
https://www.coj.net



From: Jamo Rubin
To: Sherman, Lynn
Subject: Re: Meeting with COJ and JaxCareConnect
Date: Tuesday, November 28, 2023 10:06:46 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Yes, that time works.

Thank you for working on setting this up!

Jamo

> On Nov 28, 2023, at 8:59 AM, Sherman, Lynn <LSherman@coj.net> wrote:
>
> Hi Jamo,
> I'm following up on the possibility of a virtual meeting. See details below.
>
> Kind regards,
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> *Lynn*
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> Lynn C. Sherman, MHA, CCHL
> Executive Director of Health Programs
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> Office: (904)255-4628
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Office: (904)255-4628
Cell: (904)468-0467
lsherman@coj.net
https://www.coj.net
<image001.png>

From: Sherman, Lynn
To: Jamo Rubin
Subject: RE: Meeting with COJ and JaxCareConnect
Date: Tuesday, November 28, 2023 10:07:00 AM
Attachments: image001.png

Great! I will send a calendar appointment.

Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL
Executive Director of Health Programs
Office of Mayor Donna Deegan | City of Jacksonville
117 W. Duval Street, Suite 400
Jacksonville, FL 32202
Office: (904)255-4628
Cell: (904)468-0467
lsherman@coj.net
https://www.coj.net



From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Tuesday, November 28, 2023 10:06 AM
To: Sherman, Lynn <LSherman@coj.net>
Subject: Re: Meeting with COJ and JaxCareConnect

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Office: (904)255-4628
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lsherman@coj.net
https://www.coj.net
<image001.png>

From: Sherman, Lynn
To: Swati Swani; Jenny O"Donnell
Cc: Angela Strain; Joshi, Sunil; Jamo Rubin
Subject: RE: Meeting with RiteSite Telehealth for Non-Emergency Patients
Date: Friday, December 8, 2023 9:28:00 AM
Attachments: image001.png
image002.png

Hi Swati,

I would like to attend that meeting as well. Please include me in the invitation.

Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL
Executive Director of Health Programs
Office of Mayor Donna Deegan | City of Jacksonville
117 W. Duval Street, Suite 400
Jacksonville, FL 32202
Office: (904)255-4628
Cell: (904)468-0467
lsherman@coj.net
https://www.coj.net



From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Friday, December 8, 2023 9:07 AM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>
Cc: Sherman, Lynn <LSherman@coj.net>; jamo.rubin@ritesitehealth.com; Angela Strain <astrain@wecarejacksonville.org>; Joshi, Sunil <SJoshi@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Blanton, Jake <JBlanton@coj.net>; Elias, Bradley <BElias@coj.net>
Subject: Re: Meeting with RiteSite Telehealth for Non-Emergency Patients

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Jenny,

Happy Friday! Thank you for meeting with me to help understand the process for referrals and

intake at JaxCareConnect. I will work with you to schedule time before 12/20.

Have a great day everyone!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Fri, Dec 8, 2023 at 7:35 AM Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:

> Swati, I would be happy to meet with you before the holidays to share the process for referrals and intake at JaxCareConnect. Please note, starting 12/20 I will have PTO through the end of the year.
>
> Thanks!
>
> **Jenny O'Donnell**
> **Director | JaxCareConnect |** jodonnell@jaxcareconnect.org
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470
>
> JAXCARECONNECT
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Thursday, December 7, 2023 4:38 PM
> **To:** Jenny O'Donnell <jodonnell@jaxcareconnect.org>
> **Cc:** Sherman, Lynn <LSherman@coj.net>; jamo.rubin@ritesitehealth.com; Angela Strain <astrain@wecarejacksonville.org>; Joshi, Sunil <SJoshi@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Blanton, Jake <JBlanton@coj.net>; Elias, Bradley <BElias@coj.net>
> **Subject:** Re: Meeting with RiteSite Telehealth for Non-Emergency Patients
>
> CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.
>
> Hello All,
>
> It was a pleasure to meet you all today and it was nice to see Chief Blanton and Dr. Elias again.

Thank you so much Lynn for getting us all together to explore how we all can collaborate together to help the Jacksonville community.

Jenny/Lynn - Will it be ok for us to meet remotely some time before the holidays to understand the referral model of JAX Care Connect that you mentioned today, so I can do some pre-work of mapping out workflows before our in-person meeting? Please let me know your thoughts.

I will send out RightSite's availability for in-person meeting in January soon so we all can plan accordingly.

Looking forward to working together with you all on this initiative.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Thu, Dec 7, 2023 at 2:58 PM Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:

> Thank you, Lynn for organizing this! It was a pleasure to meet you all today and learn about the innovative work that RightSite health is doing to reduce unnecessary ED utilization, especially here in Jacksonville. I am excited to learn more and look forward to future conversations! If you haven't already, please check out our website www.jaxcareconnect.org.
>
> Have a fantastic day!
>
> **Jenny O'Donnell**
> **Director | JaxCareConnect |** jodonnell@jaxcareconnect.org
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470
>
> JAXCARECONNECT
>
> **From:** Sherman, Lynn <LSherman@coj.net>
> **Sent:** Thursday, December 7, 2023 12:16 PM
> **To:** jamo.rubin@ritesitehealth.com; Angela Strain <astrain@wecarejacksonville.org>; Jenny O'Donnell <jodonnell@jaxcareconnect.org>; Joshi, Sunil <SJoshi@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Blanton, Jake <JBlanton@coj.net>

Cc: Swati Swani <swati.swani@rightsitehealth.com>; Elias, Bradley <BElias@coj.net>
Subject: RE: Meeting with RiteSite Telehealth for Non-Emergency Patients

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117 W. Duval Street, Suite 400
Jacksonville, FL 32202
Office: (904)255-4628
Cell: (904)468-0467
lsherman@coj.net
https://www.coj.net

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From:	Swati Swani
To:	Joshi, Sunil
Cc:	Sherman, Lynn; Jenny O"Donnell; Angela Strain; Jamo Rubin
Subject:	Re: Meeting with RiteSite Telehealth for Non-Emergency Patients
Date:	Friday, December 8, 2023 9:43:36 AM
Attachments:	image001.png image002.png Outlook-lweoztzm.png

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Hello Dr. Joshi,

Yes will do...I will include everyone on this email chain

I apologize, I didn't mean to exclude anyone and was just trying to be cognizant about everyone's time. So sorry about that.

Will send out some options today for the session.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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> **Cc:** Sherman, Lynn <LSherman@coj.net>; jamo.rubin@ritesitehealth.com; Angela Strain <astrain@wecarejacksonville.org>; Joshi, Sunil <SJoshi@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Blanton, Jake <JBlanton@coj.net>; Elias, Bradley <BElias@coj.net>
> **Subject:** Re: Meeting with RiteSite Telehealth for Non-Emergency Patients
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Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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Subject: Meeting with RiteSite Telehealth for Non-Emergency Patients
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Subject:	RE: Meeting with RiteSite Telehealth for Non-Emergency Patients
Date:	Friday, December 8, 2023 8:37:05 AM
Attachments:	image001.png image002.png

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To: Sherman, Lynn; Swati Swani; Jenny O"Donnell
Cc: Angela Strain; Jamo Rubin; Joshi, Sunil
Subject: Re: Meeting with RiteSite Telehealth for Non-Emergency Patients
Date: Friday, December 8, 2023 9:32:36 AM
Attachments: image001.png
image002.png
Outlook-lweoztzm.png

Hello all,

I would also like to attend the meeting if possible. This is important to Lynn and me and what it means for the health of the community. Please include me in the invitation as well.

Thank you!
Sunil

Sunil Joshi, MD, FACAAI, FAAAAI
Chief Health Officer | Office of Mayor Deegan
117 West Duval Street, Suite 400
Jacksonville, Fl 32202
(p) 904-255-5013
Coj.net

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To: Swati Swani <swati.swani@rightsitehealth.com>; Jenny O'Donnell <jodonnell@jaxcareconnect.org>
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> Thank you, Lynn for organizing this! It was a pleasure to meet you all today and learn about the innovative work that RightSite health is doing to reduce unnecessary ED utilization, especially here in Jacksonville. I am excited to learn more and look forward to future conversations! If you haven't already, please check out our website www.jaxcareconnect.org.
>
> Have a fantastic day!
>
> **Jenny O'Donnell**
>
> **Director | JaxCareConnect |** jodonnell@jaxcareconnect.org
>
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470
>
> JAXCARECONNECT
>
> ---
>
> **From:** Sherman, Lynn <LSherman@coj.net>
> **Sent:** Thursday, December 7, 2023 12:16 PM
> **To:** jamo.rubin@ritesitehealth.com; Angela Strain <astrain@wecarejacksonville.org>; Jenny O'Donnell <jodonnell@jaxcareconnect.org>; Joshi, Sunil <SJoshi@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Blanton, Jake <JBlanton@coj.net>
> **Cc:** Swati Swani <swati.swani@rightsitehealth.com>; Elias, Bradley <BElias@coj.net>
> **Subject:** RE: Meeting with RiteSite Telehealth for Non-Emergency Patients

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Sunil and I look forward to meeting with you all to learn more about RightSite's success with their telehealth program in our community with JFRD and other areas of the country. See you soon on Teams!

Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL

Executive Director of Health Programs

Office of Mayor Donna Deegan | City of Jacksonville

117 W. Duval Street, Suite 400

Jacksonville, FL 32202

Office: (904)255-4628

Cell: (904)468-0467

lsherman@coj.net

https://www.coj.net



-----Original Appointment-----
From: Sherman, Lynn
Sent: Tuesday, November 28, 2023 10:13 AM
To: Sherman, Lynn; jamo.rubin@ritesitehealth.com; Angela Strain; Jenny O'Donnell; Joshi, Sunil; Jamo Rubin; Powers, Keith; Blanton, Jake
Cc: Swati Swani; Elias, Bradley
Subject: Meeting with RiteSite Telehealth for Non-Emergency Patients
When: Thursday, December 7, 2023 12:30 PM-1:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Microsoft Teams Meeting

Angel, Jenny, and Jamo,

Thank you for agreeing to have a virtual conversation about RiteSite and possible engagement.

Sunil and I are looking forward to it. I've attached a slide deck for you to look over before the meeting.

Thanks,

Lynn

Microsoft Teams meeting

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Meeting ID: 229 116 172 195
Passcode: xrgP3s

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From:	Jenny O"Donnell
To:	Swati Swani
Cc:	Sherman, Lynn; jamo.rubin@ritesitehealth.com; Angela Strain; Joshi, Sunil; Jamo Rubin; Blanton, Jake; Elias, Bradley
Subject:	RE: Meeting with RiteSite Telehealth for Non-Emergency Patients
Date:	Friday, December 8, 2023 8:37:05 AM
Attachments:	image001.png image002.png

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Thanks!

Jenny O'Donnell
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4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470

JAXCARECONNECT

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Cc: Sherman, Lynn <LSherman@coj.net>; jamo.rubin@ritesitehealth.com; Angela Strain <astrain@wecarejacksonville.org>; Joshi, Sunil <SJoshi@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Blanton, Jake <JBlanton@coj.net>; Elias, Bradley <BElias@coj.net>
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Regards,
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Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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Cell: (904)468-0467
lsherman@coj.net
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To: Sherman, Lynn; jamo.rubin@ritesitehealth.com; Angela Strain; Jenny O'Donnell; Joshi, Sunil; Jamo Rubin; Powers, Keith; Blanton, Jake

Cc: Swati Swani; Elias, Bradley

Subject: Meeting with RiteSite Telehealth for Non-Emergency Patients

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_

From:	Swati Swani
To:	Sherman, Lynn
Cc:	Jenny O"Donnell; Angela Strain; Joshi, Sunil; Jamo Rubin
Subject:	Re: Meeting with RiteSite Telehealth for Non-Emergency Patients
Date:	Friday, December 8, 2023 9:31:49 AM
Attachments:	image001.png image002.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Lynn,

Yes of course, will do! I will coordinate with you both for your availability and schedule accordingly.

Looking forward to our session!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Fri, Dec 8, 2023 at 8:28 AM Sherman, Lynn <LSherman@coj.net> wrote:

> Hi Swati,
>
> I would like to attend that meeting as well. Please include me in the invitation.
>
> Kind regards,
>
> *Lynn*
>
> Lynn C. Sherman, MHA, CCHL

Executive Director of Health Programs

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Sent: Friday, December 8, 2023 9:07 AM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>
Cc: Sherman, Lynn <LSherman@coj.net>; jamo.rubin@ritesitehealth.com; Angela Strain <astrain@wecarejacksonville.org>; Joshi, Sunil <SJoshi@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Blanton, Jake <JBlanton@coj.net>; Elias, Bradley <BElias@coj.net>
Subject: Re: Meeting with RiteSite Telehealth for Non-Emergency Patients

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Good Morning Jenny,

Happy Friday! Thank you for meeting with me to help understand the process for referrals and intake at JaxCareConnect. I will work with you to schedule time before 12/20.

Have a great day everyone!

Regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Fri, Dec 8, 2023 at 7:35 AM Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:

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> JAXCARECONNECT
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> **Cc:** Sherman, Lynn <LSherman@coj.net>; jamo.rubin@ritesitehealth.com; Angela Strain <astrain@wecarejacksonville.org>; Joshi, Sunil <SJoshi@coj.net>; Jamo Rubin

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Swati Swani
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Lynn

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To:	Jamo Rubin; jamo.rubin@ritesitehealth.com; Angela Strain; Joshi, Sunil; Blanton, Jake; Jenny O"Donnell
Cc:	Swati Swani; Elias, Bradley
Subject:	RE: Meeting with RiteSite Telehealth for Non-Emergency Patients
Date:	Thursday, December 7, 2023 5:48:43 PM
Attachments:	image001.png

Got it! Thank you, Jamo for sharing your program with us today. We look forward to meeting again.

Kind regards,

Lynn

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A NEW DAY.

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Thursday, December 7, 2023 4:40 PM
To: Sherman, Lynn <LSherman@coj.net>; jamo.rubin@ritesitehealth.com; Angela Strain <astrain@wecarejacksonville.org>; Joshi, Sunil <SJoshi@coj.net>; Blanton, Jake <JBlanton@coj.net>; Jenny O'Donnell <jodonnell@jaxcareconnect.org>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Elias, Bradley <BElias@coj.net>
Subject: RE: Meeting with RiteSite Telehealth for Non-Emergency Patients

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Also - please note that my email address ends in “rightsitehealth.com” vs “ritesighthealth.com” … thanks

Jamo Rubin, M.D.
CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

On Dec 7, 2023 at 3:38 PM -0600, Jamo Rubin <jamo.rubin@rightsitehealth.com>, wrote:

> Jenny, it was a pleasure to meet you, too, along with everyone else. We're excited meeting with you all soon in Jacksonville.
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> Thank you for pulling everyone together, Lynn!
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> > <image002.png>
> >
> > ---
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>
> **Director | JaxCareConnect |** jodonnell@jaxcareconnect.org
>
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470

JAXCARECONNECT

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, December 7, 2023 4:38 PM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>
Cc: Sherman, Lynn <LSherman@coj.net>; jamo.rubin@ritesitehealth.com; Angela Strain <astrain@wecarejacksonville.org>; Joshi, Sunil <SJoshi@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Blanton, Jake <JBlanton@coj.net>; Elias, Bradley <BElias@coj.net>
Subject: Re: Meeting with RiteSite Telehealth for Non-Emergency Patients

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Office: (904)255-4628

Cell: (904)468-0467

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Cc:	Swati Swani; Elias, Bradley
Subject:	RE: Meeting with RiteSite Telehealth for Non-Emergency Patients
Date:	Thursday, December 7, 2023 5:48:43 PM
Attachments:	image001.png

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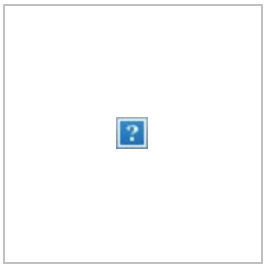
> 
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Subject:	Re: Meeting with RiteSite Telehealth for Non-Emergency Patients
Date:	Friday, December 8, 2023 9:07:34 AM
Attachments:	image001.png image002.png

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Regards,
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Lynn

Microsoft Teams meeting

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Meeting ID: 229 116 172 195
Passcode: xrgP3s

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From: Jamo Rubin
To: Sherman, Lynn; jamo.rubin@ritesitehealth.com; Angela Strain; Joshi, Sunil; Blanton, Jake; Jenny O"Donnell
Cc: Swati Swani; Elias, Bradley
Subject: RE: Meeting with RiteSite Telehealth for Non-Emergency Patients
Date: Thursday, December 7, 2023 4:41:12 PM

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You'll be hearing from Swati soon to set up next steps.

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Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

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>
> Have a fantastic day!
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>
> **Director | JaxCareConnect |** jodonnell@jaxcareconnect.org
>
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470
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> **Sent:** Thursday, December 7, 2023 12:16 PM

To: jamo.rubin@ritesitehealth.com; Angela Strain <astrain@wecarejacksonville.org>; Jenny O'Donnell <jodonnell@jaxcareconnect.org>; Joshi, Sunil <SJoshi@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Blanton, Jake <JBlanton@coj.net>
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To:	Jenny O"Donnell
Cc:	Sherman, Lynn; jamo.rubin@ritesitehealth.com; Angela Strain; Joshi, Sunil; Jamo Rubin; Blanton, Jake; Elias, Bradley
Subject:	Re: Meeting with RiteSite Telehealth for Non-Emergency Patients
Date:	Friday, December 8, 2023 9:07:33 AM
Attachments:	image001.png image002.png

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Good Morning Jenny,

Happy Friday! Thank you for meeting with me to help understand the process for referrals and intake at JaxCareConnect. I will work with you to schedule time before 12/20.

Have a great day everyone!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Fri, Dec 8, 2023 at 7:35 AM Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:

> Swati, I would be happy to meet with you before the holidays to share the process for referrals and intake at JaxCareConnect. Please note, starting 12/20 I will have PTO through the end of the year.
>
> Thanks!
>
> **Jenny O'Donnell**
>
> **Director | JaxCareConnect |** jodonnell@jaxcareconnect.org
>
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470

JAXCARECONNECT

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Sent: Thursday, December 7, 2023 4:38 PM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>
Cc: Sherman, Lynn <LSherman@coj.net>; jamo.rubin@ritesitehealth.com; Angela Strain <astrain@wecarejacksonville.org>; Joshi, Sunil <SJoshi@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Blanton, Jake <JBlanton@coj.net>; Elias, Bradley <BElias@coj.net>
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I will send out RightSite's availability for in-person meeting in January soon so we all can plan accordingly.

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Cc:	Sherman, Lynn; jamo.rubin@ritesitehealth.com; Angela Strain; Joshi, Sunil; Jamo Rubin; Blanton, Jake; Elias, Bradley
Subject:	Re: Meeting with RiteSite Telehealth for Non-Emergency Patients
Date:	Thursday, December 7, 2023 4:37:55 PM
Attachments:	image002.png image003.png

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On Thu, Dec 7, 2023 at 2:58 PM Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:

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Have a fantastic day!

Jenny O'Donnell

Director | JaxCareConnect | jodonnell@jaxcareconnect.org

4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470

From: Sherman, Lynn <LSherman@coj.net>
Sent: Thursday, December 7, 2023 12:16 PM
To: jamo.rubin@ritesitehealth.com; Angela Strain <astrain@wecarejacksonville.org>; Jenny O'Donnell <jodonnell@jaxcareconnect.org>; Joshi, Sunil <SJoshi@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Blanton, Jake <JBlanton@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Elias, Bradley <BElias@coj.net>
Subject: RE: Meeting with RiteSite Telehealth for Non-Emergency Patients

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Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL

Executive Director of Health Programs

Office of Mayor Donna Deegan | City of Jacksonville

117 W. Duval Street, Suite 400

Jacksonville, FL 32202

Office: (904)255-4628

Cell: (904)468-0467

lsherman@coj.net

https://www.coj.net

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Microsoft Teams meeting

Join on your computer, mobile app or room device

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Meeting ID: 229 116 172 195
Passcode: xrgP3s

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To: Sherman, Lynn; jamo.rubin@ritesitehealth.com; Angela Strain; Joshi, Sunil; Blanton, Jake; Jenny O"Donnell
Cc: Swati Swani; Elias, Bradley
Subject: RE: Meeting with RiteSite Telehealth for Non-Emergency Patients
Date: Thursday, December 7, 2023 4:41:01 PM

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Also - please note that my email address ends in “rightsitehealth.com” vs “ritesighthealth.com” … thanks

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210.557.2205
jamo.rubin@rightsitehealth.com
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To:	Jenny O"Donnell
Cc:	Sherman, Lynn; jamo.rubin@ritesitehealth.com; Angela Strain; Joshi, Sunil; Jamo Rubin; Blanton, Jake; Elias, Bradley
Subject:	Re: Meeting with RiteSite Telehealth for Non-Emergency Patients
Date:	Thursday, December 7, 2023 4:37:52 PM
Attachments:	image002.png image003.png

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Hello All,

It was a pleasure to meet you all today and it was nice to see Chief Blanton and Dr. Elias again.

Thank you so much Lynn for getting us all together to explore how we all can collaborate together to help the Jacksonville community.

Jenny/Lynn - Will it be ok for us to meet remotely some time before the holidays to understand the referral model of JAX Care Connect that you mentioned today, so I can do some pre-work of mapping out workflows before our in-person meeting? Please let me know your thoughts.

I will send out RightSite's availability for in-person meeting in January soon so we all can plan accordingly.

Looking forward to working together with you all on this initiative.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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Thank you for pulling everyone together, Lynn!

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> **Sent:** Thursday, December 7, 2023 12:16 PM

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Thanks,

Lynn

Microsoft Teams meeting

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Passcode: xrgP3s

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From: Jamo Rubin
To: Sherman, Lynn
Subject: Re: Meeting with RiteSite Telehealth for Non-Emergency Patients
Date: Tuesday, November 28, 2023 3:16:34 PM

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Perfect - thank you, Lynn!

Jamo

> On Nov 28, 2023, at 1:05 PM, Sherman, Lynn <LSherman@coj.net> wrote:
>
> Great questions. See my responses below.
>
> Kind regards,
>
> *Lynn*
>
> Lynn C. Sherman, MHA, CCHL
> Executive Director of Health Programs
> Office of Mayor Donna Deegan | City of Jacksonville
> 117 W. Duval Street, Suite 400
> Jacksonville, FL 32202
> Office: (904)255-4628
> Cell: (904)468-0467
> lsherman@coj.net
> https://www.coj.net
> <image001.png>
>
> ---
>
> **From:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Sent:** Tuesday, November 28, 2023 10:38 AM
> **To:** Sherman, Lynn <LSherman@coj.net>
> **Subject:** Re: Meeting with RiteSite Telehealth for Non-Emergency Patients
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> Lynn,
>
> We are looking froward to this and thank you for gathering this group.

As we prepare on our side, I have a few questions:

- It would be helpful to learn more about Sunil and Angel. Can you point me to a LinkedIn or other bio page?
  https://www.linkedin.com/in/sunil-joshi-988406119/
  https://www.linkedin.com/in/angelastrain/
  https://www.linkedin.com/in/jenny-o-donnell-nefl/

- What points do you think would be most helpful for us to cover?
  They would be most interested in how your program works.

- Should we include someone from JFRD if they are available?
  Yes! I will send the invite to Chief Powers also.

Thanks,

Jamo

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_____

<Mail Attachment.ics><RightSite City of Jacksonville.23.11.22.pdf>

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Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

On Dec 7, 2023 at 2:58 PM -0600, Jenny O'Donnell <jodonnell@jaxcareconnect.org>, wrote:

> Thank you, Lynn for organizing this! It was a pleasure to meet you all today and learn about the innovative work that RightSite health is doing to reduce unnecessary ED utilization, especially here in Jacksonville. I am excited to learn more and look forward to future conversations! If you haven't already, please check out our website www.jaxcareconnect.org.
>
> Have a fantastic day!
>
> **Jenny O'Donnell**
>
> **Director | JaxCareConnect |** jodonnell@jaxcareconnect.org
>
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470
>
> <image002.png>
>
> ---
>
> **From:** Sherman, Lynn <LSherman@coj.net>
> **Sent:** Thursday, December 7, 2023 12:16 PM

To: jamo.rubin@ritesitehealth.com; Angela Strain <astrain@wecarejacksonville.org>; Jenny O'Donnell <jodonnell@jaxcareconnect.org>; Joshi, Sunil <SJoshi@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Blanton, Jake <JBlanton@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Elias, Bradley <BElias@coj.net>
Subject: RE: Meeting with RiteSite Telehealth for Non-Emergency Patients

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Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL

Executive Director of Health Programs

Office of Mayor Donna Deegan | City of Jacksonville

117 W. Duval Street, Suite 400

Jacksonville, FL 32202

Office: (904)255-4628

Cell: (904)468-0467

lsherman@coj.net

https://www.coj.net

<image003.png>

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Sent: Tuesday, November 28, 2023 10:13 AM
To: Sherman, Lynn; jamo.rubin@ritesitehealth.com; Angela Strain; Jenny O'Donnell; Joshi, Sunil; Jamo Rubin; Powers, Keith; Blanton, Jake
Cc: Swati Swani; Elias, Bradley
Subject: Meeting with RiteSite Telehealth for Non-Emergency Patients
When: Thursday, December 7, 2023 12:30 PM-1:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Microsoft Teams Meeting

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Thanks,

Lynn

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Meeting ID: 229 116 172 195
Passcode: xrgP3s

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From:	Jenny O"Donnell
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Cc:	Swati Swani; Elias, Bradley
Subject:	RE: Meeting with RiteSite Telehealth for Non-Emergency Patients
Date:	Thursday, December 7, 2023 3:58:33 PM
Attachments:	image002.png image003.png

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JAXCARECONNECT

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Cc:	Swati Swani; Elias, Bradley
Subject:	RE: Meeting with RiteSite Telehealth for Non-Emergency Patients
Date:	Thursday, December 7, 2023 12:15:59 PM
Attachments:	image001.png

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From: Sherman, Lynn
To: Jamo Rubin
Subject: RE: Meeting with RiteSite Telehealth for Non-Emergency Patients
Date: Tuesday, November 28, 2023 2:05:00 PM
Attachments: image001.png

Great questions. See my responses below.

Kind regards,

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Sent: Tuesday, November 28, 2023 10:38 AM
To: Sherman, Lynn <LSherman@coj.net>
Subject: Re: Meeting with RiteSite Telehealth for Non-Emergency Patients

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Lynn,

We are looking froward to this and thank you for gathering this group.

As we prepare on our side, I have a few questions:

- It would be helpful to learn more about Sunil and Angel. Can you point me to a LinkedIn or other bio page?

https://www.linkedin.com/in/sunil-joshi-988406119/
https://www.linkedin.com/in/angelastrain/
https://www.linkedin.com/in/jenny-o-donnell-nefl/

- What points do you think would be most helpful for us to cover?
  They would be most interested in how your program works.
- Should we include someone from JFRD if they are available?
  Yes! I will send the invite to Chief Powers also.

Thanks,

Jamo

On Nov 28, 2023, at 9:14 AM, Sherman, Lynn <LSherman@coj.net> wrote:

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<Mail Attachment.ics><RightSite City of Jacksonville.23.11.22.pdf>

From: Swati Swani
To: Joshi, Sunil
Cc: Sherman, Lynn; Jenny O"Donnell; Angela Strain; Jamo Rubin
Subject: Re: Meeting with RiteSite Telehealth for Non-Emergency Patients
Date: Friday, December 8, 2023 9:43:37 AM
Attachments: image001.png
image002.png
Outlook-lweoztzm.png

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Hello Dr. Joshi,

Yes will do...I will include everyone on this email chain

I apologize, I didn't mean to exclude anyone and was just trying to be cognizant about everyone's time. So sorry about that.

Will send out some options today for the session.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Fri, Dec 8, 2023 at 8:32 AM Joshi, Sunil <SJoshi@coj.net> wrote:

> Hello all,
>
> I would also like to attend the meeting if possible. This is important to Lynn and me and what it means for the health of the community. Please include me in the invitation as well.
>
> Thank you!
> Sunil
>
> **Sunil Joshi, MD, FACAAI, FAAAAI**
>
> Chief Health Officer | Office of Mayor Deegan
>
> 117 West Duval Street, Suite 400

Jacksonville, Fl 32202

(p) 904-255-5013

Coj.net

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Subject: RE: Meeting with RiteSite Telehealth for Non-Emergency Patients

Hi Swati,

I would like to attend that meeting as well. Please include me in the invitation.

Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL

Executive Director of Health Programs

Office of Mayor Donna Deegan | City of Jacksonville

117 W. Duval Street, Suite 400

Jacksonville, FL 32202

Office: (904)255-4628

Cell: (904)468-0467

lsherman@coj.net

https://www.coj.net



From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Friday, December 8, 2023 9:07 AM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>
Cc: Sherman, Lynn <LSherman@coj.net>; jamo.rubin@ritesitehealth.com; Angela Strain <astrain@wecarejacksonville.org>; Joshi, Sunil <SJoshi@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Blanton, Jake <JBlanton@coj.net>; Elias, Bradley <BElias@coj.net>
Subject: Re: Meeting with RiteSite Telehealth for Non-Emergency Patients

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Jenny,

Happy Friday! Thank you for meeting with me to help understand the process for referrals and intake at JaxCareConnect. I will work with you to schedule time before 12/20.

Have a great day everyone!

Regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Fri, Dec 8, 2023 at 7:35 AM Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:

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> **Jenny O'Donnell**
>
> **Director | JaxCareConnect |** jodonnell@jaxcareconnect.org
>
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470
>
> JAXCARECONNECT
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Hello All,

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Thank you so much Lynn for getting us all together to explore how we all can collaborate together to help the Jacksonville community.

Jenny/Lynn - Will it be ok for us to meet remotely some time before the holidays to understand the referral model of JAX Care Connect that you mentioned today, so I can do some pre-work of mapping out workflows before our in-person meeting? Please let me know your thoughts.

I will send out RightSite's availability for in-person meeting in January soon so we all can plan accordingly.

Looking forward to working together with you all on this initiative.

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>
> Have a fantastic day!

Jenny O'Donnell

Director | JaxCareConnect | jodonnell@jaxcareconnect.org

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JAXCARECONNECT

From: Sherman, Lynn <LSherman@coj.net>
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To: jamo.rubin@ritesitehealth.com; Angela Strain <astrain@wecarejacksonville.org>; Jenny O'Donnell <jodonnell@jaxcareconnect.org>; Joshi, Sunil <SJoshi@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Blanton, Jake <JBlanton@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Elias, Bradley <BElias@coj.net>
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Sent: Tuesday, November 28, 2023 10:13 AM
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Cc: Swati Swani; Elias, Bradley
Subject: Meeting with RiteSite Telehealth for Non-Emergency Patients
When: Thursday, December 7, 2023 12:30 PM-1:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Microsoft Teams Meeting

Angel, Jenny, and Jamo,

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Sunil and I are looking forward to it. I've attached a slide deck for you to look over before the meeting.

Thanks,

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Microsoft Teams meeting

Join on your computer, mobile app or room device

Click here to join the meeting

Meeting ID: 229 116 172 195
Passcode: xrgP3s

Download Teams | Join on the web

Learn More | Meeting options

From: Sherman, Lynn
To: Swati Swani; Jenny O"Donnell
Cc: Angela Strain; Joshi, Sunil; Jamo Rubin
Subject: RE: Meeting with RiteSite Telehealth for Non-Emergency Patients
Date: Friday, December 8, 2023 9:28:41 AM
Attachments: image001.png
image002.png

Hi Swati,

I would like to attend that meeting as well. Please include me in the invitation.

Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL
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A NEW DAY.

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Cc: Swati Swani; Elias, Bradley
Subject: Meeting with RiteSite Telehealth for Non-Emergency Patients
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Microsoft Teams meeting

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Meeting ID: 229 116 172 195
Passcode: xrgP3s
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From: Elias, Bradley - FRRS
To: Swati Swani
Cc: Jamo Rubin; Chip Walls; Kristeen Pierce
Subject: Re: Meeting
Date: Tuesday, July 29, 2025 12:10:47 PM

We can have one or the two meetings.
Whatever Jamo prefers.

Brad Elias, MD

> On Jul 29, 2025, at 11:48 AM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
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> Good Morning Dr. Elias,
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> swati.swani@rightsitehealth.com
> rightsitehealth.com
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> > July 31. 9a or 1pm

Aug 1 9a 10a 11a
Aug 5. 1p

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> >
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To: Elias, Bradley - FRRS
Cc: Jamo Rubin; Chip Walls; Kristeen Pierce
Subject: Re: Meeting
Date: Tuesday, July 29, 2025 11:48:39 AM

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From: Jamo Rubin
To: Elias, Bradley - FRRS
Cc: Swati Swani; Chip Walls; Kristeen Pierce
Subject: Re: Meeting
Date: Monday, July 28, 2025 4:40:22 PM

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Hi Dr Elias,

Please hold July 30th at 1ET and I'll make sure that fits schedules on our end.

Back to you shortly,

Thank you,

Jamo

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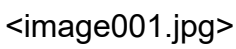

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Date: Monday, July 28, 2025 10:39:59 AM

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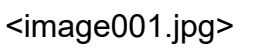

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From: Elias, Bradley - FRRS
To: Jamo Rubin
Cc: Swati Swani; Chip Walls; Kristeen Pierce
Subject: Re: Meeting
Date: Sunday, July 27, 2025 9:47:00 PM

Sorry for not getting back sooner, just a few different tasks going on here this past week at headquarters.

I will check my schedule tomorrow and provide some dates and times.

We will find a way to get the utilization back up.

Brad

> On Jul 27, 2025, at 9:23 PM, Jamo Rubin <jamo.rubin@rightsitehealth.com> wrote:
>
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> Hi Brad,
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> Yes, we're eager to visit with you about expanding access to RightSite. Can you suggest a few times next week that work?
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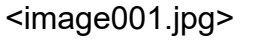

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From: BElias@coj.net
To: Jamo Rubin
Cc: Swati Swani; Chip Walls; Kristeen Pierce
Subject: Re: Meeting
Date: Sunday, July 27, 2025 9:46:59 PM

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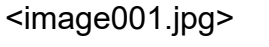

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From: Jamo Rubin
To: Elias, Bradley - FRRS
Cc: Swati Swani; Chip Walls; Kristeen Pierce
Subject: Re: Meeting
Date: Sunday, July 27, 2025 9:23:01 PM

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From: Jamo Rubin
To: Elias, Bradley - FRRS
Subject: Re: Meeting
Date: Thursday, July 24, 2025 5:30:40 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Brad,

Thanks for reaching out. Yes, I'd be happy to talk about this.

Would you like to send me a few times that work for you and we'll get it on the calendar.

Thank you,

Jamo

> On Jul 24, 2025, at 11:23 AM, Elias, Bradley - FRRS <BElias@coj.net> wrote:
>
> Jamo,
>
> Let me know if you want to meet to discuss RightSite utilization.
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>
> <image001.jpg>
>
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From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Jamo Rubin; Chip Walls; Kristeen Pierce
Subject: Re: Meeting
Date: Tuesday, July 29, 2025 12:22:11 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

Jamo is okay to repurpose the CQI call this week.

I can send you the details of the two cases after our last CQI call, where we requested EMS response or the patient went to the ER via ambulance, by email, or we can discuss those cases in our next CQI call. Please let me know your thoughts.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Jul 29, 2025 at 11:10 AM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> We can have one or the two meetings.
> Whatever Jamo prefers.
>
> Brad Elias, MD
>
> > On Jul 29, 2025, at 11:48 AM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
> >
> > **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
> >
> > Good Morning Dr. Elias,
> >
> > Thanks for sharing your availability. We already have a CQI call scheduled for Thursday, July 31st at 2 PM ET; can we use that time to discuss RightSite utilization instead?

Please let me know if that still works for you, and I will add a couple more folks from the RightSite team.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Jul 28, 2025 at 9:40 AM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> Good morning !
>
> Take a look at these options.
>
> July 30 1030 or 1pm
> July 31. 9a or 1pm
> Aug 1 9a 10a 11a
> Aug 5. 1p
>
> Brad
>
> > On Jul 27, 2025, at 9:23 PM, Jamo Rubin <jamo.rubin@rightsitehealth.com> wrote:
> >
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> > Jamo
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> > > On Jul 24, 2025, at 11:23 AM, Elias, Bradley - FRRS <BElias@coj.net> wrote:

Jamo,

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Medical Director
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515 N. Julia Street
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<image001.jpg>

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From: Swati Swani
To: Marx, James - FRRS
Cc: Elias, Bradley - FRRS; Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Guthrie, Daniel - FRRS
Subject: Re: Meetings Tomorrow
Date: Wednesday, May 15, 2024 9:40:19 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good morning Chief Marx,

Yes, we will meet at 9 am ET. Thanks!

Regards,

Swati

> On May 15, 2024, at 8:35 AM, Marx, James - FRRS <JMarx@coj.net> wrote:
>
> Good morning, I will be on the call tomorrow at 9, so we can still plan on that meeting even if Dr. Elias is not able to make it.
>
> Brien Marx
> Asst. Chief Communications &
> Special Projects
>
> Jacksonville Fire/Rescue
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
> 904-763-3429 (Cell)
> Email: jmarx@coj.net
>
> ---
>
> **From:** Elias, Bradley - FRRS <BElias@coj.net>
> **Sent:** Wednesday, May 15, 2024 9:26:12 AM
> **To:** Swati Swani <swati.swani@rightsitehealth.com>
> **Cc:** Marx, James - FRRS <JMarx@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Stacey Rubin <stacey.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas <mene.demestihas@rightsitehealth.com>; Guthrie, Daniel - FRRS <DanielG@coj.net>

Subject: Meetings Tomorrow

Good morning,

Couple of conflicting meetings tomorrow have developed. I will try to be on the 9am. In the afternoon I am speaking at one of our hospital's Trauma Survivors Day celebrations. We can move the clinical call to Friday morning at 9am if that works.

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Cc: Elias, Bradley - FRRS; Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Guthrie, Daniel - FRRS
Subject: Re: Meetings Tomorrow
Date: Wednesday, May 15, 2024 9:40:18 AM

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Good morning Chief Marx,

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Regards,

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Subject: Re: Meetings Tomorrow
Date: Wednesday, May 15, 2024 9:39:24 AM

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Good Morning Dr. Elias,

Thanks for letting us know. I will cancel the clinical call for tomorrow as we do not have any new calls/ patients to discuss since last week.

We all can connect in the AM operations call tomorrow.

Regards,

Swati

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Subject: Re: Meetings Tomorrow
Date: Wednesday, May 15, 2024 9:35:27 AM

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Brien Marx
Asst. Chief Communications &
Special Projects

Jacksonville Fire/Rescue
515 Julia St.
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Cell 904-483-0471

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information that is proprietary to the sender and/or privileged, confidential, and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure, or distribution is expressly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

From: Marx, James - FRRS
To: Elias, Bradley - FRRS; Swati Swani
Cc: Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Guthrie, Daniel - FRRS
Subject: Re: Meetings Tomorrow
Date: Wednesday, May 15, 2024 9:35:27 AM

Good morning, I will be on the call tomorrow at 9, so we can still plan on that meeting even if Dr. Elias is not able to make it.

Brien Marx
Asst. Chief Communications &
Special Projects

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Elias, Bradley - FRRS <BElias@coj.net>
Sent: Wednesday, May 15, 2024 9:26:12 AM
To: Swati Swani <swati.swani@rightsitehealth.com>
Cc: Marx, James - FRRS <JMarx@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Stacey Rubin <stacey.rubin@rightsitehealth.com>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Mene Demestihas <mene.demestihas@rightsitehealth.com>; Guthrie, Daniel - FRRS <DanielG@coj.net>
Subject: Meetings Tomorrow

Good morning,

Couple of conflicting meetings tomorrow have developed. I will try to be on the 9am. In the afternoon I am speaking at one of our hospital's Trauma Survivors Day celebrations. We can move the clinical call to Friday morning at 9am if that works.

Brad Elias, M.D.
Medical Director
Jacksonville Fire Rescue Department
515 N. Julia Street
Jacksonville, Fl
32202
Office 904-255-3307
Cell 904-483-0471

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To: Marx, James - FRRS
Cc: Elias, Bradley - FRRS; Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas; Guthrie, Daniel - FRRS
Subject: Re: Meetings Tomorrow
Date: Wednesday, May 15, 2024 9:40:20 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good morning Chief Marx,

Yes, we will meet at 9 am ET. Thanks!

Regards,

Swati

> On May 15, 2024, at 8:35 AM, Marx, James - FRRS <JMarx@coj.net> wrote:
>
> Good morning, I will be on the call tomorrow at 9, so we can still plan on that meeting even if Dr. Elias is not able to make it.
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> Brien Marx
> Asst. Chief Communications &
> Special Projects
>
> Jacksonville Fire/Rescue
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
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>
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> **Sent:** Wednesday, May 15, 2024 9:26:12 AM
> **To:** Swati Swani <swati.swani@rightsitehealth.com>
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From: Swati Swani
To: Marx, James - FRRS
Cc: Jared Oscarson
Subject: Re: Meetings
Date: Tuesday, June 10, 2025 12:32:26 PM
Attachments: image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thank you for letting me know, Chief Marx!

Hope you had a wonderful trip to Mongolia!

Regards,

Swati

> On Jun 10, 2025, at 10:58 AM, Marx, James - FRRS <JMarx@coj.net> wrote:
>
> Swati,
>
> Hope all is well! June 19th is a holiday for us, so we'll all be off that day. Just wanted to give you a heads up.
>
> Have a Great Day!
>
> J. Brien Marx
> Asst. Chief of Communications &
> Special Projects
>
> Jacksonville Fire/Rescue Department
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
> 904-763-3429 (Cell)
> Email: jmarx@coj.net

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From: BElias@coj.net
To: Jamo Rubin
Subject: Re: Merry Christmas and Happy New Year from RightSite
Date: Thursday, December 21, 2023 1:09:54 PM

Jamo,

Merry Christmas to you and your family.

Wish you Peace and Joy.

Brad

Sent from my iPhone

> On Dec 21, 2023, at 8:55 AM, Jamo Rubin <jamo.rubin@rightsitehealth.com> wrote:
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> The RightSite team is looking forward to a great 2024 in Jacksonville with JFRD!
>
> We hope you all have a Merry Christmas holiday with your family and friends,
>
> Jamo and the RightSite team
>
> PS: If you haven't seen this Christmas Video Card from the Red Wing Fire Dept, it's the best!
>
> <408773696_7244071672311188_7025955327136763757_n.jpg>
>
> Wishing you a merry and bright holiday season from all of us at the Red Wing Fire Department!
>
> Wishing you a merry and bright holiday season from all of us at the Red Wing Fire Department! | By Red Wing Fire Department | Facebook
> facebook.com

From: Elias, Bradley
To: Jamo Rubin
Subject: Re: Merry Christmas and Happy New Year from RightSite
Date: Thursday, December 21, 2023 1:09:55 PM

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> <408773696_7244071672311188_7025955327136763757_n.jpg>
>
> Wishing you a merry and bright holiday season from all of us at the Red Wing Fire Department!
>
> Wishing you a merry and bright holiday season from all of us at the Red Wing Fire Department! | By Red Wing Fire Department | Facebook
> facebook.com

From: Bryan Norris
To: Marx, James - FRRS
Subject: Re: Michael Bernard Contact
Date: Monday, August 18, 2025 2:47:34 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thanks Chief! Will email him the data template shortly.

Respectfully,

Bryan Norris

> On Aug 18, 2025, at 9:34 AM, Marx, James - FRRS <JMarx@coj.net> wrote:
>
> Bryan,
>
> Here is the contact information for Capt. Michael Bernard MBernard@coj.net
>
> J. Brien Marx
> Asst. Chief of Communications &
> Special Projects
>
> Jacksonville Fire/Rescue Department
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
> 904-763-3429 (Cell)
> Email: jmarx@coj.net
>
> **<image001.png>**
>
> **NOTICE: This message is confidential, intended for the named-recipient(s) and may contain information that is (i) proprietary to the sender, and/or, (ii) privileged, confidential and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the Federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.**

From: Gabriel, Jason
To: Mairs, Rita; Powers, Keith; Jamo Rubin
Cc: Blanton, Jake; Elias, Bradley; Guthrie, Daniel
Subject: RE: MoU City of Jacksonville | RightSite Health
Date: Tuesday, October 31, 2023 1:57:57 PM
Attachments: image003.png
Doc# 52024192 v 1 Doc# 52016400 v 1 RightSite Indemnification FINAL rev.Executed.PDF

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Rita and COJ Team –

Please see the attached revised and executed Indemnification Agreement with the changes OGC provided, incorporated. Please let me know of any questions or concerns.

Thanks everyone,

- Jason G.

Jason R. Gabriel
Partner

50 North Laura Street, Suite 3000
Jacksonville, Florida 32202

direct 904-232-7211
mobile 904-226-8191
fax 904-212-2003
jgabriel@burr.com
Web

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From: Mairs, Rita <MairsR@coj.net>
Sent: Monday, October 30, 2023 9:50 AM
To: Powers, Keith <KPowers@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Gabriel, Jason <jgabriel@burr.com>
Cc: Blanton, Jake <JBlanton@coj.net>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
Subject: RE: MoU City of Jacksonville | RightSite Health

[EXTERNAL EMAIL]

Mr. Rubin,

Jason Gabriel will be providing to you for your signature an updated indemnification agreement reflecting that the term of the agreement applies to any mutually agreed upon extensions. As soon as we have this executed agreement, we can begin the next trial period. I have copied Jason with this email.

Thanks so much,

Rita M. Mairs
(904) 255-5055 office
(904) 614-4187 cell

From: Powers, Keith <KPowers@coj.net>
Sent: Monday, October 30, 2023 9:47 AM
To: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Cc: Mairs, Rita <MairsR@coj.net>; Blanton, Jake <JBlanton@coj.net>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
Subject: RE: MoU City of Jacksonville | RightSite Health

Jamo,

I agree we should extend the current trail period by 90 days so that JFRD can obtain a better data set to properly assess RightSite's avoidable ER visit navigation program. In an effort to increase the volume, JFRD will be expanding the number of rescue units currently evaluating the program.

Thanks,

Keith Powers
Director/Fire Chief
Jacksonville Fire/Rescue Department
515 N. Julia Street
Jacksonville, Fl. 32202
904-255-3300 office
904-237-9807 cell

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, October 27, 2023 10:27 AM
To: Powers, Keith <KPowers@coj.net>
Subject: MoU City of Jacksonville | RightSite Health

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Chief Powers,

We want to request a 90-day extension to RightSite's current 90-day trial period. We don't believe there has been sufficient volume to evaluate the program's effectiveness in the current period. We believe this additional time will provide enough data to properly assess the effectiveness of RightSite's avoidable ER visit navigation program.

I hope you will support this request.

Thank you,

Jamo



Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Jamo Rubin
To: Mairs, Rita
Cc: Powers, Keith; Jason Gabriel; Blanton, Jake; Elias, Bradley; Guthrie, Daniel; Swani Swati
Subject: Re: MoU City of Jacksonville | RightSite Health
Date: Tuesday, October 31, 2023 10:01:37 AM

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Thank you for your help Rita. Jason will be sending you an executed copy.

Jamo

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Attachments: image003.png
Doc#_52024192_v_1_Doc#_52016400_v_1_RightSite Indemnification FINAL rev.Executed.PDF

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Jason R. Gabriel
Partner

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Keith Powers
Director/Fire Chief
Jacksonville Fire/Rescue Department
515 N. Julia Street
Jacksonville, Fl. 32202
904-255-3300 office
904-237-9807 cell

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, October 27, 2023 10:27 AM
To: Powers, Keith <KPowers@coj.net>
Subject: MoU City of Jacksonville | RightSite Health

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Jamo Rubin, M.D.
CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Gabriel, Jason
To: Mairs, Rita; Powers, Keith; Jamo Rubin
Cc: Blanton, Jake; Elias, Bradley; Guthrie, Daniel
Subject: RE: MoU City of Jacksonville | RightSite Health
Date: Tuesday, October 31, 2023 1:57:47 PM
Attachments: image003.png
Doc# 52024192 v 1 Doc# 52016400 v 1 RightSite Indemnification FINAL rev.Executed.PDF

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Rita and COJ Team –

Please see the attached revised and executed Indemnification Agreement with the changes OGC provided, incorporated. Please let me know of any questions or concerns.

Thanks everyone,

- Jason G.

Jason R. Gabriel
Partner

50 North Laura Street, Suite 3000
Jacksonville, Florida 32202

direct 904-232-7211
mobile 904-226-8191
fax 904-212-2003
jgabriel@burr.com
Web

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Sent: Monday, October 30, 2023 9:50 AM
To: Powers, Keith <KPowers@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Gabriel, Jason <jgabriel@burr.com>
Cc: Blanton, Jake <JBlanton@coj.net>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
Subject: RE: MoU City of Jacksonville | RightSite Health

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(904) 255-5055 office
(904) 614-4187 cell

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jamo.rubin@rightsitehealth.com
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From: Jamo Rubin
To: Mairs, Rita
Cc: Powers, Keith; Jason Gabriel; Blanton, Jake; Elias, Bradley; Guthrie, Daniel; Swani Swati
Subject: Re: MoU City of Jacksonville | RightSite Health
Date: Tuesday, October 31, 2023 10:01:34 AM

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Date: Tuesday, October 31, 2023 1:57:46 PM
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jamo.rubin@rightsitehealth.com
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To: Mairs, Rita
Cc: Powers, Keith; Jason Gabriel; Blanton, Jake; Elias, Bradley; Guthrie, Daniel
Subject: Re: MoU City of Jacksonville | RightSite Health
Date: Monday, October 30, 2023 12:29:09 PM

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210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Mairs, Rita
To: Jamo Rubin
Subject: RE: MoU City of Jacksonville | RightSite Health
Date: Tuesday, October 31, 2023 10:59:00 AM

Sounds great Jamo- thank you.

Thank you,

Rita M. Mairs
(904) 255-5055 office
(904) 614-4187 cell

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Tuesday, October 31, 2023 10:01 AM
To: Mairs, Rita <MairsR@coj.net>
Cc: Powers, Keith <KPowers@coj.net>; Jason Gabriel <jgabriel@burr.com>; Blanton, Jake <JBlanton@coj.net>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>; Swani Swati <swati.swani@rightsitehealth.com>
Subject: Re: MoU City of Jacksonville | RightSite Health

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Cc: Mairs, Rita <MairsR@coj.net>; Blanton, Jake <JBlanton@coj.net>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
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Cc: Powers, Keith; Jason Gabriel; Blanton, Jake; Elias, Bradley; Guthrie, Daniel
Subject: Re: MoU City of Jacksonville | RightSite Health
Date: Monday, October 30, 2023 12:29:06 PM

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From:	Mairs, Rita
To:	Powers, Keith; Jamo Rubin; Jason Gabriel
Cc:	Blanton, Jake; Elias, Bradley; Guthrie, Daniel
Subject:	RE: MoU City of Jacksonville | RightSite Health
Date:	Monday, October 30, 2023 9:50:23 AM

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To: Mairs, Rita
Cc: Powers, Keith; Jason Gabriel; Blanton, Jake; Elias, Bradley; Guthrie, Daniel
Subject: Re: MoU City of Jacksonville | RightSite Health
Date: Monday, October 30, 2023 12:29:05 PM

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Great! Thank you for your help, Rita.

Jamo

> On Oct 30, 2023, at 8:50 AM, Mairs, Rita <MairsR@coj.net> wrote:
>
> Mr. Rubin,
>
> Jason Gabriel will be providing to you for your signature an updated indemnification agreement reflecting that the term of the agreement applies to any mutually agreed upon extensions. As soon as we have this executed agreement, we can begin the next trial period. I have copied Jason with this email.
>
> Thanks so much,
>
> **Rita M. Mairs**
> **(904) 255-5055 office**
> **(904) 614-4187 cell**
>
> ---
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> **From:** Powers, Keith <KPowers@coj.net>
> **Sent:** Monday, October 30, 2023 9:47 AM
> **To:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Cc:** Mairs, Rita <MairsR@coj.net>; Blanton, Jake <JBlanton@coj.net>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
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Director/Fire Chief
Jacksonville Fire/Rescue Department
515 N. Julia Street
Jacksonville, Fl. 32202
904-255-3300 office
904-237-9807 cell

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, October 27, 2023 10:27 AM
To: Powers, Keith <KPowers@coj.net>
Subject: MoU City of Jacksonville | RightSite Health

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Jamo Rubin, M.D.



CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

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Cc:	Blanton, Jake; Elias, Bradley; Guthrie, Daniel
Subject:	RE: MoU City of Jacksonville | RightSite Health
Date:	Monday, October 30, 2023 9:50:23 AM

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Cc: Mairs, Rita; Blanton, Jake; Elias, Bradley; Guthrie, Daniel
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Date: Monday, October 30, 2023 9:46:44 AM

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From: Gabriel, Jason
To: Mairs, Rita; Powers, Keith; Jamo Rubin
Cc: Blanton, Jake; Elias, Bradley; Guthrie, Daniel
Subject: RE: MoU City of Jacksonville | RightSite Health
Date: Tuesday, October 31, 2023 1:57:58 PM
Attachments: image003.png
Doc# 52024192 v 1 Doc# 52016400 v 1 RightSite Indemnification FINAL rev.Executed.PDF

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Rita and COJ Team –

Please see the attached revised and executed Indemnification Agreement with the changes OGC provided, incorporated. Please let me know of any questions or concerns.

Thanks everyone,

- Jason G.

Jason R. Gabriel
Partner

50 North Laura Street, Suite 3000
Jacksonville, Florida 32202

direct 904-232-7211
mobile 904-226-8191
fax 904-212-2003
jgabriel@burr.com
Web

The information contained in this email is intended for the individual or entity above. If you are not the intended recipient, please do not read, copy, use, forward or disclose this communication to others; also, please notify the sender by replying to this message, and then delete this message from your system. Thank you.

From: Mairs, Rita <MairsR@coj.net>
Sent: Monday, October 30, 2023 9:50 AM
To: Powers, Keith <KPowers@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Gabriel, Jason <jgabriel@burr.com>
Cc: Blanton, Jake <JBlanton@coj.net>; Elias, Bradley <BElias@coj.net>; Guthrie, Daniel <DanielG@coj.net>
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To: Mairs, Rita
Cc: Powers, Keith; Jason Gabriel; Blanton, Jake; Elias, Bradley; Guthrie, Daniel; Swani Swati
Subject: Re: MoU City of Jacksonville | RightSite Health
Date: Tuesday, October 31, 2023 10:01:38 AM

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Thank you for your help Rita. Jason will be sending you an executed copy.

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rightsitehealth.com

From: Marx, James - FRRS
To: Stacey Rubin
Cc: Chip Walls
Subject: RE: New Scripting for JFRD
Date: Tuesday, September 2, 2025 3:59:00 PM

Stacey,

I talked with Ally Crummy today and she likes option 2 the best. I gave her a printed copy for her to start using today. I'll get an update from her in a week or so and get more feedback.

Brien

From: Stacey Rubin <stacey.rubin@rightsitehealth.com>
Sent: Tuesday, September 2, 2025 2:59 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Chip Walls <chip.walls@rightsitehealth.com>
Subject: New Scripting for JFRD

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Dear Chief Marx,

Great talking with you today. Attached is the updated script that we hope will provide dispatchers and field personnel with clear and respectful language to position RightSite as a reliable option for patients. The priority is to ensure the messaging is straightforward, patient-centric, and effective in fostering trust among all involved parties.

Please let me know if you have any questions or if we can help with any training on the scripting.

Thanks!

Stacey

Rightsite Logo

Stacey Rubin, Ph.D., LPC
Chief Clinical Officer

Cell 210.602.0242
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Marx, James - FRRS; Jamo Rubin
Subject: Re: Next Thursday meeting
Date: Monday, November 18, 2024 5:52:03 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning!

I have sent an updated invite for 22nd at 11:30 AM ET.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
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Special Projects

Jacksonville Fire/Rescue
515 Julia St.
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904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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Sent: Saturday, November 16, 2024 9:59:40 PM
To: Elias, Bradley - FRRS <BElias@coj.net>
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Subject: Re: Next Thursday meeting
Date: Sunday, November 17, 2024 9:32:57 PM

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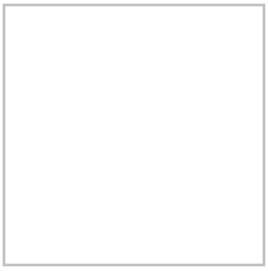

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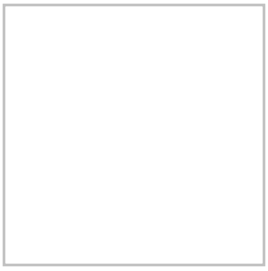

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Sent from my iPhone

From: Sherman, Lynn
To: Jamo Rubin
Subject: RE: Our call tomorrow
Date: Wednesday, December 6, 2023 8:35:00 AM

Congratulations! Thanks for letting me know.

Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL
Executive Director of Health Programs
Office of Mayor Donna Deegan | City of Jacksonville
117 W. Duval Street, Suite 400
Jacksonville, FL 32202
Office: (904)255-4628
Cell: (904)468-0467
lsherman@coj.net
https://www.coj.net

-----Original Message-----
From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Wednesday, December 6, 2023 7:26 AM
To: Sherman, Lynn <LSherman@coj.net>
Subject: Our call tomorrow

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Hi Lynn,

We're looking forward to our call tomorrow at 12:30 ET. I did want you to know that there is a chance we may have to reschedule. Our first grandbaby is due, and she's a few days late - the action could happen any minute! I'll keep you posted if good news happens but wanted to give you a heads up.

Thanks, and look forward to meeting your team.

Jamo

From: Sherman, Lynn
To: Jamo Rubin
Subject: RE: Our call tomorrow
Date: Thursday, December 7, 2023 12:16:00 PM

Jamo,
I take it all is well, and you will be able to make the call at 12:30, correct? I can share the slides if you like.

Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL
Executive Director of Health Programs
Office of Mayor Donna Deegan | City of Jacksonville
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>
>
> Kind regards,
>
> Lynn
>
> Lynn C. Sherman, MHA, CCHL
> Executive Director of Health Programs
> Office of Mayor Donna Deegan | City of Jacksonville
> 117 W. Duval Street, Suite 400
> Jacksonville, FL 32202
> Office: (904)255-4628
> Cell: (904)468-0467
> lsherman@coj.net
> https://www.coj.net
>
>
> -----Original Message-----
> From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
> Sent: Wednesday, December 6, 2023 7:26 AM
> To: Sherman, Lynn <LSherman@coj.net>
> Subject: Our call tomorrow
>
> EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
>
>
> Hi Lynn,
>
> We're looking forward to our call tomorrow at 12:30 ET. I did want you to know that there is a chance we may have to reschedule. Our first grandbaby is due, and she's a few days late - the action could happen any minute! I'll keep you posted if good news happens but wanted to give you a heads up.
>
> Thanks, and look forward to meeting your team.

>
> Jamo

From: Powers, Keith - FROD
To: Jamo Rubin
Subject: RE: Palm Beach Fire/Rescue
Date: Wednesday, July 3, 2024 10:43:00 AM

I'm good with it.

Keith Powers
Director/Fire Chief
Jacksonville Fire/Rescue Department
515 N. Julia Street
Jacksonville, Fl. 32202
904-255-3300 office
904-237-9807 cell

-----Original Message-----
From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Tuesday, July 2, 2024 7:34 AM
To: Powers, Keith - FROD <KPowers@coj.net>
Subject: Palm Beach Fire/Rescue

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Chief,

Palm Beach County Fire/Rescue reached out to us to learn more about RightSite and for a contact at JFRD. Would you mind if I gave them your contact info?

The person who reached out was:

Lauren Young Work, LCSW
Medical Social Work & MIH Coordinator
Palm Beach County Fire Rescue

Thank you!

Jamo

From: Jamo Rubin
To: Powers, Keith - FROD
Subject: Re: Palm Beach Fire/Rescue
Date: Wednesday, July 3, 2024 11:28:29 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thank you

> On Jul 3, 2024, at 10:43 AM, Powers, Keith - FROD <KPowers@coj.net> wrote:
>
> I'm good with it.
>
> Keith Powers
> Director/Fire Chief
> Jacksonville Fire/Rescue Department
> 515 N. Julia Street
> Jacksonville, Fl. 32202
> 904-255-3300 office
> 904-237-9807 cell
>
>
>
> -----Original Message-----
> From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
> Sent: Tuesday, July 2, 2024 7:34 AM
> To: Powers, Keith - FROD <KPowers@coj.net>
> Subject: Palm Beach Fire/Rescue
>
> EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
>
>
> Hi Chief,
>
> Palm Beach County Fire/Rescue reached out to us to learn more about RightSite and for a contact at JFRD. Would you mind if I gave them your contact info?
>
> The person who reached out was:
>
> Lauren Young Work, LCSW
> Medical Social Work & MIH Coordinator
> Palm Beach County Fire Rescue
>
> Thank you!
>
> Jamo

From: Johnson, Brandice
To: Kristeen Pierce
Subject: Re: Priority IAED Change Information
Date: Friday, July 21, 2023 4:18:43 PM

Hi so nice to hear from you again! I'm off until Monday and my gear is in my locker can I send you pictures and info Monday morning?

Talk soon,
Brandice

Get Outlook for iOS

From: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Sent: Friday, July 21, 2023 4:17:21 PM
To: Johnson, Brandice <BrandiceJ@coj.net>
Subject: Re: Priority IAED Change Information

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Brandice!

I have a quick question about your center's headsets. We talked about them a bit but I'm not finding anything similar. I should have taken a photo! Any information you can provide on the make, model, usage, etc. would be wildly helpful.

Thanks so much!

Kristeen

On Sun, Jul 2, 2023 at 7:51 AM Johnson, Brandice <BrandiceJ@coj.net> wrote:

> Good morning,
>
> I am sorry for my late response, we had a busy afternoon and I was out of office a few days after we had our conversation. I wanted to touch base with you and let you know not only the information of how to propose change but to let you know it is all done via their website. Here is the link to the proposal for change and a link to their contact information. The proposal for change would be under MPDS (Medical Priority Dispatch System), I hope this information helps you.
>
> Proposal for change link: https://www.emergencydispatch.org/what-we-do/proposal-for-change
> Contact information link: https://www.emergencydispatch.org/who-we-are/contact-us

Some helpful information we are currently under program version Paramount for Medical 5.1.1.38
Protocol Logic Version MPDS 13.3.157

Have a wonderful 4th of July holiday!
Please let me know if I can be of any further assistance,

Captain Brandice L. Johnson

JFRD Communications Quality/ Training Administrator

P: 904-630-0522

Fax HQ: 904-255-7779

Fax BUCC: 904-255-4569

--



Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

From: Kristeen Pierce
To: Johnson, Brandice
Subject: Re: Priority IAED Change Information
Date: Friday, July 21, 2023 4:17:38 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Brandice!

I have a quick question about your center's headsets. We talked about them a bit but I'm not finding anything similar. I should have taken a photo! Any information you can provide on the make, model, usage, etc. would be wildly helpful.

Thanks so much!

Kristeen

On Sun, Jul 2, 2023 at 7:51 AM Johnson, Brandice <BrandiceJ@coj.net> wrote:

> Good morning,
>
> I am sorry for my late response, we had a busy afternoon and I was out of office a few days after we had our conversation. I wanted to touch base with you and let you know not only the information of how to propose change but to let you know it is all done via their website. Here is the link to the proposal for change and a link to their contact information. The proposal for change would be under MPDS (Medical Priority Dispatch System), I hope this information helps you.
>
> Proposal for change link: https://www.emergencydispatch.org/what-we-do/proposal-for-change
> Contact information link: https://www.emergencydispatch.org/who-we-are/contact-us
>
> Some helpful information we are currently under program version Paramount for Medical 5.1.1.38
> Protocol Logic Version MPDS 13.3.157
>
> Have a wonderful 4th of July holiday!
> Please let me know if I can be of any further assistance,
>
> *Captain Brandice L. Johnson*
>
> *JFRD Communications Quality/ Training Administrator*
>
> *P: 904-630-0522*

Fax HQ: 904-255-7779

Fax BUCC: 904-255-4569

--

Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

From: Kristeen Pierce
To: Johnson, Brandice
Subject: Re: Priority IAED Change Information
Date: Monday, July 3, 2023 9:00:49 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thank you Brandice! I appreciate you taking the time to send me this information. I look forward to working with you again in the future!

Kristeen

On Sun, Jul 2, 2023 at 7:51 AM Johnson, Brandice <BrandiceJ@coj.net> wrote:

> Good morning,
>
> I am sorry for my late response, we had a busy afternoon and I was out of office a few days after we had our conversation. I wanted to touch base with you and let you know not only the information of how to propose change but to let you know it is all done via their website. Here is the link to the proposal for change and a link to their contact information. The proposal for change would be under MPDS (Medical Priority Dispatch System), I hope this information helps you.
>
> Proposal for change link: https://www.emergencydispatch.org/what-we-do/proposal-for-change
> Contact information link: https://www.emergencydispatch.org/who-we-are/contact-us
>
> Some helpful information we are currently under program version Paramount for Medical 5.1.1.38
> Protocol Logic Version MPDS 13.3.157
>
> Have a wonderful 4th of July holiday!
> Please let me know if I can be of any further assistance,
>
> *Captain Brandice L. Johnson*
>
> *JFRD Communications Quality/ Training Administrator*
>
> *P: 904-630-0522*
>
> *Fax HQ: 904-255-7779*
>
> *Fax BUCC: 904-255-4569*

--



Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

From: Kristeen Pierce
To: Johnson, Brandice
Subject: Re: Priority IAED Change Information
Date: Friday, July 21, 2023 4:49:53 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

You didn't have to answer me on your day off! Thanks though... I think I found it RIGHT after I sent the email. Isn't that always the way?!

Have a great weekend!

Kristeen

On Fri, Jul 21, 2023 at 3:18 PM Johnson, Brandice <BrandiceJ@coj.net> wrote:

> Hi so nice to hear from you again! I'm off until Monday and my gear is in my locker can I send you pictures and info Monday morning?
>
> Talk soon,
> Brandice
>
> Get Outlook for iOS
>
> ---
>
> **From:** Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
> **Sent:** Friday, July 21, 2023 4:17:21 PM
> **To:** Johnson, Brandice <BrandiceJ@coj.net>
> **Subject:** Re: Priority IAED Change Information
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Hello Brandice!
>
> I have a quick question about your center's headsets. We talked about them a bit but I'm not finding anything similar. I should have taken a photo! Any information you can provide on the make, model, usage, etc. would be wildly helpful.
>
> Thanks so much!
>
> Kristeen
>
> On Sun, Jul 2, 2023 at 7:51 AM Johnson, Brandice <BrandiceJ@coj.net> wrote:
>
> > Good morning,
> >
> > I am sorry for my late response, we had a busy afternoon and I was out of office a few

days after we had our conversation. I wanted to touch base with you and let you know not only the information of how to propose change but to let you know it is all done via their website. Here is the link to the proposal for change and a link to their contact information. The proposal for change would be under MPDS (Medical Priority Dispatch System), I hope this information helps you.

Proposal for change link: https://www.emergencydispatch.org/what-we-do/proposal-for-change
Contact information link: https://www.emergencydispatch.org/who-we-are/contact-us

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Protocol Logic Version MPDS 13.3.157

Have a wonderful 4th of July holiday!
Please let me know if I can be of any further assistance,

Captain Brandice L. Johnson

JFRD Communications Quality/ Training Administrator

P: 904-630-0522

Fax HQ: 904-255-7779

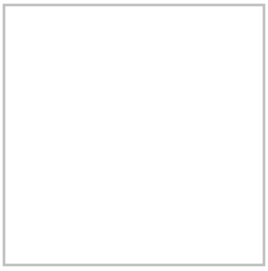
Fax BUCC: 904-255-4569

--

Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

--

Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com



From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Marx, James - FRRS
Subject: Re: QI call
Date: Wednesday, October 16, 2024 10:28:44 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Dr. Elias,

We are able to meet at noon EDT tomorrow, I just sent you all an updated invite. Please let me know if you received the invite and if noon works for you.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Oct 14, 2024 at 12:23 PM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> I know we had to cancel a few QI calls due to storms. Can we meet this Thursday, the 17th? I won't be available on the 24th. I am open all afternoon that day.
>
> Brad Elias, M.D.
>
> Medical Director
>
> Jacksonville Fire Rescue Department
>
> 515 N. Julia Street
>
> Jacksonville, Fl
>
> 32202
>
> Office 904-255-3307
>
> Cell 904-483-0471



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From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Marx, James - FRRS
Subject: Re: QI call
Date: Monday, October 14, 2024 5:12:01 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr.Elias,

I am checking Mene's schedule for the 17th and will let you know ASAP.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Oct 14, 2024 at 12:23 PM Elias, Bradley - FRRS <BElias@coj.net> wrote:

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>
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> Medical Director
>
> Jacksonville Fire Rescue Department
>
> 515 N. Julia Street
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> Jacksonville, Fl
>
> 32202
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> Office 904-255-3307
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To: Elias, Bradley - FRRS
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Thanks,
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Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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>
> Brad Elias, M.D.
>
> Medical Director
>
> Jacksonville Fire Rescue Department
>
> 515 N. Julia Street
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> Jacksonville, Fl
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> Office 904-255-3307
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> Cell 904-483-0471



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From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Marx, James - FRRS
Subject: Re: QI call
Date: Wednesday, October 16, 2024 10:28:45 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Dr. Elias,

We are able to meet at noon EDT tomorrow, I just sent you all an updated invite. Please let me know if you received the invite and if noon works for you.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Oct 14, 2024 at 12:23 PM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> I know we had to cancel a few QI calls due to storms. Can we meet this Thursday, the 17th? I won't be available on the 24th. I am open all afternoon that day.
>
> Brad Elias, M.D.
>
> Medical Director
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> Jacksonville Fire Rescue Department
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> 515 N. Julia Street
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From: Swati Swani
To: Elias, Bradley - FRRS
Subject: Re: QI meeting
Date: Tuesday, August 13, 2024 2:55:11 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

We have not had any calls from JFRD this week yet, and it is ok to cancel the call for this week. I will send out the cancellation.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Aug 13, 2024 at 1:52 PM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> Hello,
>
> Are we scheduled for a meeting this Thursday?
>
> If so, I will ask that we cancel it. I am doing critical care training for our personnel that day.
>
> Brad Elias, M.D.
>
> Medical Director
>
> Jacksonville Fire Rescue Department
>
> 515 N. Julia Street
>
> Jacksonville, Fl
>
> 32202
>
> Office 904-255-3307

Cell 904-483-0471

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From: Jamo Rubin
To: Marx, James
Cc: Swati Swani
Subject: Re: Question for Capt Keeney
Date: Friday, November 10, 2023 10:25:55 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

I think the total for the entire department - that might help us size the potential impact of the RightSite program at scale.

Thanks!

Jamo

> On Nov 10, 2023, at 10:23 AM, Marx, James <JMarx@coj.net> wrote:
>
> Jamo,
>
> Do you want the numbers for the assigned rescues we're currently using or total run numbers for the entire department?
>
> Brien Marx
> Asst. Chief Quality Assurance &
> Communications
>
> Jacksonville Fire/Rescue
> 515 Julia St. Jacksonville, FL 32202
> (904) 255-7777 {Office}
>
> NOTICE: This message is confidential, intended for the named-recipient(s) and may contain information that is (i) proprietary to the sender, and/or, (ii) privileged, confidential and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.
>
> <Outlook-qsqgplur.png>
>
> ---
>
> **From:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Sent:** Friday, November 10, 2023 10:08 AM
> **To:** Marx, James <JMarx@coj.net>
> **Cc:** Swati Swani <swati.swani@rightsitehealth.com>
> **Subject:** Question for Capt Keeney
>
> EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Brien,
>
> Is there a chance that we could get Capt Keeney to identify what percent of EMS runs match Dr. Elias's list? Our experience is that 25-50% of the runs match the non-emergent list our other EMS medical directors use, and it would be a good comparison to run for Dr. Elias's list.
>
> Thanks!
>
> Jamo

From: Marx, James
To: Jamo Rubin
Cc: Swati Swani
Subject: Re: Question for Capt Keeney
Date: Friday, November 10, 2023 10:23:39 AM
Attachments: Outlook-qsqqplur.png

Jamo,

Do you want the numbers for the assigned rescues we're currently using or total run numbers for the entire department?

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St. Jacksonville, FL 32202
(904) 255-7777 {Office}

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CITY OF JACKSONVILLE

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, November 10, 2023 10:08 AM
To: Marx, James <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
Subject: Question for Capt Keeney

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Brien,

Is there a chance that we could get Capt Keeney to identify what percent of EMS runs match Dr. Elias's list? Our experience is that 25-50% of the runs match the non-emergent list our other EMS medical directors use, and it would be a good comparison to run for Dr. Elias's list.

Thanks!

Jamo

From: Marx, James
To: Jamo Rubin
Cc: Swati Swani
Subject: RE: Question for Capt Keeney
Date: Wednesday, November 22, 2023 9:04:00 AM

Jamo,

That's exciting news. Thanks for the update!

Brien

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Wednesday, November 22, 2023 7:51 AM
To: Marx, James <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
Subject: Re: Question for Capt Keeney

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thanks, Brien. We have a few ideas that we'll share with you after Thanksgiving.

By the way, we had a great meeting with Karen Bowling (CAO) at the Mayor's office yesterday with Keith. I'm sure he'll update you, but the highlight is that they are excited about the program and are eager for JFRD to expand the service with RightSite. What that means and how we do that is I'm sure a conversation that Keith will tee up with all of us soon.

Hope you and your family have a great Thanksgiving!

Jamo

> On Nov 21, 2023, at 2:48 PM, Marx, James <JMarx@coj.net> wrote:
>
> Jamo,
>
> I received an email from Capt. Bernard who compiles our data for JFRD. The ePCR system we use does not have a robust data query which makes data collection difficult. In our reporting system we do not have many of the criteria in our system, so we're unable to find that data. Example: Med Refill, we do not have that entered in our reporting system, so we don't have that data. I've forwarded the email I received from Capt. Bernard.
>
> I know this is not what you're wanting to hear, but this is what we have. Let me know if you have any questions.
>
> Respectfully,
>
> Brien
>
> Chief,
>
> There is no way to query Dr. Elias's list of "Appropriate for Referral" for right site.
>
> - Med Refill Does not exist in Epro
> - Dental pain/fracture Does not exist in Epro
> - Stable illness (sinusitis, pharyngitis, bronchitis, earaches, conjunctivitis, etc.) Does not exist in Epro
> - Simple UTI, not pyelonephritis (no fever or flank pain) Does not exist in Epro
> - Extremity injuries without deformity There is a "trauma extremity injuries", but no way to exclude deformity
> - Mild hypertension (systolic _s180, diastolic _s110) There is a Hypertension and I might be able to create a query to include vitals with BP < 180/110 *
> - Mild hyperglycemia <200 There is a hyperglycemia and I might be able to create a query to include vitals with BGL < 200 *
> - Abrasions There is a "Trauma Minor Injuries" not sure I can weed it out to only include Abrasions
> - Isolated rashes without fever and stable vitals Does not exist in Epro
>
> Respectfully,
> *Captain Michael Bernard*

Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
(O) 904.255.7731
Email: mbernard@coj.net
Website: www.MyJFRD.com

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<image001.png>

From: Marx, James <JMarx@coj.net>
Sent: Monday, November 20, 2023 11:09 AM
To: Bernard, Michael <MBernard@coj.net>
Subject: Fwd: Question for Capt Keeney

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, November 10, 2023 10:25:37 AM
To: Marx, James <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
Subject: Re: Question for Capt Keeney

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I think the total for the entire department - that might help us size the potential impact of the RightSite program at scale.

Thanks!

Jamo

> On Nov 10, 2023, at 10:23 AM, Marx, James <JMarx@coj.net> wrote:
>
> Jamo,
>
> Do you want the numbers for the assigned rescues we're currently using or total run numbers for the entire department?
>
> Brien Marx
> Asst. Chief Quality Assurance &
> Communications
>
> Jacksonville Fire/Rescue
> 515 Julia St. Jacksonville, FL 32202
> (904) 255-7777 {Office}
>
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<Outlook-qsqgplur.png>

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, November 10, 2023 10:08 AM
To: Marx, James <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
Subject: Question for Capt Keeney

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Brien,

Is there a chance that we could get Capt Keeney to identify what percent of EMS runs match Dr. Elias's list? Our experience is that 25-50% of the runs match the non-emergent list our other EMS medical directors use, and it would be a good comparison to run for Dr. Elias's list.

Thanks!

Jamo

From: Jamo Rubin
To: Marx, James
Cc: Swati Swani
Subject: Re: Question for Capt Keeney
Date: Wednesday, November 22, 2023 7:51:43 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thanks, Brien. We have a few ideas that we'll share with you after Thanksgiving.

By the way, we had a great meeting with Karen Bowling (CAO) at the Mayor's office yesterday with Keith. I'm sure he'll update you, but the highlight is that they are excited about the program and are eager for JFRD to expand the service with RightSite. What that means and how we do that is I'm sure a conversation that Keith will tee up with all of us soon.

Hope you and your family have a great Thanksgiving!

Jamo

> On Nov 21, 2023, at 2:48 PM, Marx, James <JMarx@coj.net> wrote:
>
> Jamo,
>
> I received an email from Capt. Bernard who compiles our data for JFRD. The ePCR system we use does not have a robust data query which makes data collection difficult. In our reporting system we do not have many of the criteria in our system, so we're unable to find that data. Example: Med Refill, we do not have that entered in our reporting system, so we don't have that data. I've forwarded the email I received from Capt. Bernard.
>
> I know this is not what you're wanting to hear, but this is what we have. Let me know if you have any questions.
>
> Respectfully,
>
> Brien
>
> Chief,
>
> There is no way to query Dr. Elias's list of "Appropriate for Referral" for right site.
>
> - Med Refill Does not exist in Epro
> - Dental pain/fracture Does not exist in Epro
> - Stable illness (sinusitis, pharyngitis, bronchitis, earaches, conjunctivitis, etc.) Does not exist in Epro
> - Simple UTI, not pyelonephritis (no fever or flank pain) Does not exist in Epro
> - Extremity injuries without deformity There is a "trauma extremity injuries", but no way to exclude deformity
> - Mild hypertension (systolic _s180, diastolic _s110) There is a Hypertension and I might be able to create a query to include vitals with BP < 180/110 *
> - Mild hyperglycemia <200 There is a hyperglycemia and I might be able to create a query to include vitals with BGL < 200 *
> - Abrasions There is a "Trauma Minor Injuries" not sure I can weed it out to only include Abrasions
> - Isolated rashes without fever and stable vitals Does not exist in Epro
>
> Respectfully,
>
> *Captain Michael Bernard*
> Office of Information Services
> Jacksonville Fire and Rescue Department
> 515 N. Julia Street, Jacksonville, FL 32202
> **(O)** 904.255.7731
> Email: mbernard@coj.net
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> <image001.png>
>
> **From:** Marx, James <JMarx@coj.net>
> **Sent:** Monday, November 20, 2023 11:09 AM

To: Bernard, Michael <MBernard@coj.net>
Subject: Fwd: Question for Capt Keeney

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, November 10, 2023 10:25:37 AM
To: Marx, James <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
Subject: Re: Question for Capt Keeney

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I think the total for the entire department - that might help us size the potential impact of the RightSite program at scale.

Thanks!

Jamo

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> Jamo,
>
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>
> Brien Marx
> Asst. Chief Quality Assurance &
> Communications
>
> Jacksonville Fire/Rescue
> 515 Julia St. Jacksonville, FL 32202
> (904) 255-7777 {Office}
>
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> <Outlook-qsqgplur.png>

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, November 10, 2023 10:08 AM
To: Marx, James <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
Subject: Question for Capt Keeney

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Brien,

Is there a chance that we could get Capt Keeney to identify what percent of EMS runs match Dr. Elias's list? Our experience is that 25-50% of the runs match the non-emergent list our other EMS medical directors use, and it would be a good comparison to run for Dr. Elias's list.

Thanks!

Jamo

From: Marx, James
To: Jamo Rubin
Subject: Re: Quick question
Date: Monday, December 18, 2023 5:58:08 PM

Yes it is.

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Monday, December 18, 2023 2:02:24 PM
To: Marx, James <JMarx@coj.net>
Subject: Quick question

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Brien,

We're doing some homework of the dispatch opportunity before we meet with you all.

Can you remind me - is the card system you all use ProQA/Priority?

Thanks!

Jamo

From: Jamo Rubin
To: Marx, James
Subject: Re: Quick question
Date: Monday, December 18, 2023 6:18:53 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thx!

> On Dec 18, 2023, at 4:58 PM, Marx, James <jmarx@coj.net> wrote:
>
> Yes it is.
>
> Brien Marx
> Asst. Chief Quality Assurance &
> Communications
>
> Jacksonville Fire/Rescue
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
> 904-763-3429 (Cell)
> Email: jmarx@coj.net
>
> ---
>
> **From:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Sent:** Monday, December 18, 2023 2:02:24 PM
> **To:** Marx, James <JMarx@coj.net>
> **Subject:** Quick question
>
> EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Hi Brien,
>
> We're doing some homework of the dispatch opportunity before we meet with you all.
>
> Can you remind me - is the card system you all use ProQA/Priority?
>
> Thanks!

Jamo

From: Elias, Bradley
To: Mene Demestihas
Subject: RE: reporting and touching base
Date: Wednesday, January 31, 2024 12:45:00 PM

Weekly is fine. Unfortunately, Tuesdays seem to be a challenge for me as that appears to be when much of our critical care training is taking place.

I was able to go over the slide deck and review the runs.

Brad

From: Mene Demestihas <mene.demestihas@rightsitehealth.com>
Sent: Thursday, January 25, 2024 4:25 PM
To: Elias, Bradley <BElias@coj.net>
Subject: reporting and touching base

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Dr. Elias,

I missed seeing you on the check-in on Monday.

We have offered to meet more regularly than the weekly meetings that currently exist with the larger group. Do you still want to set that up? It can be anything that works best for you! Daily check-ins are common with our partners, and I would happily accommodate that with you if you would like.

Thanks,
Mene

Mene Demestihas, M.D.
Chief Medical Officer
678.644.2101
mene.demestihas@righsitehealth.com
rightsitehealth.com

From: Jamo Rubin
To: Marx, James - FRRS
Cc: Swati Swani
Subject: Re: Right Site Demo
Date: Friday, October 18, 2024 3:26:21 PM

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OK - or send us other times that work.

Thanks

Jamo

> On Oct 18, 2024, at 2:24 PM, Marx, James - FRRS <JMarx@coj.net> wrote:
>
> Jamo,
>
> Let me look and see what will work best and get back to you.
>
> ---
>
> **From:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Sent:** Friday, October 18, 2024 2:34 PM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Cc:** Swati Swani <swati.swani@rightsitehealth.com>
> **Subject:** Re: Right Site Demo
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Hi Chief,
>
> October 29th at 10am ET works great. Would you like us to send a video invite, or better to generate it from JFRD?
>
> Thank you,
>
> Jamo
>
> > On Oct 18, 2024, at 12:27 PM, Marx, James - FRRS <JMarx@coj.net> wrote:

Jamo,

After our meeting yesterday with Chief Blanton, Chief Guthrie, and Dr. Elias FRCC is working on a process to make this work. Are you available Tuesday, October 29th for a demo for us to show you and JFRD administration what this process will look like? We should be able to do it via google meet or in person if you choose to come. We're hoping to be able to do this around 10am.

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Marx, James - FRRS
To: Jamo Rubin
Cc: Swati Swani
Subject: RE: Right Site Demo
Date: Friday, October 18, 2024 3:24:00 PM
Attachments: image001.png

Jamo,

Let me look and see what will work best and get back to you.

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, October 18, 2024 2:34 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
Subject: Re: Right Site Demo

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Hi Chief,

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Thank you,

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> Jamo,
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From: Jamo Rubin
To: Marx, James - FRRS
Cc: Swati Swani
Subject: Re: Right Site Demo
Date: Friday, October 18, 2024 2:34:25 PM
Attachments: image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

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Thank you,

Jamo

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From: Marx, James - FRRS
To: Jamo Rubin
Cc: Swati Swani
Subject: RE: Right Site Demo
Date: Friday, October 18, 2024 3:29:00 PM

The time is good. I was referring to the method for virtual option.

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, October 18, 2024 3:26 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
Subject: Re: Right Site Demo

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OK - or send us other times that work.

Thanks

Jamo

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>
> Jamo,
>
> Let me look and see what will work best and get back to you.
>
> ---
>
> **From:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Sent:** Friday, October 18, 2024 2:34 PM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Cc:** Swati Swani <swati.swani@rightsitehealth.com>
> **Subject:** Re: Right Site Demo
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From: Jamo Rubin
To: Marx, James - FRRS
Cc: Swati Swani
Subject: Re: Right Site Demo
Date: Friday, October 18, 2024 3:49:02 PM

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Got it

> On Oct 18, 2024, at 2:29 PM, Marx, James - FRRS <JMarx@coj.net> wrote:
>
> The time is good. I was referring to the method for virtual option.
>
> **From:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Sent:** Friday, October 18, 2024 3:26 PM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Cc:** Swati Swani <swati.swani@rightsitehealth.com>
> **Subject:** Re: Right Site Demo
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> Thanks
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> Jamo
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> >
> > Jamo,
> >
> > Let me look and see what will work best and get back to you.
> >
> > **From:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> > **Sent:** Friday, October 18, 2024 2:34 PM
> > **To:** Marx, James - FRRS <JMarx@coj.net>
> > **Cc:** Swati Swani <swati.swani@rightsitehealth.com>
> > **Subject:** Re: Right Site Demo

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Thank you,

Jamo

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> Asst. Chief of Communications &
> Special Projects
>
> Jacksonville Fire/Rescue Department
> 515 Julia St.
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> Email: jmarx@coj.net
>
> 
>
>
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From: Swati Swani
To: Marx, James - FRRS
Subject: Re: Right Site Meeting today
Date: Thursday, April 24, 2025 9:46:49 AM
Attachments: image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Chief,

No worries, thanks for letting me know.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Thu, Apr 24, 2025 at 8:31 AM Marx, James - FRRS <JMarx@coj.net> wrote:

> Swati,
>
> Wanted to give you a heads up that I will not be able to make the meeting this afternoon. I have another meeting I need to attend.
>
> Best Regards,
>
> J. Brien Marx
>
> Asst. Chief of Communications &
>
> Special Projects
>
> Jacksonville Fire/Rescue Department
>
> 515 Julia St.

Jacksonville, FL 32202

904-255-7728 (Office)

904-763-3429 (Cell)

Email: jmarx@coj.net

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From:	Bernard, Michael - FRRS
To:	Swati Swani
Cc:	bryan.norris@rightsitehealth.com; Marx, James - FRRS
Subject:	RE: Right Site raw data
Date:	Tuesday, September 30, 2025 1:10:00 PM
Attachments:	image001.png

Swati,

As we discussed on the phone the reason for the 2 missing weeks of data was due to the query errored out with the database join for the PROQA which only provided the EMD/PROQA code. I removed that database join and instead wrote a script to extract the EMD/PROQA code from a long string in the column (Pro)"QAsummary" in my initial tests it was pulling a lot of duplicates, but once I plugged the script into my query it worked a lot better resulting in only 1 duplicate each week and it wasn't necessarily a duplicate because the EMD/PROQA code was actually changed. I have rerun both of the missing weeks and you should have received them. Let me know if that is sufficient for you. Thank you very much for offering to help look at and edit my script.

V/r

Captain Michael Bernard
Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
(O) 904.255.7731
Email: mbernard@coj.net
Website: www.MyJFRD.com

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CITY OF JACKSONVILLE

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Sunday, September 28, 2025 3:16 PM
To: Bernard, Michael - FRRS <MBernard@coj.net>
Cc: bryan.norris@rightsitehealth.com; Marx, James - FRRS <JMarx@coj.net>
Subject: Re: Right Site raw data

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Thanks, Michael.

I noticed that we missed this report for the dates of 9/6 to 9/19. When you have a chance, could you please send the data for those missing dates?

Thanks,
Swati

Swati Swani
Director, Design & Implementation

Cell 916.337.2182
rightsitehealth.com

On Fri, Sep 26, 2025 at 11:05 PM <JFRDreports@coj.net> wrote:

> Dear Right Site partners,
>
> Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.
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Date: Tuesday, September 30, 2025 1:46:39 PM
Attachments: image001.png

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Attachments: image001.png

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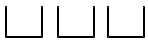

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From: Bernard, Michael - FRRS
To: Swati Swani
Subject: RE: Right Site raw data
Date: Tuesday, September 30, 2025 12:11:00 PM
Attachments: image001.png
image002.png

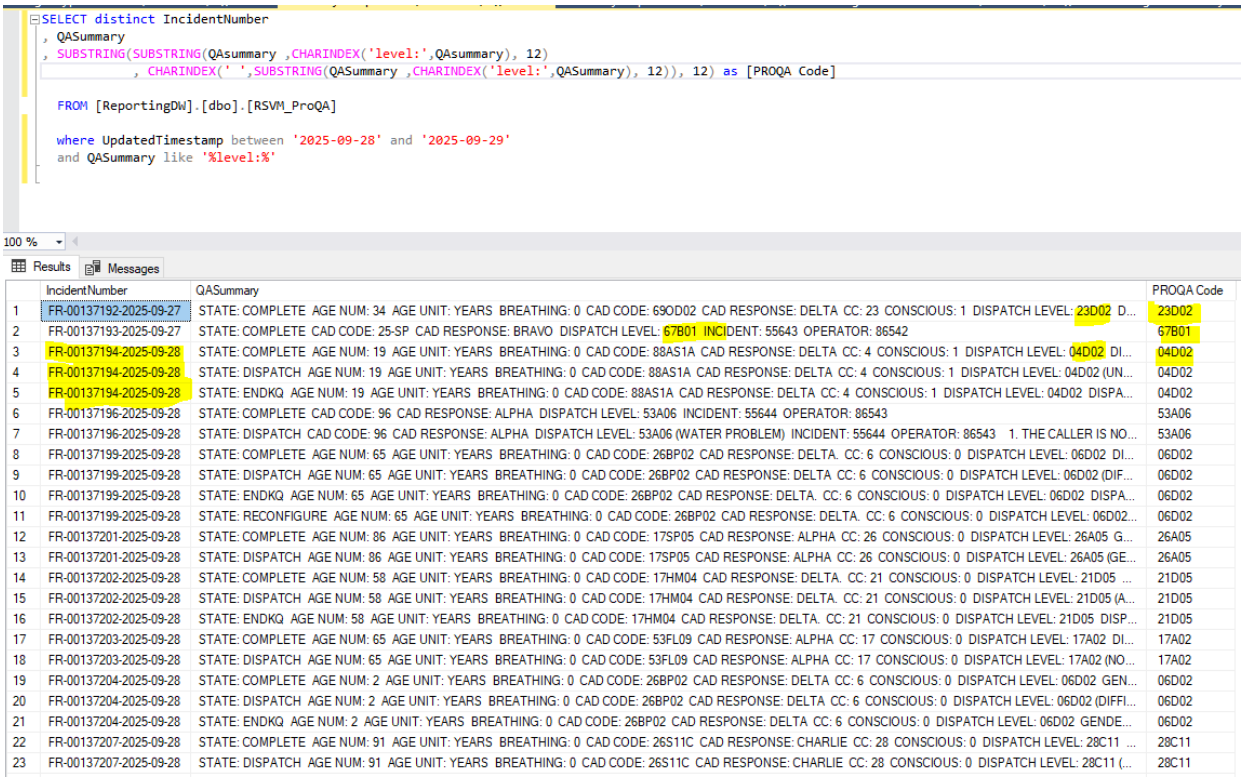
Swati,

Here is the part of the query that I'm trying to get only the PROQA /EMD code called "Dispatch level:" in the QAsummary column. I managed to isolate only the 5 digit code needed but I can't seem to get only one instance so I have multiple duplicates.

```
SELECT distinct IncidentNumber
, QASummary
, SUBSTRING(SUBSTRING(QAsummary ,CHARINDEX('level:',QAsummary), 12)
                                , CHARINDEX(' ',SUBSTRING(QASummary ,CHARINDEX('level:',QASummary), 12)), 12) as
[PROQA Code]

  FROM [ReportingDW].[dbo].[RSVM_ProQA]

  where UpdatedTimestamp between '2025-09-28' and '2025-09-29'
  and QASummary like '%level:%'
```



100 %

Results | Messages

	IncidentNumber	QASummary	PROQA Code
1	FR-00137192-2025-09-27	STATE: COMPLETE AGE NUM: 34 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 69OD02 CAD RESPONSE: DELTA CC: 23 CONSCIOUS: 1 DISPATCH LEVEL: 23D02 D...	23D02
2	FR-00137193-2025-09-27	STATE: COMPLETE CAD CODE: 25-SP CAD RESPONSE: BRAVO DISPATCH LEVEL: 67B01 INCIDENT: 55643 OPERATOR: 86542	67B01
3	FR-00137194-2025-09-28	STATE: COMPLETE AGE NUM: 19 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 88AS1A CAD RESPONSE: DELTA CC: 4 CONSCIOUS: 1 DISPATCH LEVEL: 04D02 DI...	04D02
4	FR-00137194-2025-09-28	STATE: DISPATCH AGE NUM: 19 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 88AS1A CAD RESPONSE: DELTA CC: 4 CONSCIOUS: 1 DISPATCH LEVEL: 04D02 (UN...	04D02
5	FR-00137194-2025-09-28	STATE: ENDKQ AGE NUM: 19 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 88AS1A CAD RESPONSE: DELTA CC: 4 CONSCIOUS: 1 DISPATCH LEVEL: 04D02 DISPA...	04D02
6	FR-00137196-2025-09-28	STATE: COMPLETE CAD CODE: 96 CAD RESPONSE: ALPHA DISPATCH LEVEL: 53A06 INCIDENT: 55644 OPERATOR: 86543	53A06
7	FR-00137196-2025-09-28	STATE: DISPATCH CAD CODE: 96 CAD RESPONSE: ALPHA DISPATCH LEVEL: 53A06 (WATER PROBLEM) INCIDENT: 55644 OPERATOR: 86543 1. THE CALLER IS NO...	53A06
8	FR-00137199-2025-09-28	STATE: COMPLETE AGE NUM: 65 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 26BP02 CAD RESPONSE: DELTA. CC: 6 CONSCIOUS: 0 DISPATCH LEVEL: 06D02 DI...	06D02
9	FR-00137199-2025-09-28	STATE: DISPATCH AGE NUM: 65 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 26BP02 CAD RESPONSE: DELTA CC: 6 CONSCIOUS: 0 DISPATCH LEVEL: 06D02 (DIF...	06D02
10	FR-00137199-2025-09-28	STATE: ENDKQ AGE NUM: 65 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 26BP02 CAD RESPONSE: DELTA. CC: 6 CONSCIOUS: 0 DISPATCH LEVEL: 06D02 DISPA...	06D02
11	FR-00137199-2025-09-28	STATE: RECONFIGURE AGE NUM: 65 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 26BP02 CAD RESPONSE: DELTA. CC: 6 CONSCIOUS: 0 DISPATCH LEVEL: 06D02...	06D02
12	FR-00137201-2025-09-28	STATE: COMPLETE AGE NUM: 86 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 17SP05 CAD RESPONSE: ALPHA CC: 26 CONSCIOUS: 0 DISPATCH LEVEL: 26A05 G...	26A05
13	FR-00137201-2025-09-28	STATE: DISPATCH AGE NUM: 86 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 17SP05 CAD RESPONSE: ALPHA CC: 26 CONSCIOUS: 0 DISPATCH LEVEL: 26A05 (GE...	26A05
14	FR-00137202-2025-09-28	STATE: COMPLETE AGE NUM: 58 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 17HM04 CAD RESPONSE: DELTA. CC: 21 CONSCIOUS: 0 DISPATCH LEVEL: 21D05 ...	21D05
15	FR-00137202-2025-09-28	STATE: DISPATCH AGE NUM: 58 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 17HM04 CAD RESPONSE: DELTA. CC: 21 CONSCIOUS: 0 DISPATCH LEVEL: 21D05 (A...	21D05
16	FR-00137202-2025-09-28	STATE: ENDKQ AGE NUM: 58 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 17HM04 CAD RESPONSE: DELTA. CC: 21 CONSCIOUS: 0 DISPATCH LEVEL: 21D05 DISP...	21D05
17	FR-00137203-2025-09-28	STATE: COMPLETE AGE NUM: 65 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 53FL09 CAD RESPONSE: ALPHA CC: 17 CONSCIOUS: 0 DISPATCH LEVEL: 17A02 DI...	17A02
18	FR-00137203-2025-09-28	STATE: DISPATCH AGE NUM: 65 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 53FL09 CAD RESPONSE: ALPHA CC: 17 CONSCIOUS: 0 DISPATCH LEVEL: 17A02 (NO...	17A02
19	FR-00137204-2025-09-28	STATE: COMPLETE AGE NUM: 2 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 26BP02 CAD RESPONSE: DELTA CC: 6 CONSCIOUS: 0 DISPATCH LEVEL: 06D02 GEN...	06D02
20	FR-00137204-2025-09-28	STATE: DISPATCH AGE NUM: 2 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 26BP02 CAD RESPONSE: DELTA CC: 6 CONSCIOUS: 0 DISPATCH LEVEL: 06D02 (DIFFI...	06D02
21	FR-00137204-2025-09-28	STATE: ENDKQ AGE NUM: 2 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 26BP02 CAD RESPONSE: DELTA CC: 6 CONSCIOUS: 0 DISPATCH LEVEL: 06D02 GENDE...	06D02
22	FR-00137207-2025-09-28	STATE: COMPLETE AGE NUM: 91 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 26S11C CAD RESPONSE: CHARLIE CC: 28 CONSCIOUS: 0 DISPATCH LEVEL: 28C11 ...	28C11
23	FR-00137207-2025-09-28	STATE: DISPATCH AGE NUM: 91 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 26S11C CAD RESPONSE: CHARLIE CC: 28 CONSCIOUS: 0 DISPATCH LEVEL: 28C11 (...	28C11

I ran the new code and it wasn't that bad only 1 instance of a duplicate for 9/13-9/20.

Thanks for any guidance on getting rid of any duplicates.

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Here is the part of the query that I'm trying to get only the PROQA /EMD code called "Dispatch level:" in the QAsummary column. I managed to isolate only the 5 digit code needed but I can't seem to get only one instance so I have multiple duplicates.

```
SELECT distinct IncidentNumber
, QASummary
, SUBSTRING(SUBSTRING(QAsummary ,CHARINDEX('level:',QAsummary), 12)
                                    , CHARINDEX(' ',SUBSTRING(QASummary ,CHARINDEX('level:',QASummary), 12)), 12) as
[PROQA Code]

 FROM [ReportingDW].[dbo].[RSVM_ProQA]

 where UpdatedTimestamp between '2025-09-28' and '2025-09-29'
 and QASummary like '%level:%'
```

```
SELECT distinct IncidentNumber
, QASummary
, SUBSTRING(SUBSTRING(QAsummary ,CHARINDEX('level:',QAsummary), 12)
            , CHARINDEX(' ',SUBSTRING(QASummary ,CHARINDEX('level:',QASummary), 12)), 12) as [PROQA Code]

FROM [ReportingDW].[dbo].[RSVM_ProQA]

where UpdatedTimestamp between '2025-09-28' and '2025-09-29'
and QASummary like '%level:%'
```

100 %

Results | Messages

	IncidentNumber	QASummary	PROQA Code
1	FR-00137192-2025-09-27	STATE: COMPLETE AGE NUM: 34 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 69OD02 CAD RESPONSE: DELTA CC: 23 CONSCIOUS: 1 DISPATCH LEVEL: 23D02 D...	23D02
2	FR-00137193-2025-09-27	STATE: COMPLETE CAD CODE: 25-SP CAD RESPONSE: BRAVO DISPATCH LEVEL: 67B01 INCIDENT: 55643 OPERATOR: 86542	67B01
3	FR-00137194-2025-09-28	STATE: COMPLETE AGE NUM: 19 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 88AS1A CAD RESPONSE: DELTA CC: 4 CONSCIOUS: 1 DISPATCH LEVEL: 04D02 DI...	04D02
4	FR-00137194-2025-09-28	STATE: DISPATCH AGE NUM: 19 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 88AS1A CAD RESPONSE: DELTA CC: 4 CONSCIOUS: 1 DISPATCH LEVEL: 04D02 (UN...	04D02
5	FR-00137194-2025-09-28	STATE: ENDKQ AGE NUM: 19 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 88AS1A CAD RESPONSE: DELTA CC: 4 CONSCIOUS: 1 DISPATCH LEVEL: 04D02 DISPA...	04D02
6	FR-00137196-2025-09-28	STATE: COMPLETE CAD CODE: 96 CAD RESPONSE: ALPHA DISPATCH LEVEL: 53A06 INCIDENT: 55644 OPERATOR: 86543	53A06
7	FR-00137196-2025-09-28	STATE: DISPATCH CAD CODE: 96 CAD RESPONSE: ALPHA DISPATCH LEVEL: 53A06 (WATER PROBLEM) INCIDENT: 55644 OPERATOR: 86543 1. THE CALLER IS NO...	53A06
8	FR-00137199-2025-09-28	STATE: COMPLETE AGE NUM: 65 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 26BP02 CAD RESPONSE: DELTA. CC: 6 CONSCIOUS: 0 DISPATCH LEVEL: 06D02 DI...	06D02
9	FR-00137199-2025-09-28	STATE: DISPATCH AGE NUM: 65 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 26BP02 CAD RESPONSE: DELTA CC: 6 CONSCIOUS: 0 DISPATCH LEVEL: 06D02 (DIF...	06D02
10	FR-00137199-2025-09-28	STATE: ENDKQ AGE NUM: 65 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 26BP02 CAD RESPONSE: DELTA. CC: 6 CONSCIOUS: 0 DISPATCH LEVEL: 06D02 DISPA...	06D02
11	FR-00137199-2025-09-28	STATE: RECONFIGURE AGE NUM: 65 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 26BP02 CAD RESPONSE: DELTA. CC: 6 CONSCIOUS: 0 DISPATCH LEVEL: 06D02...	06D02
12	FR-00137201-2025-09-28	STATE: COMPLETE AGE NUM: 86 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 17SP05 CAD RESPONSE: ALPHA CC: 26 CONSCIOUS: 0 DISPATCH LEVEL: 26A05 G...	26A05
13	FR-00137201-2025-09-28	STATE: DISPATCH AGE NUM: 86 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 17SP05 CAD RESPONSE: ALPHA CC: 26 CONSCIOUS: 0 DISPATCH LEVEL: 26A05 (GE...	26A05
14	FR-00137202-2025-09-28	STATE: COMPLETE AGE NUM: 58 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 17HM04 CAD RESPONSE: DELTA. CC: 21 CONSCIOUS: 0 DISPATCH LEVEL: 21D05 ...	21D05
15	FR-00137202-2025-09-28	STATE: DISPATCH AGE NUM: 58 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 17HM04 CAD RESPONSE: DELTA. CC: 21 CONSCIOUS: 0 DISPATCH LEVEL: 21D05 (A...	21D05
16	FR-00137202-2025-09-28	STATE: ENDKQ AGE NUM: 58 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 17HM04 CAD RESPONSE: DELTA. CC: 21 CONSCIOUS: 0 DISPATCH LEVEL: 21D05 DISP...	21D05
17	FR-00137203-2025-09-28	STATE: COMPLETE AGE NUM: 65 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 53FL09 CAD RESPONSE: ALPHA CC: 17 CONSCIOUS: 0 DISPATCH LEVEL: 17A02 DI...	17A02
18	FR-00137203-2025-09-28	STATE: DISPATCH AGE NUM: 65 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 53FL09 CAD RESPONSE: ALPHA CC: 17 CONSCIOUS: 0 DISPATCH LEVEL: 17A02 (NO...	17A02
19	FR-00137204-2025-09-28	STATE: COMPLETE AGE NUM: 2 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 26BP02 CAD RESPONSE: DELTA CC: 6 CONSCIOUS: 0 DISPATCH LEVEL: 06D02 GEN...	06D02
20	FR-00137204-2025-09-28	STATE: DISPATCH AGE NUM: 2 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 26BP02 CAD RESPONSE: DELTA CC: 6 CONSCIOUS: 0 DISPATCH LEVEL: 06D02 (DIFFI...	06D02
21	FR-00137204-2025-09-28	STATE: ENDKQ AGE NUM: 2 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 26BP02 CAD RESPONSE: DELTA CC: 6 CONSCIOUS: 0 DISPATCH LEVEL: 06D02 GENDE...	06D02
22	FR-00137207-2025-09-28	STATE: COMPLETE AGE NUM: 91 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 26S11C CAD RESPONSE: CHARLIE CC: 28 CONSCIOUS: 0 DISPATCH LEVEL: 28C11 ...	28C11
23	FR-00137207-2025-09-28	STATE: DISPATCH AGE NUM: 91 AGE UNIT: YEARS BREATHING: 0 CAD CODE: 26S11C CAD RESPONSE: CHARLIE CC: 28 CONSCIOUS: 0 DISPATCH LEVEL: 28C11 (...	28C11

I

Captain Michael Bernard
Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
(O) 904.255.7731
Email: mbernard@coj.net
Website: www.MyJFRD.com

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CITY OF JACKSONVILLE

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Sunday, September 28, 2025 3:16 PM
To: Bernard, Michael - FRRS <MBernard@coj.net>
Cc: bryan.norris@rightsitehealth.com; Marx, James - FRRS <JMarx@coj.net>
Subject: Re: Right Site raw data

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thanks, Michael.

I noticed that we missed this report for the dates of 9/6 to 9/19. When you have a chance, could you please send the data for those missing dates?

Thanks,
Swati

Swati Swani
Director, Design & Implementation

Cell 916.337.2182
rightsitehealth.com

On Fri, Sep 26, 2025 at 11:05 PM <JFRDreports@coj.net> wrote:

> Dear Right Site partners,
>
> Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.
>
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> Jacksonville Fire and Rescue Department
> 515 N. Julia Street, Jacksonville, FL 32202
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> Email: mbernard@coj.net
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To: Bernard, Michael - FRRS
Cc: bryan.norris@rightsitehealth.com; Marx, James - FRRS
Subject: Re: Right Site raw data
Date: Sunday, September 28, 2025 3:16:07 PM

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Swati

Rightsite Logo

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From: Bernard, Michael - FRRS
To: Swati Swani
Cc: bryan.norris@rightsitehealth.com
Subject: RE: Right Site raw data
Date: Friday, September 5, 2025 2:24:00 PM
Attachments: image001.png

Good Friday all,

I apologize for forgetting to send out the definitions for our disposition codes.

Disposition	Disposition Description
A	AVAILABLE SECONDARY NO TRANSPORT
R	ROMEO – PRIMARY UNIT
TS	TRANSPORT SECONDARY
P	PAPA - PATIENT CONTACT NO TRANSPORT
PR	PAPA ROMEO
TP	TRANSPORT PRIMARY

V/r

Captain Michael Bernard
Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
(O) 904.255.7731
Email: mbernard@coj.net
Website: www.MyJFRD.com

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CITY OF JACKSONVILLE

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Saturday, August 30, 2025 12:34 AM
To: Bernard, Michael - FRRS <MBernard@coj.net>
Cc: bryan.norris@rightsitehealth.com; Marx, James - FRRS <JMarx@coj.net>; Bernard, Michael - FRRS <MBernard@coj.net>
Subject: Re: Right Site raw data

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is safe.

Thanks so much, Michael! Appreciate all your efforts!

Regards,

Swati

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<Right Site Raw Data.xlsx>

From: Swati Swani
To: Bernard, Michael - FRRS
Cc: bryan.norris@rightsitehealth.com
Subject: Re: Right Site raw data
Date: Saturday, September 6, 2025 10:27:12 AM
Attachments: image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Noted!! Thanks, Michael!

Have a fantastic weekend!

Regards,
Swati

Rightsite Logo

Swati Swani
Director, Design & Implementation

Cell 916.337.2182
rightsitehealth.com

On Fri, Sep 5, 2025 at 11:54 PM Bernard, Michael - FRRS <MBernard@coj.net> wrote:

> Good Friday all,
>
> I apologize for forgetting to send out the definitions for our disposition codes.
>
> | Disposition | Disposition Description |
> |---|---|
> | A | AVAILABLE SECONDARY NO TRANSPORT |
> | R | ROMEO – PRIMARY UNIT |
> | TS | TRANSPORT SECONDARY |
> | P | PAPA - PATIENT CONTACT NO TRANSPORT |
> | PR | PAPA ROMEO |
> | TP | TRANSPORT PRIMARY |
>
> V/r

Captain Michael Bernard

Office of Information Services

Jacksonville Fire and Rescue Department

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CITY OF JACKSONVILLE

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Sent: Saturday, August 30, 2025 12:34 AM
To: Bernard, Michael - FRRS <MBernard@coj.net>
Cc: bryan.norris@rightsitehealth.com; Marx, James - FRRS <JMarx@coj.net>; Bernard, Michael - FRRS <MBernard@coj.net>
Subject: Re: Right Site raw data

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Thanks so much, Michael! Appreciate all your efforts!

Regards,

Swati

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(O) 904.255.7731
Email: mbernard@coj.net

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<Right Site Raw Data.xlsx>

From: Bryan Norris
To: Bernard, Michael - FRRS
Cc: Swati Swani
Subject: Re: Right Site raw data
Date: Friday, September 5, 2025 5:20:40 PM

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Thanks Michael! Have a great weekend.

Bryan Norris

> On Sep 5, 2025, at 1:24 PM, Bernard, Michael - FRRS <MBernard@coj.net> wrote:
>
> Good Friday all,
>
> I apologize for forgetting to send out the definitions for our disposition codes.

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R	ROMEO – PRIMARY UNIT
TS	TRANSPORT SECONDARY
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<image001.png>

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Sent: Saturday, August 30, 2025 12:34 AM
To: Bernard, Michael - FRRS <MBernard@coj.net>
Cc: bryan.norris@rightsitehealth.com; Marx, James - FRRS <JMarx@coj.net>; Bernard, Michael - FRRS <MBernard@coj.net>
Subject: Re: Right Site raw data

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<Right Site Raw Data.xlsx>

From: Swati Swani
To: Bernard, Michael - FRRS
Cc: bryan.norris@rightsitehealth.com; Marx, James - FRRS; Bernard, Michael - FRRS
Subject: Re: Right Site raw data
Date: Saturday, August 30, 2025 12:34:01 AM

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Regards,

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From:	Bernard, Michael - FRRS
To:	Swati Swani
Cc:	bryan.norris@rightsitehealth.com; Marx, James - FRRS
Subject:	RE: Right Site raw data
Date:	Tuesday, September 30, 2025 1:10:31 PM
Attachments:	image001.png

Swati,

As we discussed on the phone the reason for the 2 missing weeks of data was due to the query errored out with the database join for the PROQA which only provided the EMD/PROQA code. I removed that database join and instead wrote a script to extract the EMD/PROQA code from a long string in the column (Pro)"QAsummary" in my initial tests it was pulling a lot of duplicates, but once I plugged the script into my query it worked a lot better resulting in only 1 duplicate each week and it wasn't necessarily a duplicate because the EMD/PROQA code was actually changed. I have rerun both of the missing weeks and you should have received them. Let me know if that is sufficient for you. Thank you very much for offering to help look at and edit my script.

V/r

Captain Michael Bernard
Office of Information Services
Jacksonville Fire and Rescue Department
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Swati Swani
Director, Design & Implementation

Cell 916.337.2182
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From: Marx, James - FRRS
To: Bernard, Michael - FRRS; bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS
Subject: Re: Right Site raw data
Date: Saturday, November 8, 2025 1:47:40 PM
Attachments: Right Site Raw Data.xlsx

From: JFRDREPORTS <JFRDRPTS@coj.net>
Sent: Saturday, November 8, 2025 12:08:49 AM
To: bryan.norris@rightsitehealth.com <bryan.norris@rightsitehealth.com>; swati.swani@rightsitehealth.com <swati.swani@rightsitehealth.com>
Cc: Bernard, Michael - FRRS <MBernard@coj.net>; Marx, James - FRRS <JMarx@coj.net>
Subject: Right Site raw data

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
(O) 904.255.7731
Email: mbernard@coj.net

NOTICE: This message is intended for the named-recipient(s) only and may contain information that is (i) proprietary to the sender, and/or, (ii) privileged, confidential and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

From: Swati Swani
To: Marx, James; Jared Oscarson
Subject: Re: Right Site Training
Date: Thursday, January 11, 2024 12:23:53 PM
Attachments: image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief,

Thanks for sending this over. We were wondering if we could have a quick huddle sometime tomorrow to confirm training logistics for next week. Please let me know what time works best for you.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Thu, Jan 11, 2024 at 10:17 AM Marx, James <JMarx@coj.net> wrote:

> Swati,
>
> Here's the list.
>
> J. Brien Marx
>
> Asst. Chief Quality Assurance &
>
> Communications
>
> Jacksonville Fire/Rescue Department
>
> 515 Julia St.

Jacksonville, FL 32202

904-255-7728 (Office)

904-763-3429 (Cell)

Email: jmarx@coj.net

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From: Swati Swani
To: Marx, James
Cc: Jamo Rubin; Blanton, Jake; Guthrie, Daniel; Jared Oscarson
Subject: Re: Right Site Training
Date: Wednesday, January 10, 2024 4:10:39 PM
Attachments: Outlook-chnamaf3.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief Marx,

Thanks for confirming the dates. For some reason I am unable to open the training document, it's asking me to sign in into Microsoft account.

Can you please resend it as a separate attachment? Thanks!

Looking forward to seeing the team next week!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Jan 10, 2024 at 2:46 PM Marx, James <JMarx@coj.net> wrote:

Right Site Training.docx

Swati,

Attached is our training schedule for Jan. 16th-21st. We are projecting 27 rescues over 6 days. We hope to training approximately 162 people, this is subject to change due to personnel schedules. The training will be at JFRD HQ on the 5th floor. Please let me know if you have any questions, I'm sure we'll be in contact before then.

Kind Regards,

Brien Marx
Asst. Chief Quality Assurance &Communications
Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)

904-763-3429 (Cell)
Email: jmarx@coj.net

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swati.swani@rightsitehealth.com
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From: Swati Swani
To: Marx, James
Cc: Jared Oscarson
Subject: Re: Right Site Training
Date: Thursday, January 11, 2024 5:21:53 PM
Attachments: image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

That works, just sent the invite. Thank you!

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Thu, Jan 11, 2024 at 3:43 PM Marx, James <JMarx@coj.net> wrote:

> How does 10am EST look?
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Thursday, January 11, 2024 12:24 PM
> **To:** Marx, James <JMarx@coj.net>; Jared Oscarson <jared.oscarson@rightsitehealth.com>
> **Subject:** Re: Right Site Training
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
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Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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> Jacksonville, FL 32202
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From: Marx, James
To: Swati Swani; Jared Oscarson
Subject: RE: Right Site Training
Date: Thursday, January 11, 2024 4:42:00 PM
Attachments: image001.png

How does 10am EST look?

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, January 11, 2024 12:24 PM
To: Marx, James <JMarx@coj.net>; Jared Oscarson <jared.oscarson@rightsitehealth.com>
Subject: Re: Right Site Training

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Hello Chief,

Thanks for sending this over. We were wondering if we could have a quick huddle sometime tomorrow to confirm training logistics for next week. Please let me know what time works best for you.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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>
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> Asst. Chief Quality Assurance &
> Communications
> Jacksonville Fire/Rescue Department

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From: Bowling, Karen
To: Powers, Keith; Gabriel, Jason
Cc: "Jamo Rubin"; Greene, Rachel
Subject: Re: Rightsite - EMS Telehealth
Date: Monday, March 25, 2024 6:05:45 PM
Attachments: image002.png

Me too

Get Outlook for iOS

From: Powers, Keith <KPowers@coj.net>
Sent: Monday, March 25, 2024 5:55:06 PM
To: Gabriel, Jason <jgabriel@burr.com>; Bowling, Karen <BowlingK@coj.net>
Cc: 'Jamo Rubin' <jamo.rubin@rightsitehealth.com>; Greene, Rachel <rgreene@burr.com>
Subject: RE: Rightsite - EMS Telehealth

I am good with April 2nd at 3:00.

Keith Powers
Director/Fire Chief
Jacksonville Fire/Rescue Department
515 N. Julia Street
Jacksonville, Fl. 32202
904-255-3300 office
904-237-9807 cell

From: Gabriel, Jason <jgabriel@burr.com>
Sent: Monday, March 25, 2024 4:53 PM
To: Bowling, Karen <BowlingK@coj.net>; Powers, Keith <KPowers@coj.net>
Cc: 'Jamo Rubin' <jamo.rubin@rightsitehealth.com>; Greene, Rachel <rgreene@burr.com>
Subject: RE: Rightsite - EMS Telehealth

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Karen – Could we do April 2 at 3 for this meeting? We are trying to coordinate with Jamo being in town for it. Let me know if that works for you and the Chief etc…

Thank you! Jason

From: Bowling, Karen <BowlingK@coj.net>
Sent: Monday, March 25, 2024 9:14 AM
To: Powers, Keith <KPowers@coj.net>
Cc: Gabriel, Jason <jgabriel@burr.com>
Subject: Re: Rightsite - EMS Telehealth

This is an EXTERNAL email! STOP, ASSESS, and VERIFY

Sorry Jason, I missed your message. Let's lock in Tuesday at 3!

Karen Bowling

Chief Administrative Officer

Office of the Mayor

CITY OF JACKSONVILLE

117 West Duval Street, Suite 400

Jacksonville, FL 32202

bowlingk@coj.net

904.255.5005

From: Bowling, Karen <BowlingK@coj.net>
Sent: Monday, March 25, 2024 9:13 AM
To: Powers, Keith <KPowers@coj.net>
Cc: Gabriel, Jason <jgabriel@burr.com>
Subject: Re: Rightsite - EMS Telehealth

Thank you.

Jason, does April 2nd at 3 work or Thursday anytime after 2 work best for you? We'll hold the time until we hear back. Thanks, Karen

Karen Bowling

Chief Administrative Officer

Office of the Mayor

CITY OF JACKSONVILLE

117 West Duval Street, Suite 400

Jacksonville, FL 32202

bowlingk@coj.net

904.255.5005

From: Powers, Keith <KPowers@coj.net>
Sent: Friday, March 22, 2024 4:23 PM
To: Bowling, Karen <BowlingK@coj.net>
Cc: Gabriel, Jason <jgabriel@burr.com>
Subject: RE: Rightsite - EMS Telehealth

Karen,

I can do:

Tuesday at 3:00
Thursday afternoon anytime

Dr. Ellias is available either time slot.

Let me know if this works for you.

Keith

Keith Powers
Director/Fire Chief
Jacksonville Fire/Rescue Department
515 N. Julia Street
Jacksonville, Fl. 32202
904-255-3300 office
904-237-9807 cell

From: Bowling, Karen <BowlingK@coj.net>
Sent: Friday, March 22, 2024 12:57 PM
To: Powers, Keith <KPowers@coj.net>
Cc: Gabriel, Jason <jgabriel@burr.com>
Subject: Re: Rightsite - EMS Telehealth

What day works best for you? Would Dr. Elias be available? Dr. Joshi only works in the office on Monday. We can call him or zoom him in if he's not seeing patients.

Tuesday afternoon, Wednesday morning or Thursday afternoon is best for me. Let me know what's best for you and Dr. Elias. KB

Karen Bowling

Chief Administrative Officer

Office of the Mayor

CITY OF JACKSONVILLE

117 West Duval Street, Suite 400

Jacksonville, FL 32202

bowlingk@coj.net

904.255.5005

From: Gabriel, Jason <jgabriel@burr.com>
Sent: Thursday, March 21, 2024 4:43 PM
To: Bowling, Karen <BowlingK@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Powers, Keith <KPowers@coj.net>
Subject: Rightsite - EMS Telehealth

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Hi Karen –

As we discussed yesterday, wanted to get on your calendar along with Dr. Jamo Rubin to hopefully finalize discussions regarding Rightsite's EMS Telehealth partnership with JFRD/COJ.

In addition to Chief Powers it would be productive to have Dr. Brad Elias and Dr. Sunil Joshi there as well.

Could you let us know some times that you and your team are available to meet at City Hall the week of April 1? We will make ourselves available at your convenience.

Thank you so much,

-Jason G.

Jason R. Gabriel
Partner



50 North Laura Street, Suite 3000
Jacksonville, Florida 32202

direct 904-232-7211

mobile 904-226-8191
fax 904-212-2003
jgabriel@burr.com
Web

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From: Powers, Keith
To: Gabriel, Jason; Bowling, Karen
Cc: "Jamo Rubin"; Greene, Rachel
Subject: RE: Rightsite - EMS Telehealth
Date: Monday, March 25, 2024 5:55:00 PM
Attachments: image002.png

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Keith Powers
Director/Fire Chief
Jacksonville Fire/Rescue Department
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bowlingk@coj.net

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Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Powers, Keith <KPowers@coj.net>
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Partner

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To: Powers, Keith
Cc: Bowling, Karen; Jamo Rubin
Subject: Re: Rightsite - EMS Telehealth
Date: Friday, March 22, 2024 6:14:36 PM

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Thanks y'all. Jamo will be coming in from out of town and Tuesday at 3 works. If that's good for you let's lock up that time. Thank you!

-Jason G.

Sent from my iPad

> On Mar 22, 2024, at 4:23 PM, Powers, Keith <KPowers@coj.net> wrote:
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> Keith
>
> Keith Powers
> Director/Fire Chief
> Jacksonville Fire/Rescue Department
> 515 N. Julia Street
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> 904-255-3300 office
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bowlingk@coj.net

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From: Gabriel, Jason
To: Bowling, Karen; Powers, Keith
Cc: "Jamo Rubin"; Greene, Rachel
Subject: RE: Rightsite - EMS Telehealth
Date: Monday, March 25, 2024 4:53:32 PM
Attachments: image002.png

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Karen – Could we do April 2 at 3 for this meeting? We are trying to coordinate with Jamo being in town for it. Let me know if that works for you and the Chief etc…

Thank you! Jason

From: Bowling, Karen <BowlingK@coj.net>
Sent: Monday, March 25, 2024 9:14 AM
To: Powers, Keith <KPowers@coj.net>
Cc: Gabriel, Jason <jgabriel@burr.com>
Subject: Re: Rightsite - EMS Telehealth

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Sorry Jason, I missed your message. Let's lock in Tuesday at 3!

Karen Bowling
Chief Administrative Officer
Office of the Mayor
CITY OF JACKSONVILLE
117 West Duval Street, Suite 400
Jacksonville, FL 32202
bowlingk@coj.net
904.255.5005

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Thank you.

Jason, does April 2nd at 3 work or Thursday anytime after 2 work best for you? We'll hold the time until we hear back. Thanks, Karen

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Thursday afternoon anytime

Dr. Ellias is available either time slot.

Let me know if this works for you.

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Keith Powers
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From: Gabriel, Jason <jgabriel@burr.com>
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To: Bowling, Karen <BowlingK@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Powers, Keith <KPowers@coj.net>
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Could you let us know some times that you and your team are available to meet at City Hall the week of April 1? We will make ourselves available at your convenience.

Thank you so much,

-Jason G.

Jason R. Gabriel
Partner

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Jacksonville, Florida 32202

direct 904-232-7211
mobile 904-226-8191
fax 904-212-2003
jgabriel@burr.com
Web

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From: Gabriel, Jason
To: Powers, Keith
Cc: Bowling, Karen; Jamo Rubin
Subject: Re: Rightsite - EMS Telehealth
Date: Friday, March 22, 2024 6:14:35 PM

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Thanks y'all. Jamo will be coming in from out of town and Tuesday at 3 works. If that's good for you let's lock up that time. Thank you!

-Jason G.

Sent from my iPad

> On Mar 22, 2024, at 4:23 PM, Powers, Keith <KPowers@coj.net> wrote:
>
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To: Bowling, Karen; Powers, Keith
Cc: "Jamo Rubin"; Greene, Rachel
Subject: RE: Rightsite - EMS Telehealth
Date: Monday, March 25, 2024 4:53:31 PM
Attachments: image002.png

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Subject: Re: Rightsite - EMS Telehealth
Date: Monday, March 25, 2024 6:05:48 PM
Attachments: image002.png

Me too

Get Outlook for iOS

From: Powers, Keith <KPowers@coj.net>
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To: Gabriel, Jason <jgabriel@burr.com>; Bowling, Karen <BowlingK@coj.net>
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From: Marx, James
To: Jamo Rubin
Cc: Swati Swani
Subject: RE: RightSite - Update note
Date: Friday, August 25, 2023 11:23:00 AM

Good morning,

I wanted to give you an update towards improving our progress with Right Site.

- I have trained 4 additional people this week. These individuals have been specifically selected and have all agreed to use Right Site when possible.
- I still have a couple more people to meet with that I was not able to meet with this week.
- Capt. Keeney is still reviewing all calls for the selected rescues, and he has reached out to some of the individuals as well. He also put together a folder with all documentation and information for our responders.

The 4 individuals are:
Jennifer Parramore
Corey Nail
Charmaine (Charlie) Felguth
Harry Hutchens

We did make test calls so they can see the process and know what to suspect.

If you would like to talk about anything, please let me know. I know it's short notice, but I have time this afternoon or almost anytime Monday the 28th.

Kind Regards,

Brien

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Wednesday, August 16, 2023 1:43 PM
To: Marx, James <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
Subject: RightSite - Update note

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Chief Marx,

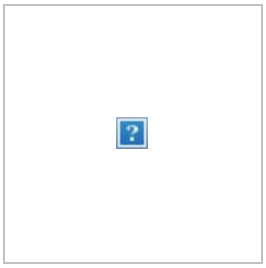
Can we set up standing weekly calls to review progress, troubleshoot issues, and get feedback for improving RightSite's work? What's the best way to schedule this call, and who should we include?

On that call, we can discuss these items:

- Identify a JFRD trusted advisor (like off-duty EMS crew) that RightSite hires to circulate with the stations, answering questions and doing test calls
- Ask Dr. Elias to Include more non-emergent codes on the “good fit for RightSite” list (our medical director is contacting Dr. Elias today about this)
- Work with Captain Bernard to generate run reports we can use to measure how often EMS crews are taking advantage of RightSite when appropriate
- Sending continuous communications from the fire chief, EMS section chief, medical director, and shift supervisors to the front line about RightSite (what is it, why are we doing it, what impact will it have you as a firefighter and for the patient, and what happens to JFRD if we don’t solve for non-emergent runs)
- Changing habits is hard, and while calling RightSite might be an obvious choice, it’s still a change of routine for the EMS crews. Utilizing change management best practices will help JFRD EMS crews remember to call RightSite

Thank you for your time on this. We are convinced that our JFRD + RightSite partnership will be another “first” JFRD brings to Florida communities.

Jamo



Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

To: Jamo Rubin
Cc: Swati Swani
Subject: RE: RightSite - Update note
Date: Friday, August 25, 2023 11:21:21 AM

Good morning,

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- I still have a couple more people to meet with that I was not able to meet with this week.
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- Work with Captain Bernard to generate run reports we can use to measure how often EMS

crews are taking advantage of RightSite when appropriate

- Sending continuous communications from the fire chief, EMS section chief, medical director, and shift supervisors to the front line about RightSite (what is it, why are we doing it, what impact will it have you as a firefighter and for the patient, and what happens to JFRD if we don't solve for non-emergent runs)
- Changing habits is hard, and while calling RightSite might be an obvious choice, it's still a change of routine for the EMS crews. Utilizing change management best practices will help JFRD EMS crews remember to call RightSite

Thank you for your time on this. We are convinced that our JFRD + RightSite partnership will be another "first" JFRD brings to Florida communities.

Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Marx, James
To: Jamo Rubin
Cc: Swati Swani
Subject: RE: RightSite - Update note
Date: Wednesday, August 16, 2023 4:47:00 PM
Attachments: image001.png

Jamo,

I talked with Chief Blanton last night and we are going to hand pick a few more officers and educate them on Right Site. Hope, this will generate more opportunity for Right Site.

- I'm not sure if we can recommend any JFRD member to become a trusted advisor with Right Site. Our ethics department would have to review this and determine if this would be acceptable.
- Dr. Elias is responsible for determining which call types he feels comfortable with for JFRD to initiate RS. He and Dr. Mene will need to work that out.
- Currently, our CAD does not have a list of codes specifically for non-emergent calls. Every medical call we respond to is in emergency status. This may be difficult to achieve. Capt. Keeney is reviewing every call that R-21, 28, 44 and 72 are responding on to determine if the patient would be a good fit for RS. Currently we've not had very many opportunities. We do not always have a trained person working in those positions. I do know that one of our officers had 2 possible opportunities, but one was on a weekend and the other was after 7pm.
- I cannot answer for Chief Blanton or Chief Powers asking them to send out continuous communication to the responders, you will need to contact them directly. I can tell you that we are doing what we can to encourage the individuals to try and use RS.

  I will look at my calendar to see if I have availability next week. I'm in the process of implementing a fire dispatch protocol and that project is very time consuming, along with other responsibilities.

Respectfully,

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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CITY OF JACKSONVILLE

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Wednesday, August 16, 2023 1:43 PM
To: Marx, James <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
Subject: RightSite - Update note

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Chief Marx,

Can we set up standing weekly calls to review progress, troubleshoot issues, and get feedback for improving RightSite's work? What's the best way to schedule this call, and who should we include?

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Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

To: Jamo Rubin
Cc: Swati Swani
Subject: RE: RightSite - Update note
Date: Wednesday, August 16, 2023 4:44:30 PM

Jamo,

I talked with Chief Blanton last night and we are going to hand pick a few more officers and educate them on Right Site. Hope, this will generate more opportunity for Right Site.

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To: Marx, James <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
Subject: RightSite - Update note

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jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Jamo Rubin
To: Marx, James
Cc: Swati Swani
Subject: Re: RightSite - Update note
Date: Friday, August 25, 2023 11:46:11 AM

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Thanks, Brien. This is great news! If you think it would be helpful for us to spend time with those 4 let me know. Spending a few minutes in a conversation with the Navigators and the ER MDs might really bring things into focus for them and how they help others begin to use the service.

How's Monday 8/28 at 9 or at 10 ET for a call?

Thanks again. Have a great weekend,

Jamo

> On Aug 25, 2023, at 9:23 AM, Marx, James <JMarx@coj.net> wrote:
>
> Good morning,
>
> I wanted to give you an update towards improving our progress with Right Site.
>
> - I have trained 4 additional people this week. These individuals have been specifically selected and have all agreed to use Right Site when possible.
> - I still have a couple more people to meet with that I was not able to meet with this week.
> - Capt. Keeney is still reviewing all calls for the selected rescues, and he has reached out to some of the individuals as well. He also put together a folder with all documentation and information for our responders.
>
> **The 4 individuals are:**
> Jennifer Parramore
> Corey Nail
> Charmaine (Charlie) Felguth
> Harry Hutchens
>
> We did make test calls so they can see the process and know what to suspect.
>
> If you would like to talk about anything, please let me know. I know it's short notice, but I have time this afternoon or almost anytime Monday the 28th.

Kind Regards,

Brien

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Wednesday, August 16, 2023 1:43 PM
To: Marx, James <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
Subject: RightSite - Update note

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Jamo

Jamo Rubin, M.D.
CEO
210.557.2205



jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Marx, James
To: Jamo Rubin
Cc: Swati Swani
Subject: RE: RightSite - Update note
Date: Friday, August 25, 2023 12:58:00 PM

Monday at 9 works for me. Talk to you then

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, August 25, 2023 11:46 AM
To: Marx, James <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
Subject: Re: RightSite - Update note

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Thanks, Brien. This is great news! If you think it would be helpful for us to spend time with those 4 let me know. Spending a few minutes in a conversation with the Navigators and the ER MDs might really bring things into focus for them and how they help others begin to use the service.

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Harry Hutchens

We did make test calls so they can see the process and know what to suspect.

If you would like to talk about anything, please let me know. I know it's short notice, but I have time this afternoon or almost anytime Monday the 28th.

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To: Marx, James <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
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Jamo



Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Kristeen Pierce
To: Elias, Bradley - FRRS
Cc: Marx, James - FRRS; Chip Walls
Subject: Re: RightSite / JFRD – Flagged EMD Codes
Date: Thursday, September 25, 2025 11:47:20 AM
Attachments: image002.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias!

Thanks for reaching out. Mobility is a tricky one but something we don't typically like to exclude completely. The reason for this is if we can help the patient without them having to leave their home, it's better for everyone. So, if they are not mobile but don't need transport, we are still a great option. Ultimately, we would prefer to give it a try whenever we can!

Let me know if you want to discuss it further. I appreciate your partnership!

Kristeen

On Thu, Sep 25, 2025 at 8:53 AM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> Do we want to mention something about mobility challenges in the exclusion criteria for the cheat sheet?
>
> That seems to have been an area of difficulty with some of the usage in the past.
>
> Thank you for helping us get this project moving.
>
> Brad Elias, M.D.
>
> Medical Director
>
> Jacksonville Fire Rescue Department
>
> 515 N. Julia Street
>
> Jacksonville, Fl
>
> 32202
>
> Office 904-255-3307
>
> Cell 904-483-0471

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From: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Sent: Wednesday, September 24, 2025 4:04 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Chip Walls <chip.walls@rightsitehealth.com>; Elias, Bradley - FRRS <BElias@coj.net>
Subject: Re: RightSite / JFRD – Flagged EMD Codes

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Thank you Chief Marx!

Attached is the updated cheatsheet for their use. Please let me know if you have any questions.

Kristeen

On Tue, Sep 23, 2025 at 3:25 PM Marx, James - FRRS <JMarx@coj.net> wrote:

> After showing these options to our call takers, it seems like most people like different ones, but here are the 2 most popular ones:

“I can connect you with an ER doctor right now on video or phone. First, we’ll talk to the doctor’s assistant so they can get your information. Then the doctor will join right away. How does that sound to you?”

Or

“You can talk with an ER doctor right now by video or phone. First, we’ll speak with the doctor’s assistant, so the doctor has your information. What do you think about talking with the doctor right away?”

Best Regards,

J. Brien Marx

Asst. Chief of Communications &

Special Projects

Jacksonville Fire/Rescue Department

515 Julia St.

Jacksonville, FL 32202

904-255-7728 (Office)

904-763-3429 (Cell)

Email: jmarx@coj.net

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From: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Sent: Tuesday, September 23, 2025 9:57 AM
To: Chip Walls <chip.walls@rightsitehealth.com>
Cc: Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>
Subject: Re: RightSite / JFRD – Flagged EMD Codes

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Good morning -

I was considering including these two scripts after our conversation last week Chief Marx - it gives them more than one for their comfort level:

1.
2.
3. “One option we have right now is to connect you with an ER doctor immediately, without
4. waiting for transport. I’ll talk with the doctor’s assistant first, then the doctor will join you right away. Would you like to take advantage of that while it’s available?”
5.
6.
7.
8.
9.
10. “I want to make sure you get the care you need as quickly as possible. In your case,
11. a good option is for me to connect you with an ER doctor right now by video or phone. I’ll first speak with the doctor’s assistant so you don’t have to repeat yourself. What do you think about starting there?”
12.

If those sound OK to you, the cheatsheet is ready. Let me know your thoughts!

Kristeen

On Mon, Sep 22, 2025 at 3:47 PM Chip Walls <chip.walls@rightsitehealth.com> wrote:

> Ok, thanks for the update.
>
> On Mon, Sep 22, 2025 at 16:44 Marx, James - FRRS <JMarx@coj.net> wrote:
>
> > I'll let you know tomorrow. I asked a couple of people and have not received an answer yet.
> >
> > **From:** Chip Walls <chip.walls@rightsitehealth.com>
> > **Sent:** Monday, September 22, 2025 4:42 PM
> > **To:** Marx, James - FRRS <JMarx@coj.net>
> > **Cc:** Elias, Bradley - FRRS <BElias@coj.net>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
> > **Subject:** Re: RightSite / JFRD – Flagged EMD Codes
> >
> > **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
> >
> > Received.
> >
> > Can you confirm which script or scripts we should include on the document?
> >
> > Chip
> >
> > On Mon, Sep 22, 2025 at 16:40 Marx, James - FRRS <JMarx@coj.net> wrote:
> >
> > > Chip,
> > >
> > > These are correct and not eligible for RS. Here is a list of RS appropriate determinant codes for FRCC:
> > >
> > > ALPHA Determinant Codes for protocols: 1, 3, 5, 7, 10, 11, 13, 14, 16, 19, 20, 21, 26, 27, 30

All OMEGA Determinant Codes for protocol: 26

J. Brien Marx

Asst. Chief of Communications &

Special Projects

Jacksonville Fire/Rescue Department

515 Julia St.

Jacksonville, FL 32202

904-255-7728 (Office)

904-763-3429 (Cell)

Email: jmarx@coj.net

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From: Chip Walls <chip.walls@rightsitehealth.com>
Sent: Monday, September 22, 2025 10:18 AM
To: Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>
Cc: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Subject: RightSite / JFRD – Flagged EMD Codes

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Chief Marx and Dr. Elias,

Kristeen is working on updating the "Cheat Sheets" for JFRD. The following codes are the ones I took note of during our August meeting that were flagged as not RightSite eligible. Please review and confirm.

- 2A02I
- 2A02M
- 17A01E
- 17A01G
- 17A01P
- 17A02E
- 17A02G
- 17A02P
- 17A03A
- 17A03G

If you've got an updated list of Alpha and Omega calls that are not RightSite eligible that is different from what is listed above please let me know.

Best,

--

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

--

Kristeen Pierce
VP, Partner Success

Cell 210.725.2700
rightsitehealth.com

--

Kristeen Pierce
VP, Partner Success

Cell 210.725.2700
rightsitehealth.com

--

Rightsite Logo

Kristeen Pierce
VP, Partner Success

Cell 210.725.2700
rightsitehealth.com

From: Marx, James - FRRS
To: Kristeen Pierce
Cc: Chip Walls; Elias, Bradley - FRRS
Subject: RE: RightSite / JFRD – Flagged EMD Codes
Date: Monday, October 6, 2025 1:35:00 PM
Attachments: image001.png

Kristeen,

After looking at this a little closer we all decided that no Alpha's for protocol 2 would be acceptable. Herre is a list of our approved determinant codes for reference.

- **ALPHA Determinant Codes for protocols: 1, 3, 5, 7, 10, 11, 13, 14, 16, 19, 20, 21, 26, 27, 30,**
- **All OMEGA Determinant Codes for protocol: 26**

Sorry for the mix up!

Brien

From: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Sent: Wednesday, September 24, 2025 4:04 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Chip Walls <chip.walls@rightsitehealth.com>; Elias, Bradley - FRRS <BElias@coj.net>
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Asst. Chief of Communications &
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> > **Cc:** Elias, Bradley - FRRS <BElias@coj.net>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
> > **Subject:** Re: RightSite / JFRD – Flagged EMD Codes
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J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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Rightsite Logo

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

--

Rightsite Logo

Kristeen Pierce
VP, Partner Success

Cell 210.725.2700
rightsitehealth.com

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From: Marx, James - FRRS
To: Kristeen Pierce
Subject: RE: RightSite / JFRD – Flagged EMD Codes
Date: Thursday, September 25, 2025 2:17:00 PM
Attachments: image001.png

Looks great!

From: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Sent: Wednesday, September 24, 2025 4:04 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Chip Walls <chip.walls@rightsitehealth.com>; Elias, Bradley - FRRS <BElias@coj.net>
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(m) 404.655.7949
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Date: Wednesday, September 24, 2025 4:04:50 PM
Attachments: image001.png
RightSite-Training Sheet - JFRD Dispatch_v3-20250922.pptx.pdf

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(m) 404.655.7949
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Subject: Re: RightSite / JFRD – Flagged EMD Codes
Date: Wednesday, September 24, 2025 4:04:35 PM
Attachments: image001.png
RightSite-Training Sheet - JFRD Dispatch_v3-20250922.pptx.pdf

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Chip Walls
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(m) 404.655.7949
rightsitehealth.com

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VP, Partner Success

Cell 210.725.2700
rightsitehealth.com

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Kristeen Pierce
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rightsitehealth.com

From: Elias, Bradley - FRRS
To: Kristeen Pierce; Marx, James - FRRS
Cc: Chip Walls
Subject: RE: RightSite / JFRD – Flagged EMD Codes
Date: Thursday, September 25, 2025 9:53:22 AM
Attachments: image002.png

Do we want to mention something about mobility challenges in the exclusion criteria for the cheat sheet?

That seems to have been an area of difficulty with some of the usage in the past.

Thank you for helping us get this project moving.

Brad Elias, M.D.
Medical Director
Jacksonville Fire Rescue Department
515 N. Julia Street
Jacksonville, Fl
32202
Office 904-255-3307
Cell 904-483-0471

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Subject: Re: RightSite / JFRD – Flagged EMD Codes

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Thank you Chief Marx!

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Kristeen

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> Best Regards,
>
> J. Brien Marx
> Asst. Chief of Communications &
> Special Projects
>
> Jacksonville Fire/Rescue Department
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
> 904-763-3429 (Cell)
> Email: jmarx@coj.net
>
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From: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Sent: Tuesday, September 23, 2025 9:57 AM
To: Chip Walls <chip.walls@rightsitehealth.com>
Cc: Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>
Subject: Re: RightSite / JFRD – Flagged EMD Codes

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Best,

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Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

--

Kristeen Pierce
VP, Partner Success

Cell 210.725.2700
rightsitehealth.com

--

Kristeen Pierce
VP, Partner Success

Cell 210.725.2700
rightsitehealth.com

From: Kristeen Pierce
To: Chip Walls
Cc: Marx, James - FRRS; Elias, Bradley - FRRS
Subject: Re: RightSite / JFRD – Flagged EMD Codes
Date: Tuesday, September 23, 2025 9:57:10 AM
Attachments: image001.png

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Email: jmarx@coj.net

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From: Chip Walls <chip.walls@rightsitehealth.com>
Sent: Monday, September 22, 2025 10:18 AM
To: Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>
Cc: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Subject: RightSite / JFRD – Flagged EMD Codes

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Rightsite Logo

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

--

Rightsite Logo

Kristeen Pierce
VP, Partner Success

Cell 210.725.2700
rightsitehealth.com

From: Elias, Bradley - FRRS
To: Kristeen Pierce; Marx, James - FRRS
Cc: Chip Walls
Subject: RE: RightSite / JFRD – Flagged EMD Codes
Date: Thursday, September 25, 2025 9:53:00 AM
Attachments: image002.png

Do we want to mention something about mobility challenges in the exclusion criteria for the cheat sheet?

That seems to have been an area of difficulty with some of the usage in the past.

Thank you for helping us get this project moving.

Brad Elias, M.D.
Medical Director
Jacksonville Fire Rescue Department
515 N. Julia Street
Jacksonville, Fl
32202
Office 904-255-3307
Cell 904-483-0471

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From: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Sent: Wednesday, September 24, 2025 4:04 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Chip Walls <chip.walls@rightsitehealth.com>; Elias, Bradley - FRRS <BElias@coj.net>
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Attachments: image001.png

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> Jacksonville Fire/Rescue Department
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Email: jmarx@coj.net

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Kristeen Pierce
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To:	Kristeen Pierce; Marx, James - FRRS
Cc:	Chip Walls
Subject:	RE: RightSite / JFRD – Flagged EMD Codes
Date:	Thursday, September 25, 2025 9:51:14 AM
Attachments:	image002.png

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Brad Elias, M.D.
Medical Director
Jacksonville Fire Rescue Department
515 N. Julia Street
Jacksonville, Fl
32202
Office 904-255-3307
Cell 904-483-0471

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>
> **From:** Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
> **Sent:** Tuesday, September 23, 2025 9:57 AM
> **To:** Chip Walls <chip.walls@rightsitehealth.com>
> **Cc:** Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>

Subject: Re: RightSite / JFRD – Flagged EMD Codes

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J. Brien Marx
Asst. Chief of Communications &
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904-255-7728 (Office)
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Email: jmarx@coj.net

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Chip Walls
Regional Director - EMS Partnerships
(m) 404.655.7949
rightsitehealth.com

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VP, Partner Success



Cell 210.725.2700
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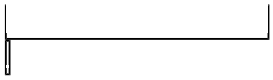

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Subject: RE: RightSite / JFRD – Flagged EMD Codes
Date: Tuesday, September 23, 2025 4:25:05 PM
Attachments: image001.png

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Rightsite Logo

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rightsitehealth.com

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Email: jmarx@coj.net

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From: Chip Walls <chip.walls@rightsitehealth.com>
Sent: Monday, September 22, 2025 10:18 AM
To: Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>
Cc: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Subject: RightSite / JFRD – Flagged EMD Codes

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Chief Marx and Dr. Elias,

Kristeen is working on updating the "Cheat Sheets" for JFRD. The following codes are the ones I took note of during our August meeting that were flagged as not RightSite eligible. Please review and confirm.

- 2A02I
- 2A02M
- 17A01E
- 17A01G
- 17A01P

17A02E
- 17A02G
- 17A02P
- 17A03A
- 17A03G

If you've got an updated list of Alpha and Omega calls that are not RightSite eligible that is different from what is listed above please let me know.

Best,

--

Rightsite Logo

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: Chip Walls
To: Marx, James - FRRS
Cc: Elias, Bradley - FRRS; Kristeen Pierce
Subject: Re: RightSite / JFRD – Flagged EMD Codes
Date: Monday, September 22, 2025 4:42:32 PM
Attachments: image001.png

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Received.

Can you confirm which script or scripts we should include on the document?

Chip

On Mon, Sep 22, 2025 at 16:40 Marx, James - FRRS <JMarx@coj.net> wrote:

> Chip,
>
> These are correct and not eligible for RS. Here is a list of RS appropriate determinant codes for FRCC:
>
> ALPHA Determinant Codes for protocols: 1, 3, 5, 7, 10, 11, 13, 14, 16, 19, 20, 21, 26, 27, 30
>
> All OMEGA Determinant Codes for protocol: 26
>
> J. Brien Marx
>
> Asst. Chief of Communications &
>
> Special Projects
>
> Jacksonville Fire/Rescue Department
>
> 515 Julia St.
>
> Jacksonville, FL 32202

904-255-7728 (Office)

904-763-3429 (Cell)

Email: jmarx@coj.net

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- 2A02M
- 17A01E
- 17A01G
- 17A01P
- 17A02E
- 17A02G
- 17A02P
- 17A03A
- 17A03G

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Best,

--

Rightsite Logo

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: Marx, James - FRRS
To: Chip Walls
Cc: Elias, Bradley - FRRS; Kristeen Pierce
Subject: RE: RightSite / JFRD – Flagged EMD Codes
Date: Monday, September 22, 2025 4:44:00 PM
Attachments: image001.png

I'll let you know tomorrow. I asked a couple of people and have not received an answer yet.

From: Chip Walls <chip.walls@rightsitehealth.com>
Sent: Monday, September 22, 2025 4:42 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Elias, Bradley - FRRS <BElias@coj.net>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Subject: Re: RightSite / JFRD – Flagged EMD Codes

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Received.

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Chip

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>
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> All OMEGA Determinant Codes for protocol: 26
>
> J. Brien Marx
> Asst. Chief of Communications &
> Special Projects
>
> Jacksonville Fire/Rescue Department
> 515 Julia St.
> Jacksonville, FL 32202

904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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To: Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>
Cc: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
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- 2A02M
- 17A01E
- 17A01G
- 17A01P

17A02E
- 17A02G
- 17A02P
- 17A03A
- 17A03G

If you've got an updated list of Alpha and Omega calls that are not RightSite eligible that is different from what is listed above please let me know.

Best,

--

Rightsite Logo

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: Chip Walls
To: Marx, James - FRRS
Cc: Elias, Bradley - FRRS; Kristeen Pierce
Subject: Re: RightSite / JFRD – Flagged EMD Codes
Date: Monday, September 22, 2025 4:42:30 PM
Attachments: image001.png

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> 515 Julia St.
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> Jacksonville, FL 32202

904-255-7728 (Office)

904-763-3429 (Cell)

Email: jmarx@coj.net

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Sent: Monday, September 22, 2025 10:18 AM
To: Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>
Cc: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
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- 2A02I
- 2A02M
- 17A01E
- 17A01G
- 17A01P
- 17A02E
- 17A02G
- 17A02P
- 17A03A
- 17A03G

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Best,

--

Rightsite Logo

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: Marx, James - FRRS
To: Chip Walls; Elias, Bradley - FRRS
Cc: Kristeen Pierce
Subject: RE: RightSite / JFRD – Flagged EMD Codes
Date: Monday, September 22, 2025 4:40:56 PM
Attachments: image001.png

Chip,

These are correct and not eligible for RS. Here is a list of RS appropriate determinant codes for FRCC:

ALPHA Determinant Codes for protocols: 1, 3, 5, 7, 10, 11, 13, 14, 16, 19, 20, 21, 26, 27, 30

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J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
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Sent: Monday, September 22, 2025 10:18 AM
To: Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>
Cc: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
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- 17A01E
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- 17A01P
- 17A02E
- 17A02G
- 17A02P
- 17A03A
- 17A03G

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Best,

--

Rightsite Logo

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: Marx, James - FRRS
To: Chip Walls; Elias, Bradley - FRRS
Cc: Kristeen Pierce
Subject: RE: RightSite / JFRD – Flagged EMD Codes
Date: Monday, September 22, 2025 4:40:00 PM
Attachments: image001.png

Chip,

These are correct and not eligible for RS. Here is a list of RS appropriate determinant codes for FRCC:

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All OMEGA Determinant Codes for protocol: 26

J. Brien Marx
Asst. Chief of Communications &
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To: Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>
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Subject: RightSite / JFRD – Flagged EMD Codes

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- 2A02I
- 2A02M
- 17A01E
- 17A01G
- 17A01P
- 17A02E
- 17A02G
- 17A02P
- 17A03A
- 17A03G

If you've got an updated list of Alpha and Omega calls that are not RightSite eligible that is different from what is listed above please let me know.

Best,

--

Rightsite Logo

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: Kristeen Pierce
To: Elias, Bradley - FRRS
Cc: Marx, James - FRRS; Chip Walls
Subject: Re: RightSite / JFRD – Flagged EMD Codes
Date: Thursday, September 25, 2025 11:47:21 AM
Attachments: image002.png

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Hello Dr. Elias!

Thanks for reaching out. Mobility is a tricky one but something we don't typically like to exclude completely. The reason for this is if we can help the patient without them having to leave their home, it's better for everyone. So, if they are not mobile but don't need transport, we are still a great option. Ultimately, we would prefer to give it a try whenever we can!

Let me know if you want to discuss it further. I appreciate your partnership!

Kristeen

On Thu, Sep 25, 2025 at 8:53 AM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> Do we want to mention something about mobility challenges in the exclusion criteria for the cheat sheet?
>
> That seems to have been an area of difficulty with some of the usage in the past.
>
> Thank you for helping us get this project moving.
>
> Brad Elias, M.D.
>
> Medical Director
>
> Jacksonville Fire Rescue Department
>
> 515 N. Julia Street
>
> Jacksonville, Fl
>
> 32202
>
> Office 904-255-3307
>
> Cell 904-483-0471

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From: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Sent: Wednesday, September 24, 2025 4:04 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Chip Walls <chip.walls@rightsitehealth.com>; Elias, Bradley - FRRS <BElias@coj.net>
Subject: Re: RightSite / JFRD – Flagged EMD Codes

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Thank you Chief Marx!

Attached is the updated cheatsheet for their use. Please let me know if you have any questions.

Kristeen

On Tue, Sep 23, 2025 at 3:25 PM Marx, James - FRRS <JMarx@coj.net> wrote:

> After showing these options to our call takers, it seems like most people like different ones, but here are the 2 most popular ones:

“I can connect you with an ER doctor right now on video or phone. First, we’ll talk to the doctor’s assistant so they can get your information. Then the doctor will join right away. How does that sound to you?”

Or

“You can talk with an ER doctor right now by video or phone. First, we’ll speak with the doctor’s assistant, so the doctor has your information. What do you think about talking with the doctor right away?”

Best Regards,

J. Brien Marx

Asst. Chief of Communications &

Special Projects

Jacksonville Fire/Rescue Department

515 Julia St.

Jacksonville, FL 32202

904-255-7728 (Office)

904-763-3429 (Cell)

Email: jmarx@coj.net

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From: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Sent: Tuesday, September 23, 2025 9:57 AM
To: Chip Walls <chip.walls@rightsitehealth.com>
Cc: Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>
Subject: Re: RightSite / JFRD – Flagged EMD Codes

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Good morning -

I was considering including these two scripts after our conversation last week Chief Marx - it gives them more than one for their comfort level:

1.
2.
3. “One option we have right now is to connect you with an ER doctor immediately, without
4. waiting for transport. I’ll talk with the doctor’s assistant first, then the doctor will join you right away. Would you like to take advantage of that while it’s available?”
5.
6.
7.
8.
9.
10. “I want to make sure you get the care you need as quickly as possible. In your case,
11. a good option is for me to connect you with an ER doctor right now by video or phone. I’ll first speak with the doctor’s assistant so you don’t have to repeat yourself. What do you think about starting there?”
12.

If those sound OK to you, the cheatsheet is ready. Let me know your thoughts!

Kristeen

On Mon, Sep 22, 2025 at 3:47 PM Chip Walls <chip.walls@rightsitehealth.com> wrote:

> Ok, thanks for the update.
>
> On Mon, Sep 22, 2025 at 16:44 Marx, James - FRRS <JMarx@coj.net> wrote:
>
> > I'll let you know tomorrow. I asked a couple of people and have not received an answer yet.
> >
> > **From:** Chip Walls <chip.walls@rightsitehealth.com>
> > **Sent:** Monday, September 22, 2025 4:42 PM
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> > **Cc:** Elias, Bradley - FRRS <BElias@coj.net>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
> > **Subject:** Re: RightSite / JFRD – Flagged EMD Codes
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> > **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
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All OMEGA Determinant Codes for protocol: 26

J. Brien Marx

Asst. Chief of Communications &

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Jacksonville Fire/Rescue Department

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- 17A02G
- 17A02P
- 17A03A
- 17A03G

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Best,

--

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

--

Kristeen Pierce
VP, Partner Success

Cell 210.725.2700
rightsitehealth.com

--

Kristeen Pierce
VP, Partner Success

Cell 210.725.2700
rightsitehealth.com

--

Rightsite Logo

Kristeen Pierce
VP, Partner Success

Cell 210.725.2700
rightsitehealth.com

From: Marx, James - FRRS
To: Kristeen Pierce
Cc: Chip Walls; Elias, Bradley - FRRS
Subject: RE: RightSite / JFRD – Flagged EMD Codes
Date: Monday, October 6, 2025 1:35:40 PM
Attachments: image001.png

Kristeen,

After looking at this a little closer we all decided that no Alpha's for protocol 2 would be acceptable. Herre is a list of our approved determinant codes for reference.

- **ALPHA Determinant Codes for protocols: 1, 3, 5, 7, 10, 11, 13, 14, 16, 19, 20, 21, 26, 27, 30,**
- **All OMEGA Determinant Codes for protocol: 26**

Sorry for the mix up!

Brien

From: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Sent: Wednesday, September 24, 2025 4:04 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Chip Walls <chip.walls@rightsitehealth.com>; Elias, Bradley - FRRS <BElias@coj.net>
Subject: Re: RightSite / JFRD – Flagged EMD Codes

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>
> Or
>
> "You can talk with an ER doctor right now by video or phone. First, we'll speak with the doctor's assistant, so the doctor has your information. What do you think about talking with the doctor right away?"

Best Regards,

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
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904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Sent: Tuesday, September 23, 2025 9:57 AM
To: Chip Walls <chip.walls@rightsitehealth.com>
Cc: Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>
Subject: Re: RightSite / JFRD – Flagged EMD Codes

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good morning -

I was considering including these two scripts after our conversation last week Chief Marx - it gives them more than one for their comfort level:

1.

2.

3. “One option we have right now is to connect you with an ER doctor immediately, without
4. waiting for transport. I’ll talk with the doctor’s assistant first, then the doctor will join you right away. Would you like to take advantage of that while it’s available?”
5.
6.
7.
8.
9.
10. “I want to make sure you get the care you need as quickly as possible. In your case,
11. a good option is for me to connect you with an ER doctor right now by video or phone. I’ll first speak with the doctor’s assistant so you don’t have to repeat yourself. What do you think about starting there?”
12.

If those sound OK to you, the cheatsheet is ready. Let me know your thoughts!

Kristeen

On Mon, Sep 22, 2025 at 3:47 PM Chip Walls <chip.walls@rightsitehealth.com> wrote:

> Ok, thanks for the update.
>
> On Mon, Sep 22, 2025 at 16:44 Marx, James - FRRS <JMarx@coj.net> wrote:
>
> > I’ll let you know tomorrow. I asked a couple of people and have not received an answer yet.
> >
> > **From:** Chip Walls <chip.walls@rightsitehealth.com>
> > **Sent:** Monday, September 22, 2025 4:42 PM
> > **To:** Marx, James - FRRS <JMarx@coj.net>
> > **Cc:** Elias, Bradley - FRRS <BElias@coj.net>; Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
> > **Subject:** Re: RightSite / JFRD – Flagged EMD Codes
> >
> > **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
> >
> > Received.
> >
> > Can you confirm which script or scripts we should include on the document?
> >
> > Chip
> >
> > On Mon, Sep 22, 2025 at 16:40 Marx, James - FRRS <JMarx@coj.net> wrote:
> >
> > > Chip,

These are correct and not eligible for RS. Here is a list of RS appropriate determinant codes for FRCC:

ALPHA Determinant Codes for protocols: 1, 3, 5, 7, 10, 11, 13, 14, 16, 19, 20, 21, 26, 27, 30

All OMEGA Determinant Codes for protocol: 26

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Chip Walls <chip.walls@rightsitehealth.com>
Sent: Monday, September 22, 2025 10:18 AM
To: Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>
Cc: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Subject: RightSite / JFRD – Flagged EMD Codes

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Chief Marx and Dr. Elias,

Kristeen is working on updating the "Cheat Sheets" for JFRD. The following codes are the ones I took note of during our August meeting that were flagged as not RightSite eligible. Please review and confirm.

- 2A02I
- 2A02M
- 17A01E
- 17A01G
- 17A01P
- 17A02E
- 17A02G
- 17A02P
- 17A03A
- 17A03G

If you've got an updated list of Alpha and Omega calls that are not RightSite eligible that is different from what is listed above please let me know.

Best,

--

Rightsite Logo

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

--

Rightsite Logo

Kristeen Pierce
VP, Partner Success

Cell 210.725.2700
rightsitehealth.com

--

Rightsite Logo

Kristeen Pierce
VP, Partner Success

Cell 210.725.2700
rightsitehealth.com

From: Wilson, Harry - GCGA
To: Gabriel, Jason
Cc: Jamo Rubin; Greene, Rachel
Subject: RE: RightSite Draft Contract
Date: Friday, August 2, 2024 10:31:00 AM

Jason,

Thanks – we don't need an original from you – a PDF signed copy is fine.

I have made the edit to the insurance provision – just emailed Kevin Collier in Risk to confirm your letter works, and when he confirms I'll circulate an execution copy.

Thanks much,

Harry M. ("Reece") Wilson, IV
Assistant General Counsel
Office of General Counsel
117 W. Duval Street, Suite 480
Jacksonville, FL 32202
(904) 255-7763 (office line)
(904) 255-5120 - fax
rmwilson@coj.net

From: Gabriel, Jason <jgabriel@burr.com>
Sent: Thursday, August 1, 2024 4:41 PM
To: Wilson, Harry - GCGA <RMWilson@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Greene, Rachel <rgreene@burr.com>
Subject: Re: RightSite Draft Contract

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Hi Reece - Sounds good, we are having it executed and we will send to you for execution by the City. Just a couple of things: (1) Do you need an original signature and if so, is one sufficient or do you need more than one signed copy? Otherwise Jamo will be signing, scanning and emailing back to us. (2) I think the exhibit with the standard City provisions needs one tweak to reflect the fact that the City is now accepting the $250,000 policy rather than the $1,000,000 one. I provided Kevin et al with the insurance letter etc.

Please let me know.

Thank you, Jason G.

Jason R. Gabriel
Partner

jgabriel@burr.com
904-232-7211 (*direct*)
904-226-8191 (*mobile*)

50 North Laura Street, Suite 3000
Jacksonville, Florida 32202

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On Aug 1, 2024, at 5:11 PM, Wilson, Harry - GCGA <RMWilson@coj.net> wrote:

This is an EXTERNAL email! STOP, ASSESS, and VERIFY

Jason,

Good morning – we've got the award and here's the last draft contract I sent.

I think we are squared away now (if nothing is needed from Risk on your client's end) and you all can sign.

When signed, please return PDF to me and I will route to mayor, then circulate fully executed copies.

Thanks!

Harry M. (“Reece”) Wilson, IV
Assistant General Counsel
Office of General Counsel
117 W. Duval Street, Suite 480
Jacksonville, FL 32202
(904) 255-7763 (office line)
(904) 255-5120 - fax
rmwilson@coj.net

From: Wilson, Harry - GCGA
Sent: Wednesday, June 12, 2024 10:25 AM
To: Jason Gabriel <jgabriel@burr.com>
Subject: RightSite Draft Contract

Jason,

Good morning – please find attached draft agreement between COJ and RightSite in Word. I’ve also included a PDF which includes Exhibit B (the admin award).

Please review with your client and let me know your comments at your convenience.

Thanks!

Harry M. (“Reece”) Wilson, IV
Assistant General Counsel
Office of General Counsel
117 W. Duval Street, Suite 480
Jacksonville, FL 32202
(904) 255-7763 (office line)
(904) 255-5120 - fax
rmwilson@coj.net

From: Gabriel, Jason
To: Wilson, Harry - GCGA
Cc: Jamo Rubin; Greene, Rachel
Subject: Re: RightSite Draft Contract
Date: Thursday, August 1, 2024 4:43:32 PM
Attachments: GC-#1633196-v1-Health_Services_(Telehealth)_Contract_-_RightSite_.doc
rightsite draft.pdf

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Hi Reece - Sounds good, we are having it executed and we will send to you for execution by the City. Just a couple of things: (1) Do you need an original signature and if so, is one sufficient or do you need more than one signed copy? Otherwise Jamo will be signing, scanning and emailing back to us. (2) I think the exhibit with the standard City provisions needs one tweak to reflect the fact that the City is now accepting the $250,000 policy rather than the $1,000,000 one. I provided Kevin et al with the insurance letter etc.

Please let me know.

Thank you, Jason G.

Jason R. Gabriel
Partner

jgabriel@burr.com
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904-226-8191 (*mobile*)

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Jason,

Good morning – we've got the award and here's the last draft contract I sent.

I think we are squared away now (if nothing is needed from Risk on your client's end) and you all can sign.

When signed, please return PDF to me and I will route to mayor, then circulate fully executed copies.

Thanks!

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Office of General Counsel
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Jacksonville, FL 32202
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rmwilson@coj.net

From: Wilson, Harry - GCGA
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Subject: RightSite Draft Contract

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Thanks!

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(904) 255-5120 - fax
rmwilson@coj.net

From: Wilson, Harry - GCGA
To: Gabriel, Jason
Cc: Jamo Rubin; Greene, Rachel
Subject: RE: RightSite Draft Contract
Date: Tuesday, August 6, 2024 10:49:00 AM
Attachments: GC-#1633196-v2-Health_Services_(Telehealth)_Contract_-_RightSite__.doc

Jason,

Good morning – I think we should be squared away now. I changed policy limits for auto liability to $250,000 on page 14, with footnote explanation on Page 15.

If this looks okay, I think it's ready for Jamo to sign and then return to me via PDF so I may route to mayor for counter signature.

I will then circulate final fully executed version.

Thanks much,

Harry M. ("Reece") Wilson, IV
Assistant General Counsel
Office of General Counsel
117 W. Duval Street, Suite 480
Jacksonville, FL 32202
(904) 255-7763 (office line)
(904) 255-5120 - fax
rmwilson@coj.net

From: Gabriel, Jason <jgabriel@burr.com>
Sent: Thursday, August 1, 2024 4:41 PM
To: Wilson, Harry - GCGA <RMWilson@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Greene, Rachel <rgreene@burr.com>
Subject: Re: RightSite Draft Contract

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Please let me know.

Thank you, Jason G.

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When signed, please return PDF to me and I will route to mayor, then circulate fully executed copies.

Thanks!

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From: Wilson, Harry - GCGA
Sent: Wednesday, June 12, 2024 10:25 AM
To: Jason Gabriel <jgabriel@burr.com>
Subject: RightSite Draft Contract

Jason,

Good morning – please find attached draft agreement between COJ and RightSite in Word. I've also included a PDF which includes Exhibit B (the admin award).

Please review with your client and let me know your comments at your convenience.

Thanks!

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Assistant General Counsel
Office of General Counsel
117 W. Duval Street, Suite 480
Jacksonville, FL 32202
(904) 255-7763 (office line)
(904) 255-5120 - fax
rmwilson@coj.net

From: Chip Walls
To: Jamo Rubin
Cc: Elias, Bradley - FRRS; Swati Swani; Marx, James - FRRS
Subject: Re: RightSite Field Training
Date: Friday, August 22, 2025 1:18:15 PM

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Good afternoon,

We will definitely include these points. I've already had some initial conversations with Kristeen and the partner success team about timelines for the training. I'll update the group in our scheduled meeting next week so we can compare schedules/availability and start locking in plans for field re-engagement/training.

Chip

On Fri, Aug 22, 2025 at 1:06 PM Jamo Rubin <jamo.rubin@rightsitehealth.com> wrote:

> That's great news! Chip will make sure to incorporate this in all upcoming training and site visits.
>
> Jamo
>
> > On Aug 22, 2025, at 9:15 AM, Elias, Bradley - FRRS <BElias@coj.net> wrote:
> >
> > Jamo,
> >
> > Chief Marx and I were talking about the field training, and we agree that as long as the patient does not have a condition that falls into the mandatory transport requirement, RightSite can be utilized. I believe this will further open up more potential field activations for RightSite.
> >
> > We also want to encourage the field activation of RightSite for the frequent callers that would benefit from the navigation services provided by RightSite.
> >
> > Hopefully, these points can be highlighted in the upcoming training. I will try to present for at least some of these sessions for further emphasis.
> >
> > Brad Elias, M.D.
> > Medical Director
> > Jacksonville Fire Rescue Department
> > 515 N. Julia Street
> > Jacksonville, Fl
> > 32202
> > Office 904-255-3307
> > Cell 904-483-0471

<image001.jpg>

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--

Chip Walls
Regional Director - EMS Partnerships

[m] 404-655-7949
chip.walls@rightsitehealth.com
rightsitehealth.com



From: Jamo Rubin
To: Elias, Bradley - FRRS
Cc: Chip Walls; Swati Swani; Marx, James - FRRS
Subject: Re: RightSite Field Training
Date: Friday, August 22, 2025 1:06:08 PM

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That's great news! Chip will make sure to incorporate this in all upcoming training and site visits.

Jamo

> On Aug 22, 2025, at 9:15 AM, Elias, Bradley - FRRS <BElias@coj.net> wrote:
>
> Jamo,
>
> Chief Marx and I were talking about the field training, and we agree that as long as the patient does not have a condition that falls into the mandatory transport requirement, RightSite can be utilized. I believe this will further open up more potential field activations for RightSite.
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> <image001.jpg>
>
> **NOTICE: This message is confidential, intended for the named recipient(s) and may contain information that is proprietary to the sender and/or privileged, confidential, and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure, or distribution is expressly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.**

From: Jamo Rubin
To: Elias, Bradley - FRRS
Cc: Chip Walls; Swati Swani; Marx, James - FRRS
Subject: Re: RightSite Field Training
Date: Friday, August 22, 2025 1:06:07 PM

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That's great news! Chip will make sure to incorporate this in all upcoming training and site visits.

Jamo

> On Aug 22, 2025, at 9:15 AM, Elias, Bradley - FRRS <BElias@coj.net> wrote:
>
> Jamo,
>
> Chief Marx and I were talking about the field training, and we agree that as long as the patient does not have a condition that falls into the mandatory transport requirement, RightSite can be utilized. I believe this will further open up more potential field activations for RightSite.
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> Brad Elias, M.D.
> Medical Director
> Jacksonville Fire Rescue Department
> 515 N. Julia Street
> Jacksonville, Fl
> 32202
> Office 904-255-3307
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From: Chip Walls
To: Jamo Rubin
Cc: Elias, Bradley - FRRS; Swati Swani; Marx, James - FRRS
Subject: Re: RightSite Field Training
Date: Friday, August 22, 2025 1:18:18 PM

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Good afternoon,

We will definitely include these points. I've already had some initial conversations with Kristeen and the partner success team about timelines for the training. I'll update the group in our scheduled meeting next week so we can compare schedules/availability and start locking in plans for field re-engagement/training.

Chip

On Fri, Aug 22, 2025 at 1:06 PM Jamo Rubin <jamo.rubin@rightsitehealth.com> wrote:

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>
> Jamo
>
> > On Aug 22, 2025, at 9:15 AM, Elias, Bradley - FRRS <BElias@coj.net> wrote:
> >
> > Jamo,
> >
> > Chief Marx and I were talking about the field training, and we agree that as long as the patient does not have a condition that falls into the mandatory transport requirement, RightSite can be utilized. I believe this will further open up more potential field activations for RightSite.
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> > We also want to encourage the field activation of RightSite for the frequent callers that would benefit from the navigation services provided by RightSite.
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<image001.jpg>

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--

Chip Walls
Regional Director - EMS Partnerships

[m] 404-655-7949
chip.walls@rightsitehealth.com
rightsitehealth.com



From: Marx, James
To: Swati Swani
Subject: RE: RightSite Good fit list - Some examples
Date: Thursday, August 10, 2023 1:54:00 PM
Attachments: image001.png

Swati,

Thank you for sending this information. I'll pass it on to Dr. Elias. Ultimately the decision is up to him on what types of calls we use for RightSite.

Respectfully,

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, August 10, 2023 10:47 AM
To: Marx, James <JMarx@coj.net>
Subject: RightSite Good fit list - Some examples

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Chief Marx,

Attached is a Good Fit/Not a Good Fit list. This document gives examples of the kinds of chief complaints that are a good fit and those that are not a good fit for RightSite.

I thought it might be helpful for you to see.

Please let me know if you need additional information.

Thanks,
Swati



Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James
Cc: Jamo Rubin
Subject: Re: RightSite Good fit list - Some examples
Date: Thursday, August 10, 2023 4:03:17 PM
Attachments: image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Chief Marx,

This handout is just an FYI for you and was already shared with Captain Keeney and Chief Blanton. It's just a handout to help the front line crews get a feel for what's RightSite appropriate and what's not, and was an idea started by another EMS transport agency as a training piece. These conditions all lay over your non-emergent codes.

Thanks for sharing with Dr. Elias, and hopefully he'll find the handout a good tool for helping the crews know when to activate RightSite. But if he's got questions or comments, please let me know.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Thu, Aug 10, 2023 at 12:54 PM Marx, James <JMarx@coj.net> wrote:

> Swati,
>
> Thank you for sending this information. I'll pass it on to Dr. Elias. Ultimately the decision is up to him on what types of calls we use for RightSite.
>
> Respectfully,
>
> Brien Marx

Asst. Chief Quality Assurance &

Communications

Jacksonville Fire/Rescue

515 Julia St.

Jacksonville, FL 32202

904-255-7728 (Office)

904-763-3429 (Cell)

Email: jmarx@coj.net

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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, August 10, 2023 10:47 AM
To: Marx, James <JMarx@coj.net>
Subject: RightSite Good fit list - Some examples

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Chief Marx,

Attached is a Good Fit/Not a Good Fit list. This document gives examples of the kinds of chief complaints that are a good fit and those that are not a good fit for RightSite.

I thought it might be helpful for you to see.

Please let me know if you need additional information.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Elias, Bradley - FRRS
To: Swati Swani
Subject: Re: RightSite Meeting this Thursday
Date: Monday, March 24, 2025 3:02:38 PM

I will attend

On Mar 24, 2025, at 2:48 PM, Swati Swani <swati.swani@rightsitehealth.com> wrote:

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Afternoon Dr. Elias,

Since March 12th, we have had 6 dispatch activations. 67% of patients were RightSite Addressed (Ambulance did not roll to ER):

1. Two patients were treated via Telehealth
2. One patient was treated at Urgent Care
3. One patient was sent to ER in non-emergency transport
4. One patient refused RS services
5. One patient was sent back to JFRD (Requested EMS Response)

Please let me know if you can join the upcoming call on 3/27 at 2 PM ET or if you'd prefer to skip this week.

Please let me know your preference.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Mar 12, 2025 at 8:47 AM Swati Swani <swati.swani@rightsitehealth.com> wrote:

Good Morning Dr. Elias,

Since 2/24, we have had 4 field activations and 1 dispatch activation. 100% of patients were RightSite Addressed (Ambulance did not roll to ER):

1. Three patients were treated via Telehealth (2 - field, 1 - dispatch)
2. One patient was treated at Urgent Care
3. One patient was sent to UC, who sent them to ER. RightSite arranged for transportation to ER

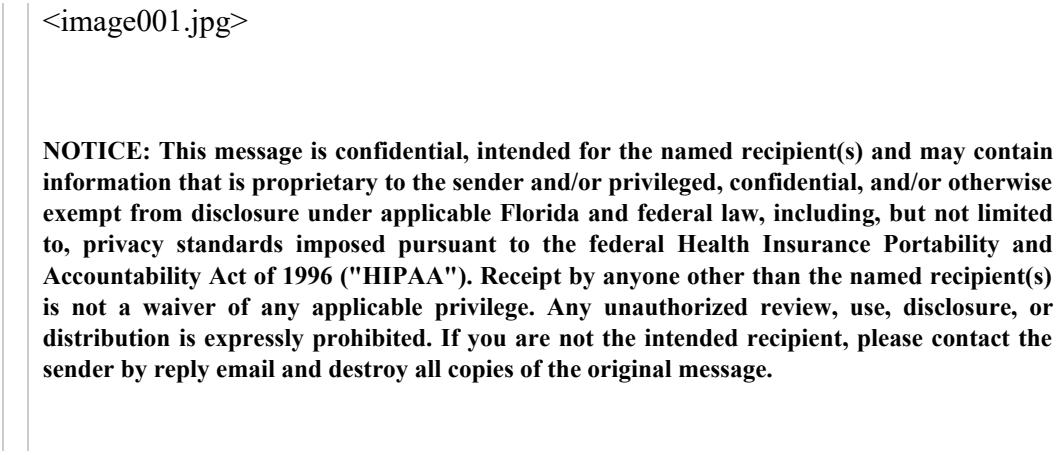
I will cancel Thursday's meeting and meet in two weeks.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Mar 12, 2025 at 7:56 AM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> FYI,
>
> I will be off tomorrow and not on the call.
>
> Brad Elias, M.D.
>
> Medical Director
>
> Jacksonville Fire Rescue Department
>
> 515 N. Julia Street
>
> Jacksonville, Fl
>
> 32202
>
> Office 904-255-3307
>
> Cell 904-483-0471



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From: BElias@coj.net
To: Swati Swani
Subject: Re: RightSite Meeting this Thursday
Date: Monday, March 24, 2025 3:02:36 PM

I will attend

On Mar 24, 2025, at 2:48 PM, Swati Swani <swati.swani@rightsitehealth.com> wrote:

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Please let me know your preference.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Mar 12, 2025 at 8:47 AM Swati Swani <swati.swani@rightsitehealth.com> wrote:

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Thanks,
Swati

Swati Swani
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[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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> Medical Director
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> Jacksonville, Fl
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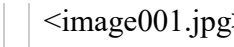
> Cell 904-483-0471



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From: Swati Swani
To: Elias, Bradley - FRRS
Subject: Re: RightSite Meeting this Thursday
Date: Monday, March 24, 2025 2:48:32 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Afternoon Dr. Elias,

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Please let me know your preference.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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I will cancel Thursday's meeting and meet in two weeks.

Thanks,
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Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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> Medical Director
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> Jacksonville Fire Rescue Department
>
> 515 N. Julia Street
>
> Jacksonville, Fl
>
> 32202
>
> Office 904-255-3307
>
> Cell 904-483-0471
>
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From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Guthrie, Daniel - FRRS
Subject: Re: RightSite Meeting this Thursday
Date: Wednesday, March 12, 2025 9:47:42 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Dr. Elias,

Since 2/24, we have had 4 field activations and 1 dispatch activation. 100% of patients were RightSite Addressed (Ambulance did not roll to ER):

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I will cancel Thursday's meeting and meet in two weeks.

Thanks,
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Swati Swani
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[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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Jacksonville, Fl

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From: Swati Swani
To: Elias, Bradley - FRRS
Cc: Guthrie, Daniel - FRRS
Subject: Re: RightSite Meeting this Thursday
Date: Wednesday, March 12, 2025 9:47:41 AM

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Good Morning Dr. Elias,

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I will cancel Thursday's meeting and meet in two weeks.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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From: Swati Swani
To: Elias, Bradley - FRRS
Subject: Re: RightSite Meeting this Thursday
Date: Monday, March 24, 2025 3:04:59 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Awesome, thanks!

Have a nice day!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Mar 24, 2025 at 2:02 PM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> I will attend
>
> > On Mar 24, 2025, at 2:48 PM, Swati Swani <swati.swani@rightsitehealth.com> wrote:
> >
> > **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
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> > Please let me know if you can join the upcoming call on 3/27 at 2 PM ET or if you'd

prefer to skip this week.

Please let me know your preference.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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> I will cancel Thursday's meeting and meet in two weeks.
>
> Thanks,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> rightsitehealth.com
>
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> > FYI,
> >
> > I will be off tomorrow and not on the call.

Brad Elias, M.D.

Medical Director

Jacksonville Fire Rescue Department

515 N. Julia Street

Jacksonville, Fl

32202

Office 904-255-3307

Cell 904-483-0471



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From: Marx, James - FRRS
To: Chip Walls
Subject: RE: RightSite Monthly Report October 2025
Date: Monday, November 3, 2025 11:03:00 AM
Attachments: image001.png

We would need those Incident Number from filed activations for CAD verification purposes.

From: Chip Walls <chip.walls@rightsitehealth.com>
Sent: Monday, November 3, 2025 9:43 AM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Elias, Bradley - FRRS <BElias@coj.net>
Subject: Re: RightSite Monthly Report October 2025

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

I do not believe we captured the incident number as this originated in the field.

I will confirm.

Chip

On Mon, Nov 3, 2025 at 09:36 Marx, James - FRRS <JMarx@coj.net> wrote:

> Chip,
>
> Thank you for the information. Can you look and see if the incident number for R33 is FR-00151752-2025-10-27?
>
> Thank You,
>
> J. Brien Marx
> Asst. Chief of Communications &
> Special Projects
>
> Jacksonville Fire/Rescue Department
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
> 904-763-3429 (Cell)
> Email: jmarx@coj.net

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From: Chip Walls <chip.walls@rightsitehealth.com>
Sent: Monday, November 3, 2025 8:00 AM
To: Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>
Subject: RightSite Monthly Report October 2025

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good morning,

You'll find the RightSite Monthly Report for **October 2025** attached. Please take a few minutes to review it and let me know if you have any questions or concerns.

We truly value our partnership and always want to know how we can better support your operation. Your feedback helps us improve and continue building on the success we've had together.

Thanks again for everything you and your team do every day.

Also, the call details are listed below

Field - 10/27/25 - 0651 - Rescue 33 - James Davis

Dispatch - 10/15/2025 - Incident Number 146025 - Kevin Perryman

Best,

--

Rightsite Logo

Chip Walls
VP - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: Chip Walls
To: Marx, James - FRRS
Cc: Elias, Bradley - FRRS
Subject: Re: RightSite Monthly Report October 2025
Date: Monday, November 3, 2025 9:43:18 AM
Attachments: image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

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I will confirm.

Chip

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> Asst. Chief of Communications &
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> Special Projects
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> Jacksonville, FL 32202
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From: Chip Walls <chip.walls@rightsitehealth.com>
Sent: Monday, November 3, 2025 8:00 AM
To: Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>
Subject: RightSite Monthly Report October 2025

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--

Rightsite Logo

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VP - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: Marx, James - FRRS
To: Chip Walls; Elias, Bradley - FRRS
Subject: RE: RightSite Monthly Report October 2025
Date: Monday, November 3, 2025 9:36:24 AM
Attachments: image001.png

Chip,

Thank you for the information. Can you look and see if the incident number for R33 is FR-00151752-2025-10-27?

Thank You,

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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--

Rightsite Logo

Chip Walls
VP - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: Marx, James - FRRS
To: Chip Walls; Elias, Bradley - FRRS
Subject: RE: RightSite Monthly Report October 2025
Date: Monday, November 3, 2025 9:36:00 AM
Attachments: image001.png

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Thank You,

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
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Rightsite Logo

Chip Walls
VP - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

To: Chip Walls; Elias, Bradley - FRRS
Subject: RE: RightSite Monthly Report October 2025
Date: Monday, November 3, 2025 9:28:16 AM
Attachments: image001.png

Chip,

Thank you for the information. Can you look and see if the incident number for R33 is FR-00151752-2025-10-27?

Thank You,

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

NOTICE: This message is confidential, intended for the named-recipient(s) and may contain information that is (i) proprietary to the sender, and/or, (ii) privileged, confidential and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the Federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

From: Chip Walls <chip.walls@rightsitehealth.com>
Sent: Monday, November 3, 2025 8:00 AM
To: Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>
Subject: RightSite Monthly Report October 2025

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good morning,

You'll find the RightSite Monthly Report for **October 2025** attached. Please take a few minutes to review it and let me know if you have any questions or concerns.

We truly value our partnership and always want to know how we can better support your operation. Your feedback helps us improve and continue building on the success we've had together.

Thanks again for everything you and your team do every day.

Also, the call details are listed below

Field - 10/27/25 - 0651 - Rescue 33 - James Davis

Dispatch - 10/15/2025 - Incident Number 146025 - Kevin Perryman

Best,

--

Rightsite Logo

Chip Walls
VP - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: Marx, James - FRRS
To: Chip Walls
Subject: RE: RightSite Monthly Report October 2025
Date: Monday, November 3, 2025 1:09:00 PM
Attachments: image001.png

Can you get me a name of the patient?

From: Chip Walls <chip.walls@rightsitehealth.com>
Sent: Monday, November 3, 2025 9:43 AM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Elias, Bradley - FRRS <BElias@coj.net>
Subject: Re: RightSite Monthly Report October 2025

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I do not believe we captured the incident number as this originated in the field.

I will confirm.

Chip

On Mon, Nov 3, 2025 at 09:36 Marx, James - FRRS <JMarx@coj.net> wrote:

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Subject: Re: RightSite Monthly Report October 2025
Date: Monday, November 3, 2025 9:43:21 AM
Attachments: image001.png

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Rightsite Logo

Chip Walls
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(m) 404.655.7949
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From: Chip Walls
To: Marx, James - FRRS
Subject: Re: RightSite Monthly Reports September 2025
Date: Thursday, October 2, 2025 4:31:36 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Yes.

Those are the details I'm waiting for.

Should have them to you no later than tomorrow.

Chip

On Thu, Oct 2, 2025 at 16:26 Marx, James - FRRS <JMarx@coj.net> wrote:

> Chip, Can we please get the JFRD incident numbers to be included in this report? We need those so we can validate CAD. Thanks,
>
> Brien Marx
> Asst. Chief Communications &
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> Jacksonville Fire/Rescue
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
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> Email: jmarx@coj.net
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> **From:** Chip Walls <chip.walls@rightsitehealth.com>
> **Sent:** Thursday, October 2, 2025 3:13:08 PM
> **To:** Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>
> **Subject:** RightSite Monthly Reports September 2025
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
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> Good afternoon,
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> Please find the RightSite monthly report for September 2025 attached. Let me know if you have any questions or concerns.

I have requested details on these activations and I will send them over as soon as they are available.

Best,
Chip

--

Rightsite Logo

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: Marx, James - FRRS
To: Chip Walls; Elias, Bradley - FRRS
Subject: Re: RightSite Monthly Reports September 2025
Date: Thursday, October 2, 2025 4:26:23 PM

Chip, Can we please get the JFRD incident numbers to be included in this report? We need those so we can validate CAD. Thanks,

Brien Marx
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Jacksonville Fire/Rescue
515 Julia St.
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(m) 404.655.7949
rightsitehealth.com

Rightsite Logo



From: Chip Walls
To: Marx, James - FRRS
Subject: Re: RightSite Monthly Reports September 2025
Date: Thursday, October 2, 2025 7:05:27 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good evening,

09/23/25 - Field - James Davis - Time 0935

09/25/25 - Dispatch - Incident# 1359679

09/26/25 - Dispatch - Incident# 1363399

Let me know if you need any other information.

Best,

Chip

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Rightsite Logo

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley
Cc: Mene Demestihas; Jamo Rubin; Blanton, Jake; Guthrie, Daniel; Marx, James; Jared Oscarson
Subject: Re: RightSite QA
Date: Thursday, January 18, 2024 6:30:36 PM

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Hello Dr. Elias,

It was nice to see you today. We are in the process of creating dashboards for JFRD calls and will review with you on our Tuesday call.

Please let us know if you have any questions.

Regards,

Swati

> On Jan 18, 2024, at 2:06 PM, Elias, Bradley <BElias@coj.net> wrote:
>
> I heard the great news.
>
> Do we have a dashboard or running spreadsheet with the CCRs that are successfully using the service?
>
> How are we notified?
>
> I would like to QA the run reports.
>
> Thank you,
>
> Brad Elias MD

From: Elias, Bradley
To: Swati Swani
Cc: Mene Demestihas; Jamo Rubin; Marx, James
Subject: RE: RightSite QA
Date: Friday, January 19, 2024 8:58:00 AM

I have accepted the weekly meeting invite. I see my Tuesdays have some conflicts over the next few weeks, but will try to fit these calls in occasionally.

Thanks,
Brad

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, January 18, 2024 6:30 PM
To: Elias, Bradley <BElias@coj.net>
Cc: Mene Demestihas <mene.demestihas@rightsitehealth.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Blanton, Jake <JBlanton@coj.net>; Guthrie, Daniel <DanielG@coj.net>; Marx, James <JMarx@coj.net>; Jared Oscarson <jared.oscarson@rightsitehealth.com>
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Subject: Re: RightSite QA
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From: Mene Demestihas
To: Elias, Bradley
Subject: Re: RightSite QA
Date: Thursday, January 18, 2024 11:28:26 PM

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I have asked for a daily report out to you for the first two weeks. We can evaluate if we want to keep the daily or work off the weekly at that point.

Today's patient was unhoused with chronic knee pain. He had no cell which is why there was an extended on-scene time but we successfully mitigated with an urgent care visit today.

Inline image

Mene Demestihas, M.D.
Chief Medical Officer

[m] 770.373.7634
[o] 866.774.4911
mene.demestihas@rightsitehealth.com
rightsitehealth.com

~~~~
Sent from my mobile device

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From: Marx, James - FRRS
To: Chip Walls
Subject: RE: RightSite Report for August 2025
Date: Tuesday, September 9, 2025 4:10:00 PM

Chip,

Can you please get me the incident numbers for the 2 right site calls? I've asked Swati for this before but it has not happened to get these on a regular basis.

Thanks,

Brien

From: Chip Walls <chip.walls@rightsitehealth.com>
Sent: Monday, September 8, 2025 8:00 AM
To: Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>
Subject: RightSite Report for August 2025

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Chip

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Rightsite Logo

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: Chip Walls
To: Marx, James - FRRS
Subject: Re: RightSite Report for August 2025
Date: Tuesday, September 9, 2025 4:11:41 PM

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Yes.

I will get them to you tomorrow.

Chip

On Tue, Sep 9, 2025 at 16:10 Marx, James - FRRS <JMarx@coj.net> wrote:

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Rightsite Logo

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: Marx, James - FRRS
To: Chip Walls
Subject: RE: RightSite Report for August 2025
Date: Wednesday, September 10, 2025 1:03:00 PM

Thank You!

From: Chip Walls <chip.walls@rightsitehealth.com>
Sent: Wednesday, September 10, 2025 11:54 AM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Re: RightSite Report for August 2025

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8/11: Incident # 113161 (Peter Bui) - patient outcome - telehealth visit

8/18: Incident # 116710 - (Allie Crummey) - Sent to ER in rideshare

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From: Chip Walls
To: Marx, James - FRRS
Subject: Re: RightSite Report for August 2025
Date: Wednesday, September 10, 2025 11:53:57 AM

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>
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>
> ---
>
> **From:** Chip Walls <chip.walls@rightsitehealth.com>
> **Sent:** Monday, September 8, 2025 8:00 AM
> **To:** Marx, James - FRRS <JMarx@coj.net>; Elias, Bradley - FRRS <BElias@coj.net>
> **Subject:** RightSite Report for August 2025
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Good morning,
>
> Please find attached the RightSite report for August 2025. Let me know if you have any

questions or if you'd like to review anything together.

Best,
Chip

--

Rightsite Logo

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: Farmer, Matthew - FRFO
To: Kristeen Pierce
Subject: Re: RightSite test call & go live plans for Monday, November 25th
Date: Monday, November 25, 2024 4:02:25 PM

Ok Kristeen, I'm officially off the phone for the day. I didn't get any calls that qualified for a transfer. Hopefully better luck tomorrow!
Sent from my iPhone

> On Nov 25, 2024, at 1:42 PM, Farmer, Matthew - FRFO <MFarmer@coj.net> wrote:
>
> Sorry it took so look to get back to you!
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> It is 81387
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- Please complete your test call between 9:30am & 9:45am Eastern. I will answer the call and we will walk through the entire process.
- At 10am Eastern we can meet for a quick training run through (I will send an invitation with a Zoom link for all that would like to join) to answer any remaining questions we might have from the test call.
- From that time on, let's see if we can get 1-2 live calls completed in real time. I will make sure my navigation team is aware and ready to take your calls.

- Let's then meet one more time, to talk about the experience with live calls you experienced. (I will send another zoom invitation) We've found from experience just about anything can happen with a patient on the phone! This will be a quick check-in, to see if any of our processes need to be adjusted. I will schedule it for 4:30pm Eastern. Hopefully at least one call has come through by that time. We can always adjust our calls if needed.

Thanks again for helping us make this a success! Looking forward to working with you and making an impact in the Jacksonville community with our partnership.

Kristeen

--



Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

--



Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

From: Kristeen Pierce
To: Farmer, Matthew - FRFO
Cc: Swati Swani; Jamo Rubin
Subject: Re: RightSite test call & go live plans for Monday, November 25th
Date: Monday, November 25, 2024 9:27:22 AM

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Hi Matt!

Thanks for your reply - I apologize for the confusion. I was under the impression test calls were going to be done prior to the go live, to test lines, scripts, etc. I'm happy to meet with you at 10am ET to review the slides, answer any questions, and start receiving calls! I do have a few questions, to ensure we're on the same page and the first calls go as smoothly as possible.

Looking forward to meeting you this morning!

Kristeen

On Mon, Nov 25, 2024 at 8:18 AM Farmer, Matthew - FRFO <MFarmer@coj.net> wrote:

> Hello Kristeen,
>
> Chief Marx asked me to be the first dispatcher to take the RightSite calls for the time being. We have been in communication about the process for a while. I was on the call with Jamo and our Medical director a few weeks ago as well. I've got all the information about how to transfer the calls over. We didn't go over anything about a test call so I'm not positive what that is. We don't have anything like that set up. Do you just want to do the Zoom call and discuss me beginning to process these calls? Or did you have something else in mind?
>
> Thanks Kristeen,
>
> FRCO M Farmer
> Fire Rescue Communications
> mfarmer@coj.net
> 904-630-0522
>
> ---
>
> **From:** Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
> **Sent:** Sunday, November 24, 2024 1:36 PM
> **To:** Farmer, Matthew - FRFO <MFarmer@coj.net>; Hinton, Larry - FRFO <LHinton@coj.net>
> **Cc:** Swati Swani <swati.swani@rightsitehealth.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jackson, Marcia - FRFO <MarciaJ@coj.net>; Linton, Dasha - FRFO <DLinton@coj.net>

Subject: RightSite test call & go live plans for Monday, November 25th

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Thanks again for helping us make this a success! Looking forward to working with you and making an impact in the Jacksonville community with our partnership.

Kristeen

--

Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
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rightsitehealth.com

--



Kristeen Pierce
Vice President, Navigation Services

[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

From: Farmer, Matthew - FRFO
To: Kristeen Pierce
Subject: Re: RightSite test call & go live plans for Monday, November 25th
Date: Monday, November 25, 2024 9:18:04 AM

Hello Kristeen,

Chief Marx asked me to be the first dispatcher to take the RightSite calls for the time being. We have been in communication about the process for a while. I was on the call with Jamo and our Medical director a few weeks ago as well. I've got all the information about how to transfer the calls over. We didn't go over anything about a test call so I'm not positive what that is. We don't have anything like that set up. Do you just want to do the Zoom call and discuss me beginning to process these calls? Or did you have something else in mind?

Thanks Kristeen,

FRCO M Farmer
Fire Rescue Communications
mfarmer@coj.net
904-630-0522

From: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Sent: Sunday, November 24, 2024 1:36 PM
To: Farmer, Matthew - FRFO <MFarmer@coj.net>; Hinton, Larry - FRFO <LHinton@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jackson, Marcia - FRFO <MarciaJ@coj.net>; Linton, Dasha - FRFO <DLinton@coj.net>
Subject: RightSite test call & go live plans for Monday, November 25th

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Hello Matt!

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Chief Marx mentioned you would be doing a test call before working with an active caller on the line - that's great! I would like to suggest that we plan the test call, so that you and I can be

the people working through all the steps necessary to make our first live call a success. Here's the schedule I would like to recommend:

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- Let's then meet one more time, to talk about the experience with live calls you experienced. (I will send another zoom invitation) We've found from experience just about anything can happen with a patient on the phone! This will be a quick check-in, to see if any of our processes need to be adjusted. I will schedule it for 4:30pm Eastern. Hopefully at least one call has come through by that time. We can always adjust our calls if needed.

Thanks again for helping us make this a success! Looking forward to working with you and making an impact in the Jacksonville community with our partnership.

Kristeen

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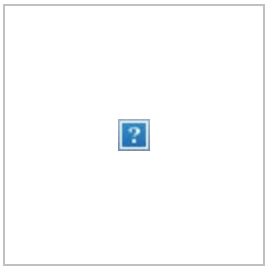

Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

From: Kristeen Pierce
To: Farmer, Matthew - FRFO
Subject: Re: RightSite test call & go live plans for Monday, November 25th
Date: Monday, November 25, 2024 4:05:36 PM

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Ok, thanks. I'll remove today's call for now. Thanks Matt!

On Mon, Nov 25, 2024 at 3:02 PM Farmer, Matthew - FRFO <MFarmer@coj.net> wrote:

> Ok Kristeen, I'm officially off the phone for the day. I didn't get any calls that qualified for a transfer. Hopefully better luck tomorrow!
> Sent from my iPhone
>
> > On Nov 25, 2024, at 1:42 PM, Farmer, Matthew - FRFO <MFarmer@coj.net> wrote:
> >
> > Sorry it took so look to get back to you!
> >
> > It is 81387
> >
> > > On Nov 25, 2024, at 10:37 AM, Kristeen Pierce <kristeen.pierce@rightsitehealth.com> wrote:
> > >
> > > **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
> > >
> > > Hi Matt!
> > >
> > > Thanks for your time this morning. I should have asked... what is your Operator number? I will set it up in out system so the Navigators don't have to create it on the fly.
> > >
> > > Thank you! I believe we have everything else we need.
> > >
> > > Happy calling!
> > >
> > > Kristeen
> > >
> > > On Mon, Nov 25, 2024 at 8:36 AM Farmer, Matthew - FRFO <MFarmer@coj.net> wrote:
> > >
> > > > Ok, that sounds good to me. I told Chief Marx I was willing to help however he needed me. But I wasn't briefed on any test calls. I'm not

sure what he was wanting for that. Haven't received any test call instructions etc. I'm happy to do them, just need a heads up on what you need me to do. I can certainly call the number to test the line if you would like. And i have the script that was given to me:

"I'll escalate your call to an ER doctor to help you immediately by video or phone. First, we'll speak with the doctor's assistant. I need to share some important information with them, and then they will connect you with the doctor right away."

Just let me know what you have in mind.

From: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Sent: Monday, November 25, 2024 9:26 AM
To: Farmer, Matthew - FRFO <MFarmer@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Re: RightSite test call & go live plans for Monday, November 25th

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Hi Matt!

Thanks for your reply - I apologize for the confusion. I was under the impression test calls were going to be done prior to the go live, to test lines, scripts, etc. I'm happy to meet with you at 10am ET to review the slides, answer any questions, and start receiving calls! I do have a few questions, to ensure we're on the same page and the first calls go as smoothly as possible.

Looking forward to meeting you this morning!

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>
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Do you just want to do the Zoom call and discuss me beginning to process these calls? Or did you have something else in mind?

Thanks Kristeen,

FRCO M Farmer
Fire Rescue Communications
mfarmer@coj.net
904-630-0522

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Sent: Sunday, November 24, 2024 1:36 PM
To: Farmer, Matthew - FRFO <MFarmer@coj.net>; Hinton, Larry - FRFO <LHinton@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jackson, Marcia - FRFO <MarciaJ@coj.net>; Linton, Dasha - FRFO <DLinton@coj.net>
Subject: RightSite test call & go live plans for Monday, November 25th

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Thanks again for helping us make this a success! Looking forward to working with you and making an impact in the Jacksonville community with our partnership.

Kristeen

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--



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Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Jamo Rubin
Cc: Marx, James - FRRS; Kristeen Pierce
Subject: Re: RightSite Testing
Date: Thursday, November 21, 2024 12:59:16 PM
Attachments: image001.png

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Hello Chief Marx,

The phone number that call takers can use to activate RightSite is **(904) 441-1357**. Below is the suggested language JFRD call takers can use when introducing RightSite to patients:

I'll escalate your call to an ER doctor to help you immediately by video or phone. First, we'll speak with the doctor's assistant. I need to share some important information with them, and then they will connect you with the doctor right away.

We're thrilled about dispatch implementation, and we're here to support the success of this partnership every step of the way!

If you need further information or clarification, please don't hesitate to reach out. We can also review and discuss this during tomorrow's CQI call.

Best regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Thu, Nov 21, 2024 at 9:10 PM Jamo Rubin <jamo.rubin@rightsitehealth.com> wrote:

> Great! I'm adding Swati to send you a phone number and the script, and for next step plans.
>
> Thank you,
>
> Jamo
>
> On Nov 20, 2024, at 4:12 PM, Marx, James - FRRS <JMarx@coj.net> wrote:

Jamo,

I talked with Matt who performed the demo, he feels comfortable with the process. If you can get me a phone number and wording for us to use, he can begin testing the process Monday, November 25th. This will give him the opportunity to identify if the process we currently plan to use is sufficient or if we need to make any adjustments before training everyone else.

Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue
515 Julia St. Jacksonville, FL 32202
(904) 255-7728 {Office}
(904) 763-3429 {Cell}

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From: Jamo Rubin
To: Marx, James - FRRS; Swati Swani
Subject: Re: RightSite Testing
Date: Thursday, November 21, 2024 10:40:38 AM
Attachments: image001.png

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Great! I'm adding Swati to send you a phone number and the script, and for next step plans.

Thank you,

Jamo

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CITY OF JACKSONVILLE

From: Jamo Rubin
To: Marx, James - FRRS; Swati Swani
Subject: Re: RightSite Testing
Date: Friday, November 22, 2024 6:24:02 AM

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Great! I'm adding Swati to get started on this.

Thanks!

Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

On Nov 20, 2024 at 4:12 PM -0600, Marx, James - FRRS <JMarx@coj.net>, wrote:

> Jamo,
>
> I talked with Matt who performed the demo, he feels comfortable with the process. If you can get me a phone number and wording for us to use, he can begin testing the process Monday, November 25th. This will give him the opportunity to identify if the process we currently plan to use is sufficient or if we need to make any adjustments before training everyone else.
>
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> 515 Julia St. Jacksonville, FL 32202

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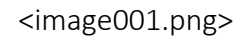

From: Jamo Rubin
To: Marx, James - FRRS
Cc: Kristeen Pierce; Swati Swani; Jared Oscarson
Subject: Re: RightSite Trip to JFRD
Date: Saturday, March 1, 2025 8:11:24 AM

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I think we should reschedule as soon as we can review the signal/CAD code file. When do you think you'll be able to send that to us?

Jamo

> On Feb 28, 2025, at 3:52 PM, Marx, James - FRRS <JMarx@coj.net> wrote:
>
> Absolutely. Do you have any projected dates?
>
> Brien Marx
> Asst. Chief Communications &
> Special Projects
>
> Jacksonville Fire/Rescue
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
> 904-763-3429 (Cell)
> Email: jmarx@coj.net
>
> ---
>
> **From:** Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Sent:** Friday, February 28, 2025 2:48:11 PM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Cc:** Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Swati Swani <swati.swani@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>
> **Subject:** RightSite Trip to JFRD
>
> EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Brien,

I know the team is looking forward to coming out next week. However, given that we are also working on some data to prepare for a meeting with Chief Powers and Dr. Elias, I think it might be better to postpone next week's trip, and reschedule when we can be there for both the dispatch conversation and the field training.

Does that make sense?

Thanks,

Jamo

From: Marx, James - FRRS
To: Jamo Rubin
Cc: Kristeen Pierce; Swati Swani; Jared Oscarson
Subject: Re: RightSite Trip to JFRD
Date: Friday, February 28, 2025 4:52:02 PM

Absolutely. Do you have any projected dates?

Brien Marx
Asst. Chief Communications &
Special Projects

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Friday, February 28, 2025 2:48:11 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Swati Swani <swati.swani@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>
Subject: RightSite Trip to JFRD

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Brien,

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Does that make sense?

Thanks,

Jamo

From: Marx, James - FRRS
To: Jamo Rubin
Cc: Kristeen Pierce; Swati Swani; Jared Oscarson
Subject: Re: RightSite Trip to JFRD
Date: Saturday, March 1, 2025 2:52:37 PM
Attachments: IncidentType_2-24-2025_1-21-42.xlsx

Jamo, Here is a copy of our CAD Code list. We do not have a file that has both CAD codes and what the correlating determinant codes are. As you can see the list is quite extensive.

Brien Marx
Asst. Chief Communications &
Special Projects

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Saturday, March 1, 2025 8:11:06 AM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Swati Swani <swati.swani@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>
Subject: Re: RightSite Trip to JFRD

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Sent: Friday, February 28, 2025 2:48:11 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>; Swati Swani <swati.swani@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>
Subject: RightSite Trip to JFRD

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Brien,

I know the team is looking forward to coming out next week. However, given that we are also working on some data to prepare for a meeting with Chief Powers and Dr. Elias, I think it might be better to postpone next week's trip, and reschedule when we can be there for both the dispatch conversation and the field training.

Does that make sense?

Thanks,

Jamo

From: Jamo Rubin
To: Elias, Bradley - FRRS
Cc: Marx, James - FRRS; Swati Swani; Clayton Walberg
Subject: Re: RightSite Utilization
Date: Thursday, July 24, 2025 5:37:57 PM
Attachments: image002.png

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Great! I look forward to it.

Who should we work with to coordinate training dates?

Jamo

> On Jul 24, 2025, at 1:30 PM, Elias, Bradley - FRRS <BElias@coj.net> wrote:
>
> Great,
>
> I would like to be a part of the training.
>
> Jamo, Chief Marx and I can introduce you to our new Chief of the Department, Chief Golden.
>
> Brad Elias, M.D.
> Medical Director
> Jacksonville Fire Rescue Department
> 515 N. Julia Street
> Jacksonville, Fl
> 32202
> Office 904-255-3307
> Cell 904-483-0471
>
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From: Marx, James - FRRS <JMarx@coj.net>
Sent: Thursday, July 24, 2025 2:56 PM
To: Elias, Bradley - FRRS <BElias@coj.net>; Blanton, Jake - FROD <JBlanton@coj.net>; Golden, Percy - FROD <PGolden@coj.net>
Cc: Guthrie, Daniel - FRRS <DanielG@coj.net>; Cooke, Dallas - FROD <MCooke@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: RE: RightSite Utilization

Dr. Elias,

During Tuesday's biweekly operations meeting with Swati and Kristeen, we discussed coordinating a visit from Right Site in late August or early September to provide refresher training and training for field personnel who haven't yet received it.

One option is to hold training sessions at the fire stations. Once Right Site confirms their availability, I'll ensure we have a clear plan in place to support their training needs.

Respectfully,

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Marx, James - FRRS
To: Jamo Rubin; Elias, Bradley - FRRS
Cc: Swati Swani; Clayton Walberg
Subject: RE: RightSite Utilization
Date: Tuesday, July 29, 2025 12:20:00 PM
Attachments: image002.png

You can contact me.

Brien

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Thursday, July 24, 2025 5:38 PM
To: Elias, Bradley - FRRS <BElias@coj.net>
Cc: Marx, James - FRRS <JMarx@coj.net>; Swati Swani <swati.swani@rightsitehealth.com>; Clayton Walberg <clayton.walberg@rightsitehealth.com>
Subject: Re: RightSite Utilization

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Asst. Chief of Communications &
Special Projects

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From: Elias, Bradley - FRRS
To: Marx, James - FRRS
Cc: Jamo Rubin; Swati Swani
Subject: RE: RightSite Utilization
Date: Thursday, July 24, 2025 3:30:24 PM
Attachments: image002.png

Great,

I would like to be a part of the training.

Jamo, Chief Marx and I can introduce you to our new Chief of the Department, Chief Golden.

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To:	Marx, James - FRRS
Cc:	Jamo Rubin; Swati Swani
Subject:	RE: RightSite Utilization
Date:	Thursday, July 24, 2025 3:24:39 PM
Attachments:	image002.png

Great,

From: Marx, James - FRRS <JMarx@coj.net>
Sent: Thursday, July 24, 2025 2:56 PM
To: Elias, Bradley - FRRS <BElias@coj.net>; Blanton, Jake - FROD <JBlanton@coj.net>; Golden, Percy - FROD <PGolden@coj.net>
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Cc: Guthrie, Daniel - FRRS; Cooke, Dallas - FROD; Jamo Rubin
Subject: RE: RightSite Utilization
Date: Thursday, July 24, 2025 2:55:46 PM
Attachments: image002.png

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Subject: RE: RightSite Utilization
Date: Thursday, July 24, 2025 2:55:46 PM
Attachments: image002.png

Dr. Elias,

During Tuesday's biweekly operations meeting with Swati and Kristeen, we discussed coordinating a visit from Right Site in late August or early September to provide refresher training and training for field personnel who haven't yet received it.

One option is to hold training sessions at the fire stations. Once Right Site confirms their availability, I'll ensure we have a clear plan in place to support their training needs.

Respectfully,

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Elias, Bradley - FRRS <BElias@coj.net>

Sent: Thursday, July 24, 2025 12:57 PM
To: Marx, James - FRRS <JMarx@coj.net>; Blanton, Jake - FROD <JBlanton@coj.net>; Golden, Percy - FROD <PGolden@coj.net>
Cc: Guthrie, Daniel - FRRS <DanielG@coj.net>; Cooke, Dallas - FROD <MCooke@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>
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32202
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Cell 904-483-0471

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Cc:	Guthrie, Daniel - FRRS; Cooke, Dallas - FROD; Jamo Rubin; Jared Oscarson
Subject:	RE: RightSite Utilization
Date:	Thursday, July 24, 2025 2:53:05 PM

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From:	Marx, James - FRRS
To:	Jamo Rubin; Elias, Bradley - FRRS
Cc:	Swati Swani; Clayton Walberg
Subject:	RE: RightSite Utilization
Date:	Tuesday, July 29, 2025 12:20:23 PM
Attachments:	image002.png

You can contact me.

Brien

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Thursday, July 24, 2025 5:38 PM
To: Elias, Bradley - FRRS <BElias@coj.net>
Cc: Marx, James - FRRS <JMarx@coj.net>; Swati Swani <swati.swani@rightsitehealth.com>; Clayton Walberg <clayton.walberg@rightsitehealth.com>
Subject: Re: RightSite Utilization

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Great! I look forward to it.

Who should we work with to coordinate training dates?

Jamo

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>
> Great,
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> Jamo, Chief Marx and I can introduce you to our new Chief of the Department, Chief Golden.
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Cc: Guthrie, Daniel - FRRS <DanielG@coj.net>; Cooke, Dallas - FROD <MCooke@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: RE: RightSite Utilization

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Subject: Re: RightSite Utilization
Date: Thursday, July 24, 2025 5:37:57 PM
Attachments: image002.png

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From: Marx, James - FRRS
To: Linton, Dasha - FRFO; Kristeen Pierce
Cc: Swati Swani; Jared Oscarson
Subject: Re: RightSite visit next week
Date: Friday, February 28, 2025 1:57:21 PM

Hi Kristeen, what time do you and Jared want to get started on Tuesday? I can have Capt. Keeney meet Jared at JFRD headquarters.

Brien Marx
Asst. Chief Communications &
Special Projects

Jacksonville Fire/Rescue
515 Julia St.
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904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Linton, Dasha - FRFO <DLinton@coj.net>
Sent: Friday, February 28, 2025 1:13:12 PM
To: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Cc: Marx, James - FRRS <JMarx@coj.net>; Swati Swani <swati.swani@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>
Subject: Re: RightSite visit next week

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I look forward to seeing you,

Dasha

From: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Sent: Wednesday, February 26, 2025 4:36 PM
To: Linton, Dasha - FRFO <DLinton@coj.net>
Cc: Marx, James - FRRS <JMarx@coj.net>; Swati Swani <swati.swani@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>

Subject: RightSite visit next week

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Hello Dasha!

Jared and I will be in town next week to visit the Comm center and some of the fire stations. I would love to find a time to talk with you about how you feel it's going in Dispatch and what we might need to offer from a training perspective. We will be there Tuesday March 4th and Wednesday March 5th, all day both days. I have already reached out to Chief Marx about visiting stations and he is working on the schedule for us. Please let me know if either day works for you and if so, what times you are available. We will coordinate with both you and Chief Marx to use our time most wisely.

Looking forward to catching up!

--

Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

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To: Linton, Dasha - FRFO; Kristeen Pierce
Cc: Swati Swani; Jared Oscarson
Subject: Re: RightSite visit next week
Date: Friday, February 28, 2025 1:55:22 PM

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kristeen.pierce@rightsitehealth.com
rightsitehealth.com

From: Linton, Dasha - FRFO
To: Kristeen Pierce
Cc: Marx, James - FRRS; Swati Swani; Jared Oscarson
Subject: Re: RightSite visit next week
Date: Friday, February 28, 2025 1:13:16 PM

Hi Kristeen,

I have spoken with Chief Marx and we will be making plans for me to be at HQ during your visit next week. I will need to discuss my schedule with my team on Monday then I can let you all know more about my exact availability.

I look forward to seeing you,

Dasha

From: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Sent: Wednesday, February 26, 2025 4:36 PM
To: Linton, Dasha - FRFO <DLinton@coj.net>
Cc: Marx, James - FRRS <JMarx@coj.net>; Swati Swani <swati.swani@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>
Subject: RightSite visit next week

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Looking forward to catching up!

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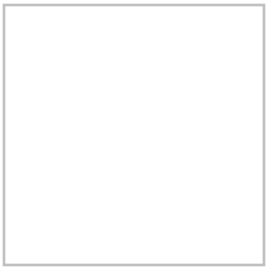
Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com



rightsitehealth.com

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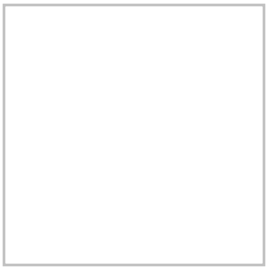

rightsitehealth.com

From: Marx, James - FRRS
To: Kristeen Pierce
Cc: Jared Oscarson; Swati Swani
Subject: RE: RightSite visit next week
Date: Friday, February 28, 2025 1:20:23 PM

Hi Kristeen, Dasha will be in FRCC to assist you on Tuesday and Wednesday and Capt. Keeney will assist Jared for fire station visits. I see your list of people, however there's no way to guarantee that they will be working that day. Does Jared want to visit with people who've been using RS or would he rather visit people who've received the training but not using it? I have a list of stations where it's not been used very much. Just let me know what direction you want to go. Brien

---

From: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Sent: Tuesday, February 25, 2025 1:16 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Jared Oscarson <jared.oscarson@rightsitehealth.com>; Swati Swani <swati.swani@rightsitehealth.com>
Subject: RightSite visit next week

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Good afternoon Chief Marx!

We have been looking through our data and have come up with a list of folks to visit. Here's what we have found:

- Rescue 65 has 3 people who have called - Corey Nail (7 times), Terry McClain (3 times), Jeff Burton (1 time).
- Rescue 33 has 3 people who have called - Lt James Davis (20 times), Jonathan Ortiz (2 times), Carlos Daniels (1 time).
- Rescue 18 has two people who have called - Jesse Modican (7 times) and Jacob Thibidaut (1 time)
- Rescue 17 has two people who have called - Ronald Gill (5 times) and Matthew Griggs (2 times).
- Rescue 24 had two people who have called - Rachel Miller (4 times) and Chad Pontree (1 time)

That's the top 5 stations that have called us so far. However, there are two of the folks listed above who work for multiple Rescues, so I don't know if the Rescue numbers are correct. The two on our lists that work for multiple services are

- Lt. James Davis - He's called with 27, 33, 36 & 61
- Ronald Gill - He's called with 10 & 17.

I'm open to suggestions for the visits, so please let us know your ideas and

preferences. We are flexible!

I would also like to reach out to Dasha before we arrive. She was an integral part of our training Dispatch sessions and I would like to send her a list of Call Taker/Dispatcher names who have called multiple times. I would like to sit in Dispatch more than once (maybe AM an PM) to talk to more than one shift and would love for Dasha to be a part of any or all of it. Please let me know your thoughts, Chief Marx.

Thanks for hosting us! We're looking forward to our visit.

Kristeen

--

Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
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rightsitehealth.com

From: Marx, James - FRRS
To: Linton, Dasha - FRFO; Kristeen Pierce
Cc: Swati Swani; Jared Oscarson
Subject: Re: RightSite visit next week
Date: Friday, February 28, 2025 1:57:22 PM

Hi Kristeen, what time do you and Jared want to get started on Tuesday? I can have Capt. Keeney meet Jared at JFRD headquarters.

Brien Marx
Asst. Chief Communications &
Special Projects

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Linton, Dasha - FRFO <DLinton@coj.net>
Sent: Friday, February 28, 2025 1:13:12 PM
To: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Cc: Marx, James - FRRS <JMarx@coj.net>; Swati Swani <swati.swani@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>
Subject: Re: RightSite visit next week

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From: Wilson, Harry - GCGA
To: Gabriel, Jason; Powers, Keith
Cc: Mairs, Rita - GCGA; Mitchell, April; Jamo Rubin; Greene, Rachel
Subject: RE: RightSite
Date: Monday, May 6, 2024 11:36:26 AM

Works for me, as well.

Harry M. ("Reece") Wilson, IV
Assistant General Counsel
Office of General Counsel
117 W. Duval Street, Suite 480
Jacksonville, FL 32202
(904) 255-7763 (office line)
(904) 255-5120 - fax
rmwilson@coj.net

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To: Powers, Keith <KPowers@coj.net>
Cc: Mairs, Rita - GCGA <MairsR@coj.net>; Mitchell, April <AMITCHEL@coj.net>; Wilson, Harry - GCGA <RMWilson@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Greene, Rachel <rgreene@burr.com>
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Sent from my iPhone

Jason R. Gabriel
Partner

jgabriel@burr.com
904-232-7211 (*direct*)
904-226-8191 (*mobile*)

50 North Laura Street, Suite 3000
Jacksonville, Florida 32202

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Good morning!

I am available:

Wednesday 0900-1000
1500-1700

Thursday 1300-1700

Keith

Keith Powers
Director/Fire Chief
Jacksonville Fire/Rescue Department
515 N. Julia Street
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Office of General Counsel

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(904) 255-5055 office
(904) 614-4187 cell

From: Mairs, Rita - GCGA
To: Powers, Keith
Cc: Mitchell, April; Wilson, Harry - GCGA; Jason Gabriel; Jamo Rubin
Subject: Re: RightSite
Date: Monday, May 6, 2024 8:21:58 PM

I will send an invite tomorrow for Thursday at 3:00 ET. I think that aligns with everyone's schedules. Thanks for the quick responses.

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To: Wilson, Harry - GCGA
Cc: Gabriel, Jason; Powers, Keith; Mairs, Rita - GCGA; Mitchell, April; Greene, Rachel
Subject: Re: RightSite
Date: Monday, May 6, 2024 12:15:02 PM

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Cc: Mairs, Rita - GCGA <MairsR@coj.net>; Mitchell, April <AMITCHEL@coj.net>; Wilson, Harry - GCGA <RMWilson@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Greene, Rachel <rgreene@burr.com>
Subject: Re: RightSite

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good morning everyone — Weds or Thursday at 3 pm works for me. I've included Jamo here to see his availability either of those 2 days/times. Thank you! Jason

Sent from my iPhone

<~WRD0001.jpg> **Jason R. Gabriel**
Partner

jgabriel@burr.com
904-232-7211 (*direct*)
904-226-8191 (*mobile*)

<~WRD0001.jpg> <~WRD0001.jpg> <~WRD0001.jpg> <~WRD0001.jpg> <~WRD0001.jpg>

50 North Laura Street, Suite 3000
Jacksonville, Florida 32202

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This is an EXTERNAL email! STOP, ASSESS, and VERIFY

Good morning!

I am available:

Wednesday 0900-1000
1500-1700

Thursday 1300-1700

Keith

Keith Powers
Director/Fire Chief
Jacksonville Fire/Rescue Department
515 N. Julia Street
Jacksonville, Fl. 32202
904-255-3300 office
904-237-9807 cell

<image001.gif>

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To: Powers, Keith <KPowers@coj.net>; Mitchell, April <AMITCHEL@coj.net>; Wilson, Harry - GCGA <RMWilson@coj.net>; Jason Gabriel <jgabriel@burr.com>
Subject: RightSite

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Thank you,

Rita M. Mairs
Office of General Counsel
117 W. Duval Street, Suite 480
Jacksonville, FL 32202
(904) 255-5055 office
(904) 614-4187 cell

From: Jamo Rubin
To: Wilson, Harry - GCGA
Cc: Gabriel, Jason; Powers, Keith; Mairs, Rita - GCGA; Mitchell, April; Greene, Rachel
Subject: Re: RightSite
Date: Monday, May 6, 2024 12:14:29 PM

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Thursday 3et works best for me. Thx for putting the call together.

Jamo

> On May 6, 2024, at 10:36 AM, Wilson, Harry - GCGA <RMWilson@coj.net> wrote:
>
> Works for me, as well.
>
> Harry M. ("Reece") Wilson, IV
> Assistant General Counsel
> Office of General Counsel
> 117 W. Duval Street, Suite 480
> Jacksonville, FL 32202
> (904) 255-7763 (office line)
> (904) 255-5120 - fax
> rmwilson@coj.net
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Date: Monday, May 6, 2024 12:14:28 PM

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Date: Monday, May 6, 2024 10:53:47 AM

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Cc: Mairs, Rita - GCGA; Mitchell, April; Wilson, Harry - GCGA; Jamo Rubin; Greene, Rachel
Subject: Re: RightSite
Date: Monday, May 6, 2024 10:53:46 AM

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To: Powers, Keith
Cc: Mairs, Rita - GCGA; Mitchell, April; Wilson, Harry - GCGA; Jamo Rubin; Greene, Rachel
Subject: Re: RightSite
Date: Monday, May 6, 2024 10:53:45 AM

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To: Powers, Keith
Cc: Mairs, Rita - GCGA; Mitchell, April; Wilson, Harry - GCGA; Jamo Rubin; Greene, Rachel
Subject: Re: RightSite
Date: Monday, May 6, 2024 10:53:43 AM

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Rita M. Mairs
Office of General Counsel
117 W. Duval Street, Suite 480
Jacksonville, FL 32202
(904) 255-5055 office
(904) 614-4187 cell

From: Wilson, Harry - GCGA
To: Gabriel, Jason; Powers, Keith
Cc: Mairs, Rita - GCGA; Mitchell, April; Jamo Rubin; Greene, Rachel
Subject: RE: RightSite
Date: Monday, May 6, 2024 11:36:26 AM

Works for me, as well.

Harry M. ("Reece") Wilson, IV
Assistant General Counsel
Office of General Counsel
117 W. Duval Street, Suite 480
Jacksonville, FL 32202
(904) 255-7763 (office line)
(904) 255-5120 - fax
rmwilson@coj.net

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Cc: Mairs, Rita - GCGA <MairsR@coj.net>; Mitchell, April <AMITCHEL@coj.net>; Wilson, Harry - GCGA <RMWilson@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Greene, Rachel <rgreene@burr.com>
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From: Mairs, Rita - GCGA
To: Powers, Keith
Cc: Mitchell, April; Wilson, Harry - GCGA; Jason Gabriel; Jamo Rubin
Subject: Re: RightSite
Date: Monday, May 6, 2024 8:21:58 PM

I will send an invite tomorrow for Thursday at 3:00 ET. I think that aligns with everyone's schedules. Thanks for the quick responses.

Sent from my iPhone

> On May 6, 2024, at 10:46 AM, Powers, Keith <KPowers@coj.net> wrote:
>
> Good morning!
>
> I am available:
>
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From: Gabriel, Jason
To: Wilson, Harry - GCGA
Cc: Powers, Keith - FROD; Jamo Rubin; Mitchell, April - FROD; Mairs, Rita - GCGA
Subject: RE: RightSite_Health__Inc__-_Scope_of_Services.docx
Date: Wednesday, May 15, 2024 5:17:02 PM
Attachments: Doc#_54280548_v_1_JR Edits - GC-#1628503-v1-RightSite_Health__Inc__-_Scope_of_Services.DOCX

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Reece –

Please see the attached minor revisions to the Scope. Please let me know of any questions or concerns. Thanks very much and we look forward to finalizing.

- Jason

Jason R. Gabriel
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Jason,

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Thanks,

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To: Wilson, Harry - GCGA
Cc: Powers, Keith - FROD; Jamo Rubin; Mitchell, April - FROD; Mairs, Rita - GCGA
Subject: RE: RightSite_Health__Inc__-_Scope_of_Services.docx
Date: Wednesday, May 15, 2024 5:17:00 PM
Attachments: Doc#_54280548_v_1_JR Edits - GC-#1628503-v1-RightSite_Health__Inc__-_Scope_of_Services.DOCX

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Cc: Powers, Keith - FROD; Jamo Rubin; Mitchell, April - FROD; Mairs, Rita - GCGA
Subject: RE: RightSite_Health__Inc__-_Scope_of_Services.docx
Date: Wednesday, May 15, 2024 5:16:51 PM
Attachments: Doc#_54280548_v_1_JR Edits - GC-#1628503-v1-RightSite_Health__Inc__-_Scope_of_Services.DOCX

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Cc: Powers, Keith - FROD; Jamo Rubin; Mitchell, April - FROD; Mairs, Rita - GCGA
Subject: RE: RightSite_Health__Inc__-_Scope_of_Services.docx
Date: Tuesday, May 14, 2024 4:17:39 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Reece –

Thanks very much for getting this over. I am reviewing with Rightsite and will circle back very shortly. Thanks again for your help.

– Jason G.

Jason R. Gabriel
Partner

jgabriel@burr.com
904-232-7211 (*direct*)
904-226-8191 (*mobile*)

50 North Laura Street, Suite 3000
Jacksonville, Florida 32202

The information contained in this email is intended for the individual or entity above. If you are not the intended recipient, please do not read, copy, use, forward or disclose this communication to others; also, please notify the sender by replying to this message, and then delete this message from your system. Thank you.

From: Wilson, Harry - GCGA <RMWilson@coj.net>
Sent: Monday, May 13, 2024 5:21 PM
To: Gabriel, Jason <jgabriel@burr.com>
Cc: Powers, Keith - FROD <KPowers@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Mitchell, April - FROD <AMITCHEL@coj.net>; Mairs, Rita - GCGA <MairsR@coj.net>
Subject: RightSite_Health__Inc__-_Scope_of_Services.docx

This is an EXTERNAL email! STOP, ASSESS, and VERIFY

Jason,

Attached is a draft RightSite scope of services.

JFRD has reviewed and approved the attached.

Look forward to your and Jamo's comments.

Thanks,

Harry M. ("Reece") Wilson, IV
Assistant General Counsel
Office of General Counsel
117 W. Duval Street, Suite 480
Jacksonville, FL 32202
(904) 255-7763 (office line)
(904) 255-5120 - fax
rmwilson@coj.net

Disclaimer regarding Uniform Electronic Transactions Act (UETA) (Florida Statutes Section 668.50): If this communication concerns negotiation of a contract or agreement, UETA does not apply to this communication; contract formation in this matter shall occur only with manually-affixed original signatures on original documents.

From: Gabriel, Jason
To: Wilson, Harry - GCGA
Cc: Powers, Keith - FROD; Jamo Rubin; Mitchell, April - FROD; Mairs, Rita - GCGA
Subject: RE: RightSite_Health__Inc__-_Scope_of_Services.docx
Date: Tuesday, May 14, 2024 4:17:37 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Reece –

Thanks very much for getting this over. I am reviewing with Rightsite and will circle back very shortly. Thanks again for your help.

– Jason G.

Jason R. Gabriel
Partner

jgabriel@burr.com
904-232-7211 (*direct*)
904-226-8191 (*mobile*)

50 North Laura Street, Suite 3000
Jacksonville, Florida 32202

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Cc: Powers, Keith - FROD <KPowers@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Mitchell, April - FROD <AMITCHEL@coj.net>; Mairs, Rita - GCGA <MairsR@coj.net>
Subject: RightSite_Health__Inc__-_Scope_of_Services.docx

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117 W. Duval Street, Suite 480
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From: Gabriel, Jason
To: Wilson, Harry - GCGA
Cc: Powers, Keith - FROD; Jamo Rubin; Mitchell, April - FROD; Mairs, Rita - GCGA
Subject: RE: RightSite_Health__Inc__-_Scope_of_Services.docx
Date: Tuesday, May 14, 2024 4:17:36 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Reece –

Thanks very much for getting this over. I am reviewing with Rightsite and will circle back very shortly. Thanks again for your help.

– Jason G.

Jason R. Gabriel
Partner

jgabriel@burr.com
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Subject: RightSite_Health__Inc__-_Scope_of_Services.docx

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Cc: Powers, Keith - FROD; Jamo Rubin; Mitchell, April - FROD; Mairs, Rita - GCGA
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Date: Tuesday, May 14, 2024 4:17:36 PM

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Jason R. Gabriel
Partner

jgabriel@burr.com
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To: Wilson, Harry - GCGA
Cc: Powers, Keith - FROD; Jamo Rubin; Mitchell, April - FROD; Mairs, Rita - GCGA
Subject: RE: RightSite_Health__Inc__-_Scope_of_Services.docx
Date: Wednesday, May 15, 2024 5:17:15 PM
Attachments: Doc#_54280548_v_1_JR Edits - GC-#1628503-v1-RightSite_Health__Inc__-_Scope_of_Services.DOCX

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Reece –

Please see the attached minor revisions to the Scope. Please let me know of any questions or concerns. Thanks very much and we look forward to finalizing.

- Jason

Jason R. Gabriel
Partner

jgabriel@burr.com
904-232-7211 (*direct*)
904-226-8191 (*mobile*)

50 North Laura Street, Suite 3000
Jacksonville, Florida 32202

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Cc: Powers, Keith - FROD <KPowers@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Mitchell, April - FROD <AMITCHEL@coj.net>; Mairs, Rita - GCGA <MairsR@coj.net>
Subject: RightSite_Health__Inc__-_Scope_of_Services.docx

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Jason,

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From: Swati Swani
To: Sherman, Lynn
Cc: Joshi, Sunil
Subject: Re: RightSite/JAX Care Connect call Call today
Date: Tuesday, January 16, 2024 2:10:10 PM
Attachments: image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Here you go:

Training Location:

Jacksonville Fire & Rescue Department

515 N Julia St
Jacksonville, FL 32202

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Jan 16, 2024 at 1:11 PM Sherman, Lynn <LSherman@coj.net> wrote:

> Thanks again! What is the location?
>
> Kind regards,
>
> *Lynn*
>
> Lynn C. Sherman, MHA, CCHL
> Executive Director of Health Programs
> Office of Mayor Donna Deegan | City of Jacksonville
> 117 W. Duval Street, Suite 400
> Jacksonville, FL 32202
> Office: (904)255-4628
> Cell: (904)468-0467

lsherman@coj.net

https://www.coj.net



From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Tuesday, January 16, 2024 11:47 AM
To: Sherman, Lynn <LSherman@coj.net>
Cc: Joshi, Sunil <SJoshi@coj.net>
Subject: Re: RightSite/JAX Care Connect call Call today

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Lynn,

Yes, Jan 17th at 3 pm works. Looking forward to see you!

Regards,

Swati

> On Jan 16, 2024, at 10:51 AM, Sherman, Lynn <LSherman@coj.net> wrote:
>
> Hi Swati,
>
> Thanks for circling back!
>
> I did not want to be a participant in the entire training. I only want to observe a portion of the training. Of the days and times listed, I am only available at 3:00 on 1/17. Will that work?

Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL

Executive Director of Health Programs

Office of Mayor Donna Deegan | City of Jacksonville

117 W. Duval Street, Suite 400

Jacksonville, FL 32202

Office: (904)255-4628

Cell: (904)468-0467

lsherman@coj.net

https://www.coj.net

<image001.png>

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Tuesday, January 16, 2024 7:31 AM
To: Sherman, Lynn <LSherman@coj.net>
Cc: Joshi, Sunil <SJoshi@coj.net>
Subject: Re: RightSite/JAX Care Connect call Call today

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Lynn,

Touching base regarding your visit to JFRD training(s) this week. Please let me know the days/times that work for you.

Regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com

rightsitehealth.com

On Thu, Jan 11, 2024 at 12:40 PM Swati Swani <swati.swani@rightsitehealth.com> wrote:

> Hello Lynn and Dr. Joshi,
>
> I just got confirmation on the exact training schedule. And, Chief Marx is excited for you both to attend JFRD training in person. Please let me know which session(s) you will be attending.
>
> **Training Location:**
>
> Jacksonville Fire & Rescue Department
>
> 515 N Julia St
> Jacksonville, FL 32202
>
> **Training Dates:** 1/16 - 1/21 (Tue-Sun)
>
> **Training Time:** 3 sessions each day at: 9:30 AM, 12:30 PM and 3 PM
>
> Also, with such a tight schedule next week, we might not be able to meet in person to talk about JAXCare Connect with the team. I am confirming with Jamo on this and will keep the team posted on next steps.
>
> Please let me know if you have any questions or need any additional information.
>
> Thanks,
>
> Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Fri, Jan 5, 2024 at 2:31 PM Sherman, Lynn <LSherman@coj.net> wrote:

> Thanks for keeping us posted Swati!
>
> Would we be able to attend part or all of the JFRD training as observers?
>
> Let us know when you will do part two with JaxCareConnect.
>
> I look forward to meeting you in person.
>
> Kind regards,
>
> *Lynn*
>
> Lynn C. Sherman, MHA, CCHL
> Executive Director of Health Programs
> Office of Mayor Donna Deegan | City of Jacksonville
> 117 W. Duval Street, Suite 400
> Jacksonville, FL 32202
> Office: (904)255-4628
> Cell: (904)468-0467
> lsherman@coj.net
> https://www.coj.net
> <image001.png>
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Friday, January 5, 2024 3:23 PM
> **To:** Sherman, Lynn <LSherman@coj.net>
> **Subject:** Re: RightSite/JAX Care Connect call Call today
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Afternoon Lynn,

Wishing you a very Happy New Year! Wanted to keep you updated with activities on our side with regards to JFRD. We are gearing up to be on-site in the week of 1/15 to train all 63 rescue units of JFRD. We are not sure of the final dates and training times yet and will keep you posted.

I will work with the JAXCare Connect team too when I have confirmation on dates for the followup session. I will share the draft workflow with the entire group early next week for everyone's review and feedback prior to our next meeting.

Looking forward to seeing you and the team in person in a couple of weeks.

Have a nice weekend!

Regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Dec 20, 2023 at 9:05 AM Swati Swani <swati.swani@rightsitehealth.com> wrote:

> Will do...thanks!
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> **rightsitehealth.com**

On Wed, Dec 20, 2023 at 9:00 AM Sherman, Lynn <LSherman@coj.net> wrote:

> Please also make sure they can attend.
>
> Kind regards,
>
> *Lynn*
>
> Lynn C. Sherman, MHA, CCHL
>
> Executive Director of Health Programs
>
> Office of Mayor Donna Deegan | City of Jacksonville
>
> 117 W. Duval Street, Suite 400
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> Cell: (904)468-0467
>
> lsherman@coj.net
>
> https://www.coj.net
>
> <image001.png>
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Wednesday, December 20, 2023 9:55 AM
> **To:** Sherman, Lynn <LSherman@coj.net>
> **Subject:** Re: RightSite/JAX Care Connect call Call today
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Good Morning Lynn,
>
> I think the JAXCareConnect team should be present as I am hoping we will review the final workflow, tie all loose ends and move closer towards implementation in January.

Please let me know your thoughts on the plan...

Appreciate your help!!

Regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Dec 20, 2023 at 8:31 AM Sherman, Lynn <LSherman@coj.net> wrote:

> Thanks! Will the team form JaxCareConnect be present?
>
> Kind regards,
>
> *Lynn*
>
> Lynn C. Sherman, MHA, CCHL
> Executive Director of Health Programs
> Office of Mayor Donna Deegan | City of Jacksonville
> 117 W. Duval Street, Suite 400
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> Office: (904)255-4628
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> lsherman@coj.net
> https://www.coj.net
> <image001.png>

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Tuesday, December 19, 2023 7:53 PM
To: Sherman, Lynn <LSherman@coj.net>
Subject: Re: RightSite/JAX Care Connect call Call today

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Lynn,

Thanks for sending your availability, let me work on RightSite availability and I will let you know as soon as I find out.

Have a nice evening!

Regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Dec 19, 2023 at 2:38 PM Sherman, Lynn <LSherman@coj.net> wrote:

> Sunil and I are available on January 15 at 11 am and January 22 between 11 – 4 pm. Let me know what works for you all.
>
> Kind regards,
>
> *Lynn*
>
> Lynn C. Sherman, MHA, CCHL

Executive Director of Health Programs

Office of Mayor Donna Deegan | City of Jacksonville

117 W. Duval Street, Suite 400

Jacksonville, FL 32202

Office: (904)255-4628

Cell: (904)468-0467

lsherman@coj.net

https://www.coj.net

<image001.png>

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Tuesday, December 19, 2023 11:08 AM
To: Sherman, Lynn <LSherman@coj.net>
Subject: Re: RightSite/JAX Care Connect call Call today

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Lynn,

No worries at all, Jenny told us that you know the JAXCareConnect work already that she shared with us yesterday.

I will share the workflow/next steps with you and the team soon.

One other item that we need to work on is to schedule an in-person meeting in JAX in early January to tie all loose ends and get this going. Please let me know your thoughts on this.

Regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com

rightsitehealth.com

On Tue, Dec 19, 2023 at 9:40 AM Sherman, Lynn <LSherman@coj.net> wrote:

> Sorry, I missed this. I was traveling ac to Jacksonville.
>
> Kind regards,
>
> *Lynn*
>
> Lynn C. Sherman, MHA, CCHL
>
> Executive Director of Health Programs
>
> Office of Mayor Donna Deegan | City of Jacksonville
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> lsherman@coj.net
>
> https://www.coj.net
>
> <image001.png>
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Monday, December 18, 2023 4:05 PM
> **To:** Sherman, Lynn <LSherman@coj.net>
> **Subject:** RightSite/JAX Care Connect call Call today
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Lynn,

Are you and Dr. Joshi able to join the call with Jenny/JAX Care Connect now...just checking?

Regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Sherman, Lynn
To:	Swati Swani
Cc:	Joshi, Sunil
Subject:	RE: RightSite/JAX Care Connect call Call today
Date:	Tuesday, January 16, 2024 2:19:00 PM
Attachments:	image001.png

Thanks!

Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL
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117 W. Duval Street, Suite 400
Jacksonville, FL 32202
Office: (904)255-4628
Cell: (904)468-0467
lsherman@coj.net
https://www.coj.net

A NEW DAY.

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Tuesday, January 16, 2024 2:10 PM
To: Sherman, Lynn <LSherman@coj.net>
Cc: Joshi, Sunil <SJoshi@coj.net>
Subject: Re: RightSite/JAX Care Connect call Call today

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Here you go:

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515 N Julia St
Jacksonville, FL 32202

Swati Swani
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swati.swani@rightsitehealth.com
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Swati

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> *Lynn*
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> Lynn C. Sherman, MHA, CCHL
> Executive Director of Health Programs

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Jacksonville, FL 32202
Office: (904)255-4628
Cell: (904)468-0467
lsherman@coj.net
https://www.coj.net
<image001.png>

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Subject: Re: RightSite/JAX Care Connect call Call today

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Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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>
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Cc: Joshi, Sunil
Subject: Re: RightSite/JAX Care Connect call Call today
Date: Tuesday, January 16, 2024 11:47:40 AM

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Attachments: image001.png

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Please let me know your thoughts on the plan...

Appreciate your help!!

Regards,
Swati

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Date: Tuesday, January 16, 2024 1:11:00 PM
Attachments: image001.png

Thanks again! What is the location?

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A NEW DAY.

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> **Sent:** Monday, December 18, 2023 4:05 PM
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> **Subject:** RightSite/JAX Care Connect call Call today
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> Hello Lynn,
>
> Are you and Dr. Joshi able to join the call with Jenny/JAX Care Connect now...just checking?
>
> Regards,
> Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Sherman, Lynn
To: Swati Swani
Cc: Joshi, Sunil
Subject: RE: RightSite/JAX Care Connect call Call today
Date: Tuesday, January 16, 2024 1:09:17 PM
Attachments: image001.png

Thanks!

Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL
Executive Director of Health Programs
Office of Mayor Donna Deegan | City of Jacksonville
117 W. Duval Street, Suite 400
Jacksonville, FL 32202
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Cell: (904)468-0467
lsherman@coj.net
https://www.coj.net

A NEW DAY.

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Sent: Tuesday, January 16, 2024 11:47 AM
To: Sherman, Lynn <LSherman@coj.net>
Cc: Joshi, Sunil <SJoshi@coj.net>
Subject: Re: RightSite/JAX Care Connect call Call today

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Hello Lynn,

Yes, Jan 17th at 3 pm works. Looking forward to see you!
Regards,

Swati

> On Jan 16, 2024, at 10:51 AM, Sherman, Lynn <LSherman@coj.net> wrote:
>
> Hi Swati,
>
> Thanks for circling back!
>
> I did not want to be a participant in the entire training. I only want to observe a portion of the training. Of the days and times listed, I am only available at 3:00 on 1/17. Will that work?

Kind regards,

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Training Time: 3 sessions each day at: 9:30 AM, 12:30 PM and 3 PM

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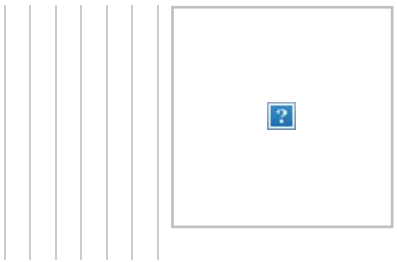

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From:	Sherman, Lynn
To:	Swati Swani
Cc:	Joshi, Sunil
Subject:	RE: RightSite/JAX Care Connect call Call today
Date:	Tuesday, January 16, 2024 1:09:00 PM
Attachments:	image001.png

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Hello Lynn,

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Cc:	Joshi, Sunil
Subject:	RE: RightSite/JAX Care Connect call Call today
Date:	Tuesday, January 16, 2024 10:51:00 AM
Attachments:	image001.png

Hi Swati,

Thanks for circling back!

I did not want to be a participant in the entire training. I only want to observe a portion of the training. Of the days and times listed, I am only available at 3:00 on 1/17. Will that work?

Kind regards,

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Good Morning Lynn,

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Attachments: image001.png

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> Kind regards,

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Cell: (904)468-0467
lsherman@coj.net
https://www.coj.net

A NEW DAY.

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Sent: Monday, December 18, 2023 4:05 PM
To: Sherman, Lynn <LSherman@coj.net>
Subject: RightSite/JAX Care Connect call Call today

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Are you and Dr. Joshi able to join the call with Jenny/JAX Care Connect now...just checking?

Regards,
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From: Sherman, Lynn
To: Swati Swani
Cc: Joshi, Sunil
Subject: RE: RightSite/JAX Care Connect call Call today
Date: Friday, January 5, 2024 3:31:00 PM
Attachments: image001.png

Thanks for keeping us posted Swati!

Would we be able to attend part or all of the JFRD training as observers?

Let us know when you will do part two with JaxCareConnect.

I look forward to meeting you in person.

Kind regards,

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Good Afternoon Lynn,

Wishing you a very Happy New Year! Wanted to keep you updated with activities on our side with regards to JFRD. We are gearing up to be on-site in the week of 1/15 to train all 63 rescue units of JFRD. We are not sure of the final dates and training times yet and will keep you posted.

I will work with the JAXCare Connect team too when I have confirmation on dates for the followup session.

I will share the draft workflow with the entire group early next week for everyone's review and feedback prior to our next meeting.

Looking forward to seeing you and the team in person in a couple of weeks.

Have a nice weekend!

Regards,
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> Kind regards,
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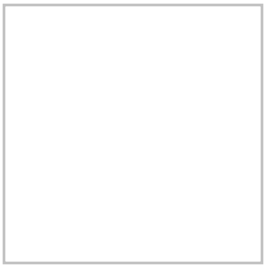

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Cc: Joshi, Sunil
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Have a nice weekend!

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Hello Lynn,

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Have a nice evening!

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Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Dec 20, 2023 at 8:31 AM Sherman, Lynn <LSherman@coj.net> wrote:

> Thanks! Will the team form JaxCareConnect be present?
>
> Kind regards,
>
> *Lynn*
>
> Lynn C. Sherman, MHA, CCHL
> Executive Director of Health Programs
> Office of Mayor Donna Deegan | City of Jacksonville
> 117 W. Duval Street, Suite 400
> Jacksonville, FL 32202
> Office: (904)255-4628
> Cell: (904)468-0467
> lsherman@coj.net
> https://www.coj.net
> <image001.png>
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Tuesday, December 19, 2023 7:53 PM
> **To:** Sherman, Lynn <LSherman@coj.net>
> **Subject:** Re: RightSite/JAX Care Connect call Call today
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Hello Lynn,
>
> Thanks for sending your availability, let me work on RightSite availability and I will let you know as soon as I find out.
>
> Have a nice evening!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Dec 19, 2023 at 2:38 PM Sherman, Lynn <LSherman@coj.net> wrote:

> Sunil and I are available on January 15 at 11 am and January 22 between 11 – 4 pm. Let me know what works for you all.
>
> Kind regards,
>
> *Lynn*
>
> Lynn C. Sherman, MHA, CCHL
> Executive Director of Health Programs
> Office of Mayor Donna Deegan | City of Jacksonville
> 117 W. Duval Street, Suite 400
> Jacksonville, FL 32202
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> lsherman@coj.net
> https://www.coj.net
> <image001.png>
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Tuesday, December 19, 2023 11:08 AM
> **To:** Sherman, Lynn <LSherman@coj.net>
> **Subject:** Re: RightSite/JAX Care Connect call Call today
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Hello Lynn,
>
> No worries at all, Jenny told us that you know the JAXCareConnect work already that she shared with us yesterday.
>
> I will share the workflow/next steps with you and the team soon.
>
> One other item that we need to work on is to schedule an in-person meeting in JAX in early January to tie all loose ends and get this going. Please let me know your thoughts on this.
>
> Regards,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation

[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Dec 19, 2023 at 9:40 AM Sherman, Lynn <LSherman@coj.net> wrote:

> Sorry, I missed this. I was traveling ac to Jacksonville.
>
> Kind regards,
>
> *Lynn*
>
> Lynn C. Sherman, MHA, CCHL
> Executive Director of Health Programs
> Office of Mayor Donna Deegan | City of Jacksonville
> 117 W. Duval Street, Suite 400
> Jacksonville, FL 32202
> Office: (904)255-4628
> Cell: (904)468-0467
> lsherman@coj.net
> https://www.coj.net
> <image001.png>
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Monday, December 18, 2023 4:05 PM
> **To:** Sherman, Lynn <LSherman@coj.net>
> **Subject:** RightSite/JAX Care Connect call Call today
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Hello Lynn,
>
> Are you and Dr. Joshi able to join the call with Jenny/JAX Care Connect now...just checking?
>
> Regards,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> **rightsitehealth.com**

From:	Swati Swani
To:	Sherman, Lynn
Cc:	Jenny O"Donnell; Angela Strain; Jamo Rubin; Dawn Dixon; ddixon@myconnectability.org; Jared Oscarson; Joshi, Sunil
Subject:	Re: RightSite/JAXCareConnect - Review Referral/Intake Process
Date:	Tuesday, January 23, 2024 3:03:40 PM
Attachments:	image001.png image002.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

No worries, Lynn. Thanks for letting us know.

I am sending out an invite shortly.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Jan 23, 2024 at 1:13 PM Sherman, Lynn <LSherman@coj.net> wrote:

> Hi Swati,
>
> I'm afraid we are not available at either of the suggested times. Please move forward and we will get and update from JaxCareConnect.
>
> Kind regards,
>
> *Lynn*
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> Lynn C. Sherman, MHA, CCHL
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> lsherman@coj.net

https://www.coj.net

A NEW DAY.

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, January 22, 2024 7:02 PM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>
Cc: Sherman, Lynn <LSherman@coj.net>; Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Joshi, Sunil <SJoshi@coj.net>
Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process

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Thanks, Jenny!

Hello Lynn,

Do any of the below days/times work for you and Dr. Joshi? Please let me know

1. 1/29 - Monday, 12:30p - 2p ET
2. 1/31 - Wednesday, 12p - 2p ET

Regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Jan 22, 2024 at 10:29 AM Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:

> Thanks Swati! I am so happy to hear you had a successful week last week here in Jacksonville. I hope you had to chance to see some of the city and experience some local flavor during your stay.
>
> Angela and I would be available:
>
> 1. 1/29 - Monday, 12:30p - 2p ET
> 2. 1/31 - Wednesday, 12p - 2p ET
>
> Thank you!

Jenny O'Donnell

Director | JaxCareConnect | jodonnell@jaxcareconnect.org

4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470



From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, January 22, 2024 9:22 AM
To: Sherman, Lynn <LSherman@coj.net>
Cc: Jenny O'Donnell <jodonnell@jaxcareconnect.org>; Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Joshi, Sunil <SJoshi@coj.net>
Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process

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Good Morning All,

Happy Monday!

We had a very productive week in JAX and trained 144 JFRD EMS clinicians last week. Sessions were very engaging and we have already received 8 patient calls from JFRD.

Unfortunately, we could not meet in person to finalize the JAXCareConnect/RightSite referral workflow in-person. Here are some options, please let me know if any of these work for you all and I will schedule a followup session for us to review and finalize the process.

1. 1/26 - Friday, 10a - 1p ET
2. 1/29 - Monday, 10a - 11a ET
3. 1/29 - Monday, 12p - 2p ET
4. 1/30 - Tuesday, 12p - 2p ET
5. 1/31 - Wednesday, 11a - 2p ET

Draft referral workflow is attached.

Please let me know if you have any questions or need any additional information.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Jan 17, 2024 at 4:56 PM Swati Swani <swati.swani@rightsitehealth.com> wrote:

> No worries, Lynn.
>
> I will look for days/times for next week for all of us to meet remotely and finalize the referral process.
>
> Thanks and have a nice evening!
>
> Regards,
>
> Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Jan 17, 2024 at 3:49 PM Sherman, Lynn <LSherman@coj.net> wrote:

> Unfortunately, I have meetings that I can't reschedule at the times that Jenny suggested.
>
> Kind regards,
>
> *Lynn*
>
> Lynn C. Sherman, MHA, CCHL
> Executive Director of Health Programs
> Office of Mayor Donna Deegan | City of Jacksonville
> 117 W. Duval Street, Suite 400
> Jacksonville, FL 32202
> Office: (904)255-4628
> Cell: (904)468-0467
> lsherman@coj.net
> https://www.coj.net
>
> A NEW DAY.
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Wednesday, January 17, 2024 1:00 PM
> **To:** Jenny O'Donnell <jodonnell@jaxcareconnect.org>

Cc: Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Sherman, Lynn <LSherman@coj.net>; Joshi, Sunil <SJoshi@coj.net>
Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process

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Hello Jenny,

Training sessions are going well, thanks for asking! Lynn is able to come down to JFRD to observe a session today.

Let me ask Lynn if any of the two times you suggested work for her and Dr. Joshi and I can plan to be there.

Did the updated workflow look ok to you?

Regards,

Swati

> On Jan 17, 2024, at 9:14 AM, Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:
>
> Hi Swati! I am sorry for my late response. I hope your training sessions are going well! The only availability I would have this week is tomorrow January 18th at 2 pm and Friday the 19th 11 am to 1:30 pm. Angela is fully booked this week.
>
> If something works, please let me know.
>
> Thank you,
>
> **Jenny O'Donnell**

Director | JaxCareConnect | jodonnell@jaxcareconnect.org

4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470

<image001.png>

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Friday, January 12, 2024 4:59 PM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>
Cc: Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; lsherman@coj.net; sjoshi@coj.net
Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Everyone,

Please review the updated JAXCareConnect/RightSite referral workflow based on conversation with Jenny earlier this week. Thanks Jenny, for answering all open questions!

The RightSite team is in JAX next week from Tuesday to Sunday to conduct training sessions for 27 rescue units of JFRD. Please let us know of a day/time next week that works for you all to meet in person to review/finalize the referral workflow.

Looking forward to seeing you all in JAX next week.

Thanks and have a nice weekend!

Regards,

Swati

.

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Jan 9, 2024 at 1:02 PM Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:

> Thank you! Would it be beneficial to address some of the questions in red prior to meeting next week? Thanks!
>
> **Jenny O'Donnell**
>
> **Director | JaxCareConnect |** jodonnell@jaxcareconnect.org
>
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470
>
> <image001.png>
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Tuesday, January 9, 2024 12:52 PM
> **To:** Angela Strain <astrain@wecarejacksonville.org>
> **Cc:** Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Jenny O'Donnell <jodonnell@jaxcareconnect.org>; lsherman@coj.net; sjoshi@coj.net
> **Subject:** Re: RightSite/JAXCareConnect - Review Referral/Intake Process
>
> CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.
>
> Hello Everyone,

Wishing you all a very Happy New Year!

Based on our conversations in December, we have created a draft workflow for patient handoff between all partners. All the questions/open items are listed in red in the attached PDF.

Also, the RightSite team will be in JAX next week (still working on final dates) and will keep you all posted if we can find time to meet in person.

Please review the attached workflow and let me know your thoughts. Looking forward to your feedback!

Regards,

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Dec 18, 2023 at 5:28 PM Swati Swani <swati.swani@rightsitehealth.com> wrote:

> Hello All,
>
> Thank you so much for your time today, we missed you Lynn and Dr. Joshi.
>
> Thanks Jenny, for walking us through the JAXCareConnect processes and other pertinent details. It was an engaging discussion as we explored the possibilities of referrals from RightSite to JAXCareConnect.
>
> As a next step, RightSite will put together a workflow/hand off process and share with you all for feedback and further discussion, prior to the next meeting in early January in JAX.
>
> Thanks Angela, for sharing data reports with us. Appreciate it!

Wishing you all a wonderful holiday season and we will be in touch regarding next steps.

Best Regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Dec 18, 2023 at 3:57 PM Angela Strain <astrain@wecarejacksonville.org> wrote:

> Hello!
>
> Thank you for the call and continuing the conversation!
>
> Here is the data report from our local Health Planning Council that we utilized in the early planning days of JaxCareConnect:
>
> https://hpcnef.org/wp-content/uploads/2016/01/Duval-County-Profile-2019.pdf
>
> And here is the site link directly for more recent data:
>
> https://hpcnef.org/county-health-profiles/
>
> Have a great holiday and an even better New Year –
>
> In health,

Angela

Angela Strain, GPC

Executive Director | We Care Jacksonville, Inc. | astrain@wecarejacksonville.org

4615 Philips Highway, Jacksonville, FL 32207 | O: 904.674.6456 | F: 904.674.6470

She/Her/Hers

<image002.png>

-----Original Appointment-----
From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, December 11, 2023 4:51 PM
To: Swati Swani; Jamo Rubin; Dawn Dixon; Angela Strain; Jenny O'Donnell; lsherman@coj.net; sjoshi@coj.net; ddixon@myconnectability.org; Jared Oscarson
Subject: RightSite/JAXCareConnect - Review Referral/Intake Process
When: Monday, December 18, 2023 3:00 PM-3:45 PM America/Chicago.
Where:

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

This event has been updated with a note:
"Hello Team, I have attached an agenda document for our meeting to the invite. Please let me know if you want me to change anything. Looking forward to connecting in a little bit. Thanks!"

Changed: attachments

I will send out the agenda document as we get closer to the meeting day. Looking forward to connecting!

Regards,
Swati

When

Monday Dec 18, 2023 · 4pm – 4:45pm (Eastern Time - New York)

Guests

Swati Swani - organizer

Jamo Rubin

Dawn Dixon

astrain@wecarejacksonville.org

jodonnell@jaxcareconnect.org

lsherman@coj.net

sjoshi@coj.net

ddixon@myconnectability.org

Jared Oscarson

View all guest info

Reply for astrain@wecarejacksonville.org

Maybe | No | Yes

More options

Join with Google Meet

Meeting link

meet.google.com/nfd-qzub-aap

Join by phone

(US) +1 904-717-5048
PIN: 110067182

More phone numbers

CHANGED **Attachments**

JAX Care Connect_Right...

Invitation from Google Calendar

You are receiving this email because you are an attendee on the event. To stop receiving future updates for this event, decline this event.

Forwarding this invitation could allow any recipient to send a response to the organizer, be added to the guest list, invite others regardless of their own invitation status, or modify your RSVP. Learn more

From:	Sherman, Lynn
To:	Swati Swani; Jenny O"Donnell
Cc:	Angela Strain; Jamo Rubin; Dawn Dixon; ddixon@myconnectability.org; Jared Oscarson; Joshi, Sunil
Subject:	RE: RightSite/JAXCareConnect - Review Referral/Intake Process
Date:	Tuesday, January 23, 2024 1:13:00 PM
Attachments:	image001.png image002.png

Hi Swati,
I'm afraid we are not available at either of the suggested times. Please move forward and we will get and update from JaxCareConnect.

Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL
Executive Director of Health Programs
Office of Mayor Donna Deegan | City of Jacksonville
117 W. Duval Street, Suite 400
Jacksonville, FL 32202
Office: (904)255-4628
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lsherman@coj.net
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A NEW DAY.

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, January 22, 2024 7:02 PM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>
Cc: Sherman, Lynn <LSherman@coj.net>; Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Joshi, Sunil <SJoshi@coj.net>
Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process

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Thanks, Jenny!

Hello Lynn,

Do any of the below days/times work for you and Dr. Joshi? Please let me know

1. 1/29 - Monday, 12:30p - 2p ET
2. 1/31 - Wednesday, 12p - 2p ET

Regards,

Swati

Swati Swani
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[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Jan 22, 2024 at 10:29 AM Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:

> Thanks Swati! I am so happy to hear you had a successful week last week here in Jacksonville. I hope you had to chance to see some of the city and experience some local flavor during your stay.
>
> Angela and I would be available:
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> Thank you!
>
> **Jenny O'Donnell**
> **Director | JaxCareConnect |** jodonnell@jaxcareconnect.org
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470
>
> JAXCARECONNECT
>
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> **From:** Swati Swani <swati.swani@rightsitehealth.com>
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> **To:** Sherman, Lynn <LSherman@coj.net>
> **Cc:** Jenny O'Donnell <jodonnell@jaxcareconnect.org>; Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Joshi, Sunil <SJoshi@coj.net>
> **Subject:** Re: RightSite/JAXCareConnect - Review Referral/Intake Process
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> Good Morning All,
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> We had a very productive week in JAX and trained 144 JFRD EMS clinicians last week. Sessions were very engaging and we have already received 8 patient calls from JFRD.
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> Unfortunately, we could not meet in person to finalize the JAXCareConnect/RightSite referral workflow in-person. Here are some options, please let me know if any of these work for you all and I will schedule a followup session for us to review and finalize the process.
>
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3. 1/29 - Monday, 12p - 2p ET
4. 1/30 - Tuesday, 12p - 2p ET
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Draft referral workflow is attached.

Please let me know if you have any questions or need any additional information.

Thanks,
Swati

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> Thanks and have a nice evening!
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> Swati
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> > Unfortunately, I have meetings that I can't reschedule at the times that Jenny suggested.
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> > Kind regards,
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> > *Lynn*
> >
> > Lynn C. Sherman, MHA, CCHL
> > Executive Director of Health Programs
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> > Jacksonville, FL 32202
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lsherman@coj.net
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A NEW DAY.

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, January 17, 2024 1:00 PM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>
Cc: Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Sherman, Lynn <LSherman@coj.net>; Joshi, Sunil <SJoshi@coj.net>
Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process

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Swati

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>
> **Jenny O'Donnell**
> **Director | JaxCareConnect |** jodonnell@jaxcareconnect.org
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F:

904.674.6470
<image001.png>

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Friday, January 12, 2024 4:59 PM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>
Cc: Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; lsherman@coj.net; sjoshi@coj.net
Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process

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Hello Everyone,

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Looking forward to seeing you all in JAX next week.

Thanks and have a nice weekend!

Regards,
Swati

.

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Jan 9, 2024 at 1:02 PM Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:

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>
> **Jenny O’Donnell**

Director | JaxCareConnect | jodonnell@jaxcareconnect.org
4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470
<image001.png>

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Tuesday, January 9, 2024 12:52 PM
To: Angela Strain <astrain@wecarejacksonville.org>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Jenny O'Donnell <jodonnell@jaxcareconnect.org>; lsherman@coj.net; sjoshi@coj.net
Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process

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Also, the RightSite team will be in JAX next week (still working on final dates) and will keep you all posted if we can find time to meet in person.

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Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Dec 18, 2023 at 5:28 PM Swati Swani <swati.swani@rightsitehealth.com> wrote:

> Hello All,
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> Thank you so much for your time today, we missed you Lynn and Dr. Joshi.
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Thanks Angela, for sharing data reports with us. Appreciate it!

Wishing you all a wonderful holiday season and we will be in touch regarding next steps.

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Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Dec 18, 2023 at 3:57 PM Angela Strain <astrain@wecarejacksonville.org> wrote:

> Hello!
>
> Thank you for the call and continuing the conversation!
>
> Here is the data report from our local Health Planning Council that we utilized in the early planning days of JaxCareConnect:
>
> https://hpcnef.org/wp-content/uploads/2016/01/Duval-County-Profile-2019.pdf
>
> And here is the site link directly for more recent data:
>
> https://hpcnef.org/county-health-profiles/
>
> Have a great holiday and an even better New Year –
>
> In health,
>
> Angela
>
> **Angela Strain, GPC**
> **Executive Director | We Care Jacksonville, Inc. |**
> **astrain@wecarejacksonville.org**
> 4615 Philips Highway, Jacksonville, FL 32207 | O: 904.674.6456 | F: 904.674.6470
> *She/Her/Hers*
> *<image002.png>*

-----Original Appointment-----
From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, December 11, 2023 4:51 PM
To: Swati Swani; Jamo Rubin; Dawn Dixon; Angela Strain; Jenny O'Donnell; lsherman@coj.net; sjoshi@coj.net; ddixon@myconnectability.org; Jared Oscarson
Subject: RightSite/JAXCareConnect - Review Referral/Intake Process
When: Monday, December 18, 2023 3:00 PM-3:45 PM America/Chicago.
Where:

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"Hello Team, I have attached an agenda document for our meeting to the invite. Please let me know if you want me to change anything. Looking forward to connecting in a little bit. Thanks!"
Changed: attachments

I will send out the agenda document as we get closer to the meeting day. Looking forward to connecting!

Regards,
Swati

When
Monday Dec 18, 2023 · 4pm – 4:45pm (Eastern Time - New York)

Guests
Swati Swani - organizer
Jamo Rubin
Dawn Dixon
astrain@wecarejacksonville.org
jodonnell@jaxcareconnect.org
lsherman@coj.net
sjoshi@coj.net
ddixon@myconnectability.org
Jared Oscarson
View all guest info

Join with Google Meet

Meeting link
meet.google.com/nfd-qzub-aap

Join by phone
(US) +1 904-717-5048
PIN: 110067182

More phone numbers

CHANGED **Attachments**
JAX Care Connect_Right...

Reply for
astrain@wecarejacksonville.org

Maybe | No | Yes

More options

Invitation from Google Calendar

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Forwarding this invitation could allow any recipient to send a response to the organizer, be added to the guest list, invite others regardless of their own invitation status, or modify your RSVP. Learn more

To:	Swati Swani; Jenny O"Donnell
Cc:	Angela Strain; Jamo Rubin; Dawn Dixon; ddixon@myconnectability.org; Jared Oscarson; Joshi, Sunil
Subject:	RE: RightSite/JAXCareConnect - Review Referral/Intake Process
Date:	Tuesday, January 23, 2024 1:11:34 PM
Attachments:	image001.png image002.png

Hi Swati,
I'm afraid we are not available at at either of the suggested times.

Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL
Executive Director of Health Programs
Office of Mayor Donna Deegan | City of Jacksonville
117 W. Duval Street, Suite 400
Jacksonville, FL 32202
Office: (904)255-4628
Cell: (904)468-0467
lsherman@coj.net
https://www.coj.net

A NEW DAY.

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, January 22, 2024 7:02 PM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>
Cc: Sherman, Lynn <LSherman@coj.net>; Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Joshi, Sunil <SJoshi@coj.net>
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Thanks, Jenny!

Hello Lynn,

Do any of the below days/times work for you and Dr. Joshi? Please let me know

1. 1/29 - Monday, 12:30p - 2p ET
2. 1/31 - Wednesday, 12p - 2p ET

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Jan 22, 2024 at 10:29 AM Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:

> Thanks Swati! I am so happy to hear you had a successful week last week here in Jacksonville. I hope you had to chance to see some of the city and experience some local flavor during your stay.
>
> Angela and I would be available:
>
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>
> Thank you!
>
> **Jenny O'Donnell**
> **Director | JaxCareConnect |** jodonnell@jaxcareconnect.org
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470
>
> JAXCARECONNECT
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Monday, January 22, 2024 9:22 AM
> **To:** Sherman, Lynn <LSherman@coj.net>
> **Cc:** Jenny O'Donnell <jodonnell@jaxcareconnect.org>; Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Joshi, Sunil <SJoshi@coj.net>
> **Subject:** Re: RightSite/JAXCareConnect - Review Referral/Intake Process
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> Good Morning All,
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> Unfortunately, we could not meet in person to finalize the JAXCareConnect/RightSite referral workflow in-person. Here are some options, please let me know if any of these work for you all and I will schedule a followup session for us to review and finalize the process.
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Draft referral workflow is attached.

Please let me know if you have any questions or need any additional information.

Thanks,
Swati

Swati Swani
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[m] 916.337-2182
swati.swani@rightsitehealth.com
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> No worries, Lynn.
>
> I will look for days/times for next week for all of us to meet remotely and finalize the referral process.
>
> Thanks and have a nice evening!
>
> Regards,
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>
> **Swati Swani**
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> [m] 916.337-2182
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> **rightsitehealth.com**
>
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Sent: Wednesday, January 17, 2024 1:00 PM
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Cc: Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Sherman, Lynn <LSherman@coj.net>; Joshi, Sunil <SJoshi@coj.net>
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Did the updated workflow look ok to you?

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> **Director | JaxCareConnect |** jodonnell@jaxcareconnect.org
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470

<image001.png>

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Sent: Friday, January 12, 2024 4:59 PM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>
Cc: Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; lsherman@coj.net; sjoshi@coj.net
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> In health,
>
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>
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> **astrain@wecarejacksonville.org**
> 4615 Philips Highway, Jacksonville, FL 32207 | O: 904.674.6456 | F: 904.674.6470
> *She/Her/Hers*
> *<image002.png>*

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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, December 11, 2023 4:51 PM
To: Swati Swani; Jamo Rubin; Dawn Dixon; Angela Strain; Jenny O'Donnell; lsherman@coj.net; sjoshi@coj.net; ddixon@myconnectability.org; Jared Oscarson
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Monday Dec 18, 2023 · 4pm – 4:45pm (Eastern Time - New York)

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astrain@wecarejacksonville.org
jodonnell@jaxcareconnect.org
lsherman@coj.net
sjoshi@coj.net
ddixon@myconnectability.org
Jared Oscarson
View all guest info

Join with Google Meet

Meeting link
meet.google.com/nfd-qzub-aap

Join by phone
(US) +1 904-717-5048
PIN: 110067182

More phone numbers

CHANGED **Attachments**
JAX Care Connect_Right...

Reply for
astrain@wecarejacksonville.org

Maybe | No | Yes

More options

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To:	Jenny O"Donnell
Cc:	Sherman, Lynn; Angela Strain; Jamo Rubin; Dawn Dixon; ddixon@myconnectability.org; Jared Oscarson; Joshi, Sunil
Subject:	Re: RightSite/JAXCareConnect - Review Referral/Intake Process
Date:	Monday, January 22, 2024 7:03:09 PM
Attachments:	image001.png image002.png

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Please let me know if you have any questions or need any additional information.

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Swati Swani
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[m] 916.337-2182
swati.swani@rightsitehealth.com
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> <image001.png>
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> ---
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> **Sent:** Friday, January 12, 2024 4:59 PM
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Regards,

Swati

.

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Jan 9, 2024 at 1:02 PM Jenny O'Donnell <jodonnell@jaxcareconnect.org>

wrote:

> Thank you! Would it be beneficial to address some of the questions in red prior to meeting next week? Thanks!
>
> **Jenny O'Donnell**
>
> **Director | JaxCareConnect |** jodonnell@jaxcareconnect.org
>
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470
>
> <image001.png>
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Tuesday, January 9, 2024 12:52 PM
> **To:** Angela Strain <astrain@wecarejacksonville.org>
> **Cc:** Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Jenny O'Donnell <jodonnell@jaxcareconnect.org>; lsherman@coj.net; sjoshi@coj.net
> **Subject:** Re: RightSite/JAXCareConnect - Review Referral/Intake Process
>
> CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.
>
> Hello Everyone,
>
> Wishing you all a very Happy New Year!
>
> Based on our conversations in December, we have created a draft workflow for patient handoff between all partners. All the questions/open items are listed in red in the attached PDF.
>
> Also, the RightSite team will be in JAX next week (still working on final dates) and will keep you all posted if we can find time to meet in person.
>
> Please review the attached workflow and let me know your thoughts. Looking forward to your feedback!

Regards,

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Dec 18, 2023 at 5:28 PM Swati Swani <swati.swani@rightsitehealth.com> wrote:

> Hello All,
>
> Thank you so much for your time today, we missed you Lynn and Dr. Joshi.
>
> Thanks Jenny, for walking us through the JAXCareConnect processes and other pertinent details. It was an engaging discussion as we explored the possibilities of referrals from RightSite to JAXCareConnect.
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> As a next step, RightSite will put together a workflow/hand off process and share with you all for feedback and further discussion, prior to the next meeting in early January in JAX.
>
> Thanks Angela, for sharing data reports with us. Appreciate it!
>
> Wishing you all a wonderful holiday season and we will be in touch regarding next steps.
>
> Best Regards,
>
> Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Dec 18, 2023 at 3:57 PM Angela Strain <astrain@wecarejacksonville.org> wrote:

> Hello!
>
> Thank you for the call and continuing the conversation!
>
> Here is the data report from our local Health Planning Council that we utilized in the early planning days of JaxCareConnect:
>
> https://hpcnef.org/wp-content/uploads/2016/01/Duval-County-Profile-2019.pdf
>
> And here is the site link directly for more recent data:
>
> https://hpcnef.org/county-health-profiles/
>
> Have a great holiday and an even better New Year –
>
> In health,
>
> Angela
>
> **Angela Strain, GPC**
>
> **Executive Director | We Care Jacksonville, Inc. | astrain@wecarejacksonville.org**

4615 Philips Highway, Jacksonville, FL 32207 | O: 904.674.6456 | F: 904.674.6470

She/Her/Hers

-----Original Appointment-----
From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, December 11, 2023 4:51 PM
To: Swati Swani; Jamo Rubin; Dawn Dixon; Angela Strain; Jenny O'Donnell; lsherman@coj.net; sjoshi@coj.net; ddixon@myconnectability.org; Jared Oscarson
Subject: RightSite/JAXCareConnect - Review Referral/Intake Process
When: Monday, December 18, 2023 3:00 PM-3:45 PM America/Chicago.
Where:

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

This event has been updated with a note:
"Hello Team, I have attached an agenda document for our meeting to the invite. Please let me know if you want me to change anything. Looking forward to connecting in a little bit. Thanks!"

Changed: attachments

I will send out the agenda document as we get closer to the meeting day. Looking forward to connecting!

Join with Google Meet

Meeting link

Regards,
Swati

When

Monday Dec 18, 2023 · 4pm – 4:45pm (Eastern Time - New York)

Guests

Swati Swani - organizer

Jamo Rubin

Dawn Dixon

astrain@wecarejacksonville.org

jodonnell@jaxcareconnect.org

lsherman@coj.net

sjoshi@coj.net

ddixon@myconnectability.org

Jared Oscarson

View all guest info

Reply for
astrain@wecarejacksonville.org

Maybe | No | Yes

More options

meet.google.com/nfd-qzub-aap

Join by phone

(US) +1 904-717-5048
PIN: 110067182

More phone numbers

CHANGED **Attachments**

JAX Care Connect_Right...

Invitation from Google Calendar

You are receiving this email because you are an attendee on the event. To stop receiving future updates for this event, decline this event.

Forwarding this invitation could allow any recipient to send a response to the organizer, be added to the guest list, invite others regardless of their own invitation status, or modify your RSVP. Learn more

From:	Jenny O"Donnell
To:	Swati Swani; Sherman, Lynn
Cc:	Angela Strain; Jamo Rubin; Dawn Dixon; ddixon@myconnectability.org; Jared Oscarson; Joshi, Sunil
Subject:	RE: RightSite/JAXCareConnect - Review Referral/Intake Process
Date:	Monday, January 22, 2024 11:31:24 AM
Attachments:	image001.png image002.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thanks Swati! I am so happy to hear you had a successful week last week here in Jacksonville. I hope you had to chance to see some of the city and experience some local flavor during your stay.

Angela and I would be available:

1. 1/29 - Monday, 12:30p - 2p ET
2. 1/31 - Wednesday, 12p - 2p ET

Thank you!

Jenny O'Donnell
Director | JaxCareConnect | jodonnell@jaxcareconnect.org
4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470

JAXCARECONNECT

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, January 22, 2024 9:22 AM
To: Sherman, Lynn <LSherman@coj.net>
Cc: Jenny O'Donnell <jodonnell@jaxcareconnect.org>; Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Joshi, Sunil <SJoshi@coj.net>
Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process

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Good Morning All,

Happy Monday!

We had a very productive week in JAX and trained 144 JFRD EMS clinicians last week. Sessions were very engaging and we have already received 8 patient calls from JFRD.

Unfortunately, we could not meet in person to finalize the JAXCareConnect/RightSite referral workflow in-person. Here are some options, please let me know if any of these work for you all and I will schedule a followup session for us to review and finalize the process.

1. 1/26 - Friday, 10a - 1p ET

2. 1/29 - Monday, 10a - 11a ET
3. 1/29 - Monday, 12p - 2p ET
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5. 1/31 - Wednesday, 11a - 2p ET

Draft referral workflow is attached.

Please let me know if you have any questions or need any additional information.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Jan 17, 2024 at 4:56 PM Swati Swani <swati.swani@rightsitehealth.com> wrote:

> No worries, Lynn.
>
> I will look for days/times for next week for all of us to meet remotely and finalize the referral process.
>
> Thanks and have a nice evening!
>
> Regards,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> **rightsitehealth.com**
>
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>
> > Unfortunately, I have meetings that I can't reschedule at the times that Jenny suggested.
> >
> > Kind regards,
> >
> > *Lynn*
> >
> > Lynn C. Sherman, MHA, CCHL
> > Executive Director of Health Programs
> > Office of Mayor Donna Deegan | City of Jacksonville
> > 117 W. Duval Street, Suite 400

Jacksonville, FL 32202
Office: (904)255-4628
Cell: (904)468-0467
lsherman@coj.net
https://www.coj.net

A NEW DAY.

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, January 17, 2024 1:00 PM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>
Cc: Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Sherman, Lynn <LSherman@coj.net>; Joshi, Sunil <SJoshi@coj.net>
Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process

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Hello Jenny,

Training sessions are going well, thanks for asking! Lynn is able to come down to JFRD to observe a session today.

Let me ask Lynn if any of the two times you suggested work for her and Dr. Joshi and I can plan to be there.

Did the updated workflow look ok to you?

Regards,

Swati

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>
> Hi Swati! I am sorry for my late response. I hope your training sessions are going well! The only availability I would have this week is tomorrow January 18th at 2 pm and Friday the 19th 11 am to 1:30 pm. Angela is fully booked this week.
>
> If something works, please let me know.
>
> Thank you,

Jenny O'Donnell
Director | JaxCareConnect | jodonnell@jaxcareconnect.org
4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470
<image001.png>

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Friday, January 12, 2024 4:59 PM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>
Cc: Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; lsherman@coj.net; sjoshi@coj.net
Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process

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Hello Everyone,

Please review the updated JAXCareConnect/RightSite referral workflow based on conversation with Jenny earlier this week. Thanks Jenny, for answering all open questions!

The RightSite team is in JAX next week from Tuesday to Sunday to conduct training sessions for 27 rescue units of JFRD. Please let us know of a day/time next week that works for you all to meet in person to review/finalize the referral workflow.

Looking forward to seeing you all in JAX next week.

Thanks and have a nice weekend!

Regards,
Swati

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Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470
<image001.png>

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Sent: Tuesday, January 9, 2024 12:52 PM
To: Angela Strain <astrain@wecarejacksonville.org>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Jenny O'Donnell <jodonnell@jaxcareconnect.org>; lsherman@coj.net; sjoshi@coj.net
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Also, the RightSite team will be in JAX next week (still working on final dates) and will keep you all posted if we can find time to meet in person.

Please review the attached workflow and let me know your thoughts. Looking forward to your feedback!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Dec 18, 2023 at 5:28 PM Swati Swani <swati.swani@rightsitehealth.com> wrote:

> Hello All,
>
> Thank you so much for your time today, we missed you Lynn and Dr. Joshi.
>
> Thanks Jenny, for walking us through the JAXCareConnect processes and other

pertinent details. It was an engaging discussion as we explored the possibilities of referrals from RightSite to JAXCareConnect.

As a next step, RightSite will put together a workflow/hand off process and share with you all for feedback and further discussion, prior to the next meeting in early January in JAX.

Thanks Angela, for sharing data reports with us. Appreciate it!

Wishing you all a wonderful holiday season and we will be in touch regarding next steps.

Best Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Dec 18, 2023 at 3:57 PM Angela Strain <astrain@wecarejacksonville.org> wrote:

> Hello!
>
> Thank you for the call and continuing the conversation!
>
> Here is the data report from our local Health Planning Council that we utilized in the early planning days of JaxCareConnect:
>
> https://hpcnef.org/wp-content/uploads/2016/01/Duval-County-Profile-2019.pdf
>
> And here is the site link directly for more recent data:
>
> https://hpcnef.org/county-health-profiles/
>
> Have a great holiday and an even better New Year –
>
> In health,
>
> Angela
>
> **Angela Strain, GPC**
> **Executive Director | We Care Jacksonville, Inc. |**
> **astrain@wecarejacksonville.org**
> 4615 Philips Highway, Jacksonville, FL 32207 | O: 904.674.6456 | F: 904.674.6470

She/Her/Hers
<image002.png>

-----Original Appointment-----
From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, December 11, 2023 4:51 PM
To: Swati Swani; Jamo Rubin; Dawn Dixon; Angela Strain; Jenny O'Donnell; lsherman@coj.net; sjoshi@coj.net; ddixon@myconnectability.org; Jared Oscarson
Subject: RightSite/JAXCareConnect - Review Referral/Intake Process
When: Monday, December 18, 2023 3:00 PM-3:45 PM America/Chicago.
Where:

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This event has been updated with a note:
"Hello Team, I have attached an agenda document for our meeting to the invite. Please let me know if you want me to change anything. Looking forward to connecting in a little bit. Thanks!"
Changed: attachments

I will send out the agenda document as we get closer to the meeting day. Looking forward to connecting!

Regards,
Swati

When
Monday Dec 18, 2023 · 4pm – 4:45pm (Eastern Time - New York)

Guests
Swati Swani - organizer
Jamo Rubin
Dawn Dixon
astrain@wecarejacksonville.org
jodonnell@jaxcareconnect.org
lsherman@coj.net
sjoshi@coj.net

Join with Google Meet

Meeting link
meet.google.com/nfd-qzub-aap

Join by phone
(US) +1 904-717-5048
PIN: 110067182

More phone numbers

CHANGED **Attachments**
JAX Care Connect_Right...

ddixon@myconnectability.org
Jared Oscarson
View all guest info

Reply for
astrain@wecarejacksonville.org

Maybe | No | Yes

More options

Invitation from Google Calendar

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From:	Swati Swani
To:	Jenny O"Donnell
Cc:	Sherman, Lynn; Angela Strain; Jamo Rubin; Dawn Dixon; ddixon@myconnectability.org; Jared Oscarson; Joshi, Sunil
Subject:	Re: RightSite/JAXCareConnect - Review Referral/Intake Process
Date:	Monday, January 22, 2024 7:03:07 PM
Attachments:	image001.png image002.png

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Thanks, Jenny!

Hello Lynn,

Do any of the below days/times work for you and Dr. Joshi? Please let me know

1. 1/29 - Monday, 12:30p - 2p ET
2. 1/31 - Wednesday, 12p - 2p ET

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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>
> **Director | JaxCareConnect |** jodonnell@jaxcareconnect.org
>
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470

JAXCARECONNECT

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, January 22, 2024 9:22 AM
To: Sherman, Lynn <LSherman@coj.net>
Cc: Jenny O'Donnell <jodonnell@jaxcareconnect.org>; Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Joshi, Sunil <SJoshi@coj.net>
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Lynn

Lynn C. Sherman, MHA, CCHL

Executive Director of Health Programs

Office of Mayor Donna Deegan | City of Jacksonville

117 W. Duval Street, Suite 400

Jacksonville, FL 32202

Office: (904)255-4628

Cell: (904)468-0467

lsherman@coj.net

https://www.coj.net

A NEW DAY.

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Sent: Wednesday, January 17, 2024 1:00 PM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>
Cc: Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Sherman, Lynn <LSherman@coj.net>; Joshi, Sunil <SJoshi@coj.net>
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Swati

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Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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swati.swani@rightsitehealth.com
rightsitehealth.com

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>
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>
> Wishing you all a wonderful holiday season and we will be in touch regarding next steps.
>
> Best Regards,
>
> Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Dec 18, 2023 at 3:57 PM Angela Strain <astrain@wecarejacksonville.org> wrote:

> Hello!
>
> Thank you for the call and continuing the conversation!
>
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> Have a great holiday and an even better New Year –
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> In health,
>
> Angela
>
> **Angela Strain, GPC**
>
> **Executive Director | We Care Jacksonville, Inc. | astrain@wecarejacksonville.org**

4615 Philips Highway, Jacksonville, FL 32207 | O: 904.674.6456 | F: 904.674.6470

She/Her/Hers

-----Original Appointment-----
From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, December 11, 2023 4:51 PM
To: Swati Swani; Jamo Rubin; Dawn Dixon; Angela Strain; Jenny O'Donnell; lsherman@coj.net; sjoshi@coj.net; ddixon@myconnectability.org; Jared Oscarson
Subject: RightSite/JAXCareConnect - Review Referral/Intake Process
When: Monday, December 18, 2023 3:00 PM-3:45 PM America/Chicago.
Where:

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Join with Google Meet

Meeting link

Regards,
Swati

When

Monday Dec 18, 2023 · 4pm – 4:45pm (Eastern Time - New York)

Guests

Swati Swani - organizer

Jamo Rubin

Dawn Dixon

astrain@wecarejacksonville.org

jodonnell@jaxcareconnect.org

lsherman@coj.net

sjoshi@coj.net

ddixon@myconnectability.org

Jared Oscarson

View all guest info

Reply for astrain@wecarejacksonville.org

Maybe | No | Yes

More options

meet.google.com/nfd-qzub-aap

Join by phone

(US) +1 904-717-5048
PIN: 110067182

More phone numbers

CHANGED **Attachments**

JAX Care Connect_Right...

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To:	Sherman, Lynn
Cc:	Jenny O"Donnell; Angela Strain; Jamo Rubin; Dawn Dixon; ddixon@myconnectability.org; Jared Oscarson; Joshi, Sunil
Subject:	Re: RightSite/JAXCareConnect - Review Referral/Intake Process
Date:	Monday, January 22, 2024 9:25:06 AM
Attachments:	image001.png JAXCare Connect RightSite Referral Process - 1.22.2024.pdf

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>
> Lynn C. Sherman, MHA, CCHL
> Executive Director of Health Programs
> Office of Mayor Donna Deegan | City of Jacksonville
> 117 W. Duval Street, Suite 400
> Jacksonville, FL 32202
> Office: (904)255-4628
> Cell: (904)468-0467
> lsherman@coj.net
> https://www.coj.net
>
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Sent: Wednesday, January 17, 2024 1:00 PM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>
Cc: Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Sherman, Lynn <LSherman@coj.net>; Joshi, Sunil <SJoshi@coj.net>
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Thank you,

Jenny O'Donnell

Director | JaxCareConnect | jodonnell@jaxcareconnect.org

4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470

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> **Sent:** Tuesday, January 9, 2024 12:52 PM
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Have a great holiday and an even better New Year –

In health,

Angela

Angela Strain, GPC

Executive Director | We Care Jacksonville, Inc. | astrain@wecarejacksonville.org

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astrain@wecarejacksonville.org

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Meeting link

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More phone numbers

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JAX Care Connect_Right...

lsherman@coj.net

sjoshi@coj.net

ddixon@myconnectability.org

Jared Oscarson

View all guest info

Reply for
astrain@wecarejacksonville.org

Maybe | No | Yes

More options

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Subject:	RE: RightSite/JAXCareConnect - Review Referral/Intake Process
Date:	Monday, January 22, 2024 11:31:24 AM
Attachments:	image001.png image002.png

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Thanks Swati! I am so happy to hear you had a successful week last week here in Jacksonville. I hope you had to chance to see some of the city and experience some local flavor during your stay.

Angela and I would be available:

1. 1/29 - Monday, 12:30p - 2p ET
2. 1/31 - Wednesday, 12p - 2p ET

Thank you!

Jenny O'Donnell
Director | JaxCareConnect | jodonnell@jaxcareconnect.org
4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470

JAXCARECONNECT

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Cc: Jenny O'Donnell <jodonnell@jaxcareconnect.org>; Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Joshi, Sunil <SJoshi@coj.net>
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> > Office of Mayor Donna Deegan | City of Jacksonville
> > 117 W. Duval Street, Suite 400

Jacksonville, FL 32202
Office: (904)255-4628
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Unfortunately, we could not meet in person to finalize the JAXCareConnect/RightSite referral workflow in-person. Here are some options, please let me know if any of these work for you all and I will schedule a followup session for us to review and finalize the process.

1. 1/26 - Friday, 10a - 1p ET
2. 1/29 - Monday, 10a - 11a ET
3. 1/29 - Monday, 12p - 2p ET
4. 1/30 - Tuesday, 12p - 2p ET
5. 1/31 - Wednesday, 11a - 2p ET

Draft referral workflow is attached.

Please let me know if you have any questions or need any additional information.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Jan 17, 2024 at 4:56 PM Swati Swani <swati.swani@rightsitehealth.com> wrote:

> No worries, Lynn.
>
> I will look for days/times for next week for all of us to meet remotely and finalize the referral process.

Thanks and have a nice evening!

Regards,
Swati

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Director, Design & Implementation
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On Wed, Jan 17, 2024 at 3:49 PM Sherman, Lynn <LSherman@coj.net> wrote:

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> Kind regards,
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> *Lynn*
>
> Lynn C. Sherman, MHA, CCHL
> Executive Director of Health Programs
> Office of Mayor Donna Deegan | City of Jacksonville
> 117 W. Duval Street, Suite 400
> Jacksonville, FL 32202
> Office: (904)255-4628
> Cell: (904)468-0467
> lsherman@coj.net
> https://www.coj.net
>
> A NEW DAY.

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, January 17, 2024 1:00 PM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>
Cc: Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Sherman, Lynn <LSherman@coj.net>; Joshi, Sunil <SJoshi@coj.net>
Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process

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Did the updated workflow look ok to you?

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Thank you,

Jenny O'Donnell

Director | JaxCareConnect | jodonnell@jaxcareconnect.org

4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470

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Hello Everyone,

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Based on our conversations in December, we have created a draft workflow for patient handoff between all partners. All the questions/open items are listed in red in the attached PDF.

Also, the RightSite team will be in JAX next week (still working on final dates) and will keep you all posted if we can find time to meet in person.

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Thanks Angela, for sharing data reports with us. Appreciate it!

Wishing you all a wonderful holiday season and we will be in touch regarding next steps.

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Angela

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She/Her/Hers



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Swati

When

Monday Dec 18, 2023 · 4pm – 4:45pm (Eastern Time - New York)

Guests

Swati Swani - organizer

Jamo Rubin

Dawn Dixon

astrain@wecarejacksonville.org

jodonnell@jaxcareconnect.org

Join with Google Meet

Meeting link

meet.google.com/nfd-qzub-aap

Join by phone

(US) +1 904-717-5048
PIN: 110067182

More phone numbers

CHANGED **Attachments**

JAX Care Connect_Right...

lsherman@coj.net

sjoshi@coj.net

ddixon@myconnectability.org

Jared Oscarson

View all guest info

Reply for
astrain@wecarejacksonville.org

Maybe | No | Yes

More options

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Subject:	RE: RightSite/JAXCareConnect - Review Referral/Intake Process
Date:	Wednesday, January 17, 2024 3:49:51 PM
Attachments:	image001.png

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Date: Wednesday, January 17, 2024 4:58:35 PM
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Subject: RightSite/JAXCareConnect - Review Referral/Intake Process
When: Monday, December 18, 2023 3:00 PM-3:45 PM America/Chicago.
Where:

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I will send out the agenda document as we get closer to the meeting day. Looking forward to connecting!

Regards,
Swati

When

Monday Dec 18, 2023 · 4pm – 4:45pm (Eastern Time - New York)

Guests

Swati Swani - organizer

Jamo Rubin

Dawn Dixon

astrain@wecarejacksonville.org

jodonnell@jaxcareconnect.org

lsherman@coj.net

sjoshi@coj.net

ddixon@myconnectability.org

Jared Oscarson

View all guest info

Reply for astrain@wecarejacksonville.org

Maybe | No | Yes

More options

Join with Google Meet

Meeting link

meet.google.com/nfd-qzub-aap

Join by phone

(US) +1 904-717-5048
PIN: 110067182

More phone numbers

CHANGED **Attachments**

JAX Care Connect_Right...

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Cc:	Angela Strain; Jamo Rubin; Dawn Dixon; ddixon@myconnectability.org; Jared Oscarson; Joshi, Sunil
Subject:	RE: RightSite/JAXCareConnect - Review Referral/Intake Process
Date:	Wednesday, January 17, 2024 3:49:00 PM
Attachments:	image001.png

Unfortunately, I have meetings that I can't reschedule at the times that Jenny suggested.

Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL
Executive Director of Health Programs
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117 W. Duval Street, Suite 400
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A NEW DAY.

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Cc: Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Sherman, Lynn <LSherman@coj.net>; Joshi, Sunil <SJoshi@coj.net>
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No worries, Lynn.

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> Have a great holiday and an even better New Year –
>
> In health,
>
> Angela
>
> **Angela Strain, GPC**

Executive Director | We Care Jacksonville, Inc. | astrain@wecarejacksonville.org

4615 Philips Highway, Jacksonville, FL 32207 | O: 904.674.6456 | F: 904.674.6470

She/Her/Hers

<image002.png>

-----Original Appointment-----
From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, December 11, 2023 4:51 PM
To: Swati Swani; Jamo Rubin; Dawn Dixon; Angela Strain; Jenny O'Donnell; lsherman@coj.net; sjoshi@coj.net; ddixon@myconnectability.org; Jared Oscarson
Subject: RightSite/JAXCareConnect - Review Referral/Intake Process
When: Monday, December 18, 2023 3:00 PM-3:45 PM America/Chicago.
Where:

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Changed: attachments

I will send out the agenda document as we get closer to the meeting day. Looking forward to connecting!

Regards,
Swati

When

Monday Dec 18, 2023 · 4pm – 4:45pm (Eastern Time - New York)

Guests

Swati Swani - organizer

Jamo Rubin

Dawn Dixon

astrain@wecarejacksonville.org

jodonnell@jaxcareconnect.org

lsherman@coj.net

sjoshi@coj.net

ddixon@myconnectability.org

Jared Oscarson

View all guest info

Reply for astrain@wecarejacksonville.org

Maybe | No | Yes

More options

Join with Google Meet

Meeting link

meet.google.com/nfd-qzub-aap

Join by phone

(US) +1 904-717-5048
PIN: 110067182

More phone numbers

CHANGED **Attachments**

JAX Care Connect_Right...

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From: Swati Swani
To: Sherman, Lynn
Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process
Date: Wednesday, January 17, 2024 3:10:57 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

No worries, Lynn. We are here until Sunday, let me know if you are able to make any other day.

Also, can you make it to the times that Jenny suggested for JAX Care Connect meeting this week? Please let me know.

Regards,

Swati

> On Jan 17, 2024, at 3:02 PM, Sherman, Lynn <LSherman@coj.net> wrote:
>
> Swati,
> I am not able to attend the training today.
>
> Kind regards,
>
> *Lynn*
>
> Lynn C. Sherman, MHA, CCHL
> Executive Director of Health Programs
> Office of Mayor Donna Deegan | City of Jacksonville
> 117 W. Duval Street, Suite 400
> Jacksonville, FL 32202
> Office: (904)255-4628
> Cell: (904)468-0467
> lsherman@coj.net
> https://www.coj.net
> <image001.png>
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Wednesday, January 17, 2024 1:00 PM
> **To:** Jenny O'Donnell <jodonnell@jaxcareconnect.org>
> **Cc:** Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Sherman, Lynn <LSherman@coj.net>; Joshi, Sunil <SJoshi@coj.net>
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Let me ask Lynn if any of the two times you suggested work for her and Dr. Joshi and I can plan to be there.

Did the updated workflow look ok to you?

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Looking forward to seeing you all in JAX next week.

Thanks and have a nice weekend!

Regards,
Swati

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Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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Swati

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[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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When
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View all guest info

Reply for
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More options

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Meeting link
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From: Jenny O"Donnell
To: Swati Swani
Cc: Angela Strain; Jamo Rubin; Dawn Dixon; ddixon@myconnectability.org; Jared Oscarson; Sherman, Lynn; Joshi, Sunil
Subject: RE: RightSite/JAXCareConnect - Review Referral/Intake Process
Date: Wednesday, January 17, 2024 9:16:15 AM
Attachments: image001.png
image002.png

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If something works, please let me know.

Thank you,

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4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470

JAXCARECONNECT

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Looking forward to seeing you all in JAX next week.

Thanks and have a nice weekend!

Regards,
Swati

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Swati Swani
Director, Design & Implementation
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[m] 916.337-2182
swati.swani@rightsitehealth.com
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WeCareJax
Connecting Patients to Compassionate Care

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I will send out the agenda document as we get closer to the meeting day. Looking forward to connecting!

Regards,
Swati

When
Monday Dec 18, 2023 · 4pm – 4:45pm (Eastern Time - New York)

Guests
Swati Swani - organizer
Jamo Rubin
Dawn Dixon
astrain@wecarejacksonville.org
jodonnell@jaxcareconnect.org
lsherman@coj.net
sjoshi@coj.net
ddixon@myconnectability.org
Jared Oscarson

Join with Google Meet

Meeting link
meet.google.com/nfd-qzub-aap

Join by phone
(US) +1 904-717-5048
PIN: 110067182

More phone numbers

CHANGED **Attachments**
JAX Care Connect_Right...

View all guest info

Reply for
astrain@wecarejacksonville.org

Maybe | No | Yes

More options

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From:	Jenny O"Donnell
To:	Swati Swani
Cc:	Angela Strain; Jamo Rubin; Dawn Dixon; ddixon@myconnectability.org; Jared Oscarson; Sherman, Lynn; Joshi, Sunil
Subject:	RE: RightSite/JAXCareConnect - Review Referral/Intake Process
Date:	Wednesday, January 17, 2024 9:16:15 AM
Attachments:	image001.png image002.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Swati! I am sorry for my late response. I hope your training sessions are going well! The only availability I would have this week is tomorrow January 18th at 2 pm and Friday the 19th 11 am to 1:30 pm. Angela is fully booked this week.

If something works, please let me know.

Thank you,

Jenny O'Donnell
Director | JaxCareConnect | jodonnell@jaxcareconnect.org
4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470

JAXCARECONNECT

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Friday, January 12, 2024 4:59 PM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>
Cc: Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; lsherman@coj.net; sjoshi@coj.net
Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process

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Looking forward to seeing you all in JAX next week.

Thanks and have a nice weekend!

Regards,
Swati

.

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Jan 9, 2024 at 1:02 PM Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:

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>
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> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470
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> JAXCARECONNECT
>
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Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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And here is the site link directly for more recent data:

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Have a great holiday and an even better New Year –

In health,

Angela

Angela Strain, GPC
Executive Director | We Care Jacksonville, Inc. | astrain@wecarejacksonville.org
4615 Philips Highway, Jacksonville, FL 32207 | O: 904.674.6456 | F: 904.674.6470
She/Her/Hers



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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, December 11, 2023 4:51 PM
To: Swati Swani; Jamo Rubin; Dawn Dixon; Angela Strain; Jenny O'Donnell; lsherman@coj.net; sjoshi@coj.net; ddixon@myconnectability.org; Jared Oscarson
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When: Monday, December 18, 2023 3:00 PM-3:45 PM America/Chicago.
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From:	Sherman, Lynn
To:	Swati Swani; Angela Strain
Cc:	Jamo Rubin; Dawn Dixon; ddixon@myconnectability.org; Jared Oscarson; Jenny O"Donnell; Joshi, Sunil
Subject:	RE: RightSite/JAXCareConnect - Review Referral/Intake Process
Date:	Tuesday, January 9, 2024 2:57:26 PM
Attachments:	image001.png image002.png

Thank you, Angela!

I look forward to reviewing the attached workflow document more closely.

Please let us know when the meeting is scheduled, and we will try to attend.

Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL
Executive Director of Health Programs
Office of Mayor Donna Deegan | City of Jacksonville
117 W. Duval Street, Suite 400
Jacksonville, FL 32202
Office: (904)255-4628
Cell: (904)468-0467
lsherman@coj.net
https://www.coj.net

A NEW DAY.

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Tuesday, January 9, 2024 12:52 PM
To: Angela Strain <astrain@wecarejacksonville.org>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Jenny O'Donnell <jodonnell@jaxcareconnect.org>; Sherman, Lynn <LSherman@coj.net>; Joshi, Sunil <SJoshi@coj.net>
Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process

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Please review the attached workflow and let me know your thoughts. Looking forward to your feedback!

Regards,
Swati



Swati Swani
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[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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And here is the site link directly for more recent data:

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In health,

Angela

Angela Strain, GPC
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4615 Philips Highway, Jacksonville, FL 32207 | O: 904.674.6456 | F: 904.674.6470
She/Her/Hers

WeCareJax
Connecting Patients to Compassionate Care

-----Original Appointment-----
From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, December 11, 2023 4:51 PM
To: Swati Swani; Jamo Rubin; Dawn Dixon; Angela Strain; Jenny O'Donnell; lsherman@coj.net; sjoshi@coj.net; ddixon@myconnectability.org; Jared Oscarson
Subject: RightSite/JAXCareConnect - Review Referral/Intake Process
When: Monday, December 18, 2023 3:00 PM-3:45 PM America/Chicago.
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jodonnell@jaxcareconnect.org
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View all guest info

Reply for astrain@wecarejacksonville.org

Maybe | No | Yes

More options

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To: Jenny O"Donnell
Cc: Angela Strain; Jamo Rubin; Dawn Dixon; ddixon@myconnectability.org; Jared Oscarson; Sherman, Lynn; Joshi, Sunil
Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process
Date: Wednesday, January 17, 2024 1:02:28 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Jenny,

Training sessions are going well, thanks for asking! Lynn is able to come down to JFRD to observe a session today.

Let me ask Lynn if any of the two times you suggested work for her and Dr. Joshi and I can plan to be there.

Did the updated workflow look ok to you?

Regards,

Swati

> On Jan 17, 2024, at 9:14 AM, Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:
>
> Hi Swati! I am sorry for my late response. I hope your training sessions are going well! The only availability I would have this week is tomorrow January 18th at 2 pm and Friday the 19th 11 am to 1:30 pm. Angela is fully booked this week.
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> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470
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Thanks and have a nice weekend!

Regards,
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swati.swani@rightsitehealth.com
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>
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> **Sent:** Tuesday, January 9, 2024 12:52 PM

To: Angela Strain <astrain@wecarejacksonville.org>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Jenny O'Donnell <jodonnell@jaxcareconnect.org>; lsherman@coj.net; sjoshi@coj.net
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> *<image002.png>*

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Subject:	Re: RightSite/JAXCareConnect - Review Referral/Intake Process
Date:	Friday, January 12, 2024 5:02:04 PM
Attachments:	image001.png image002.png JAXCare Connect_RightSite Referral Process - 1.12.2024.pdf

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> https://hpcnef.org/county-health-profiles/
>
> Have a great holiday and an even better New Year –
>
> In health,
>
> Angela

Angela Strain, GPC

Executive Director | We Care Jacksonville, Inc. | astrain@wecarejacksonville.org

4615 Philips Highway, Jacksonville, FL 32207 | O: 904.674.6456 | F: 904.674.6470

She/Her/Hers



-----Original Appointment-----
From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, December 11, 2023 4:51 PM
To: Swati Swani; Jamo Rubin; Dawn Dixon; Angela Strain; Jenny O'Donnell; lsherman@coj.net; sjoshi@coj.net; ddixon@myconnectability.org; Jared Oscarson
Subject: RightSite/JAXCareConnect - Review Referral/Intake Process
When: Monday, December 18, 2023 3:00 PM-3:45 PM America/Chicago.
Where:

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Changed: attachments

I will send out the agenda document as we get closer to the meeting day. Looking forward to connecting!

Regards,
Swati

When

Monday Dec 18, 2023 · 4pm – 4:45pm (Eastern Time - New York)

Guests

Swati Swani - organizer

Jamo Rubin

Dawn Dixon

astrain@wecarejacksonville.org

jodonnell@jaxcareconnect.org

lsherman@coj.net

sjoshi@coj.net

ddixon@myconnectability.org

Jared Oscarson

View all guest info

Reply for astrain@wecarejacksonville.org

Maybe	No	Yes

More options

Join with Google Meet

Meeting link

meet.google.com/nfd-qzub-aap

Join by phone

(US) +1 904-717-5048
PIN: 110067182

More phone numbers

CHANGED **Attachments**

JAX Care Connect_Right...

Invitation from Google Calendar

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invite others regardless of their own invitation status, or modify your RSVP. Learn more

From:	Sherman, Lynn
To:	Swati Swani; Angela Strain
Cc:	Jamo Rubin; Dawn Dixon; ddixon@myconnectability.org; Jared Oscarson; Jenny O"Donnell; Joshi, Sunil
Subject:	RE: RightSite/JAXCareConnect - Review Referral/Intake Process
Date:	Tuesday, January 9, 2024 2:57:00 PM
Attachments:	image001.png image002.png

Thank you, Angela!

I look forward to reviewing the attached workflow document more closely.

Please let us know when the meeting is scheduled, and we will try to attend.

Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL
Executive Director of Health Programs
Office of Mayor Donna Deegan | City of Jacksonville
117 W. Duval Street, Suite 400
Jacksonville, FL 32202
Office: (904)255-4628
Cell: (904)468-0467
lsherman@coj.net
https://www.coj.net

A NEW DAY.

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Tuesday, January 9, 2024 12:52 PM
To: Angela Strain <astrain@wecarejacksonville.org>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Jenny O'Donnell <jodonnell@jaxcareconnect.org>; Sherman, Lynn <LSherman@coj.net>; Joshi, Sunil <SJoshi@coj.net>
Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process

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Also, the RightSite team will be in JAX next week (still working on final dates) and will keep you all posted if we can find time to meet in person.

Please review the attached workflow and let me know your thoughts. Looking forward to your feedback!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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> Wishing you all a wonderful holiday season and we will be in touch regarding next steps.
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> Best Regards,
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In health,

Angela

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Regards,
Swati

When

Monday Dec 18, 2023 · 4pm – 4:45pm (Eastern Time - New York)

Guests

Swati Swani - organizer
Jamo Rubin
Dawn Dixon
astrain@wecarejacksonville.org
jodonnell@jaxcareconnect.org
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View all guest info

Reply for astrain@wecarejacksonville.org

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From:	Swati Swani
To:	Jenny O"Donnell
Cc:	Angela Strain; Jamo Rubin; Dawn Dixon; ddixon@myconnectability.org; Jared Oscarson; Sherman, Lynn; Joshi, Sunil
Subject:	Re: RightSite/JAXCareConnect - Review Referral/Intake Process
Date:	Friday, January 12, 2024 5:02:02 PM
Attachments:	image001.png image002.png JAXCare Connect_RightSite Referral Process - 1.12.2024.pdf

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Hello Everyone,

Please review the updated JAXCareConnect/RightSite referral workflow based on conversation with Jenny earlier this week. Thanks Jenny, for answering all open questions!

The RightSite team is in JAX next week from Tuesday to Sunday to conduct training sessions for 27 rescue units of JFRD. Please let us know of a day/time next week that works for you all to meet in person to review/finalize the referral workflow.

Looking forward to seeing you all in JAX next week.

Thanks and have a nice weekend!

Regards,
Swati

.

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Jan 9, 2024 at 1:02 PM Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:

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> **Jenny O'Donnell**
>
> **Director | JaxCareConnect |** jodonnell@jaxcareconnect.org
>
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470

JAXCARECONNECT

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Tuesday, January 9, 2024 12:52 PM
To: Angela Strain <astrain@wecarejacksonville.org>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Jenny O'Donnell <jodonnell@jaxcareconnect.org>; lsherman@coj.net; sjoshi@coj.net
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Regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182

swati.swani@rightsitehealth.com
rightsitehealth.com

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> Wishing you all a wonderful holiday season and we will be in touch regarding next steps.
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> Best Regards,
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> Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
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Executive Director | We Care Jacksonville, Inc. | astrain@wecarejacksonville.org

4615 Philips Highway, Jacksonville, FL 32207 | O: 904.674.6456 | F: 904.674.6470

She/Her/Hers



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Swati

When

Monday Dec 18, 2023 · 4pm – 4:45pm (Eastern Time - New York)

Guests

Swati Swani - organizer

Jamo Rubin

Dawn Dixon

astrain@wecarejacksonville.org

jodonnell@jaxcareconnect.org

lsherman@coj.net

sjoshi@coj.net

ddixon@myconnectability.org

Jared Oscarson

View all guest info

Reply for astrain@wecarejacksonville.org

Maybe	No	Yes

More options

Join with Google Meet

Meeting link

meet.google.com/nfd-qzub-aap

Join by phone

(US) +1 904-717-5048
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More phone numbers

CHANGED **Attachments**

JAX Care Connect_Right...

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To:	Swati Swani; Angela Strain
Cc:	Jamo Rubin; Dawn Dixon; ddixon@myconnectability.org; Jared Oscarson; Sherman, Lynn; Joshi, Sunil
Subject:	RE: RightSite/JAXCareConnect - Review Referral/Intake Process
Date:	Tuesday, January 9, 2024 2:03:55 PM
Attachments:	image001.png image002.png

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Jenny O'Donnell
Director | JaxCareConnect | jodonnell@jaxcareconnect.org
4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470

JAXCARECONNECT

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Regards,
Swati

Swati Swani
Director, Design & Implementation



[m] 916.337-2182
swati.swani@rightsitehealth.com
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Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process
Date: Tuesday, January 9, 2024 3:57:16 PM
Attachments: image001.png
image002.png

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Hello Jenny,

I think it will be beneficial if we can address some of these questions and I can update the workflow based on the responses before the meeting. I am open on Thursday this week from 11 AM - 1 PM CT, if that works for you and your team, I can schedule a quick call to discuss these. Please let me know your thoughts.

Thanks,
Swati

Swati Swani
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[m] 916.337-2182
swati.swani@rightsitehealth.com
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> JAXCARECONNECT
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Director | JaxCareConnect | jodonnell@jaxcareconnect.org
4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470

JAXCARECONNECT

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Tuesday, January 9, 2024 12:52 PM
To: Angela Strain <astrain@wecarejacksonville.org>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Jenny O'Donnell <jodonnell@jaxcareconnect.org>; lsherman@coj.net; sjoshi@coj.net
Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process

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Hello Everyone,

Wishing you all a very Happy New Year!

Based on our conversations in December, we have created a draft workflow for patient handoff between all partners. All the questions/open items are listed in red in the attached PDF.

Also, the RightSite team will be in JAX next week (still working on final dates) and will keep you all posted if we can find time to meet in person.

Please review the attached workflow and let me know your thoughts. Looking forward to your feedback!

Regards,
Swati

Swati Swani
Director, Design & Implementation



[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Dec 18, 2023 at 5:28 PM Swati Swani <swati.swani@rightsitehealth.com> wrote:

> Hello All,
>
> Thank you so much for your time today, we missed you Lynn and Dr. Joshi.
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> Thanks Angela, for sharing data reports with us. Appreciate it!
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>
> Best Regards,
> Swati



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In health,

Angela

Angela Strain, GPC
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4615 Philips Highway, Jacksonville, FL 32207 | O: 904.674.6456 | F: 904.674.6470
She/Her/Hers

WeCareJax
Connecting Patients to Compassionate Care

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Monday Dec 18, 2023 · 4pm – 4:45pm (Eastern Time - New York)

Guests

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Dawn Dixon
astrain@wecarejacksonville.org
jodonnell@jaxcareconnect.org
lsherman@coj.net
sjoshi@coj.net
ddixon@myconnectability.org
Jared Oscarson
View all guest info

Reply for astrain@wecarejacksonville.org

Maybe | No | Yes

More options

Join with Google Meet

Meeting link

meet.google.com/nfd-qzub-aap

Join by phone

(US) +1 904-717-5048
PIN: 110067182

More phone numbers

CHANGED **Attachments**

JAX Care Connect_Right...

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Cc:	Jamo Rubin; Dawn Dixon; ddixon@myconnectability.org; Jared Oscarson
Subject:	RE: RightSite/JAXCareConnect - Review Referral/Intake Process
Date:	Tuesday, December 19, 2023 3:42:39 PM
Attachments:	image004.png image005.png image006.png image007.png

Jenny,
Thank you! I look forward to reviewing it.

Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL
Executive Director of Health Programs
Office of Mayor Donna Deegan | City of Jacksonville
117 W. Duval Street, Suite 400
Jacksonville, FL 32202
Office: (904)255-4628
Cell: (904)468-0467
lsherman@coj.net
https://www.coj.net

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Wishing you all a safe and happy holiday season and new year!

Jenny O'Donnell
Director | JaxCareConnect | jodonnell@jaxcareconnect.org
4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470

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Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Jenny O'Donnell <jodonnell@jaxcareconnect.org>; Sherman, Lynn <LSherman@coj.net>
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Let us know how we can assist you all going forward.

Happy Holidays everyone!
Sunil

Sunil Joshi, MD, FACAAI, FAAAAI

Chief Health Officer | Office of Mayor Deegan

117 West Duval Street, Suite 400

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(p) 904-255-5013

Coj.net

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Swati Swani
Director, Design & Implementation

[m] 916.337-2182
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> Have a great holiday and an even better New Year –
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> In health,
>
> Angela
>
> **Angela Strain, GPC**
>
> **Executive Director | We Care Jacksonville, Inc. | astrain@wecarejacksonville.org**
>
> 4615 Philips Highway, Jacksonville, FL 32207 | O: 904.674.6456 | F: 904.674.6470
>
> *She/Her/Hers*



-----Original Appointment-----
From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, December 11, 2023 4:51 PM
To: Swati Swani; Jamo Rubin; Dawn Dixon; Angela Strain; Jenny O'Donnell; lsherman@coj.net; sjoshi@coj.net; ddixon@myconnectability.org; Jared Oscarson
Subject: RightSite/JAXCareConnect - Review Referral/Intake Process
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I will send out the agenda document as we get closer to the meeting day. Looking forward to

with Google Join

Meet

!connecting

,Regards
Swati

When

4:45pm (Eastern – 4pm · Monday Dec 18, 2023
(Time - New York

Guests

organizer - Swani Swati

Rubin Jamo

Dixon Dawn

astrain@wecarejacksonville.org

jodonnell@jaxcareconnect.org

lsherman@coj.net

sjoshi@coj.net

ddixon@myconnectability.org

Oscarson Jared

all guest info View

astrain@wecarejacksonville.org for **Reply**

Maybe | No | Yes

options More

Meeting link

meet.google.com/nfd-qzub-aap

Join by phone

904-717-5048 1+ (US)
PIN: 110067182

phone numbers More

CHANGED **Attachments**

Care JAX ...Connect_Right

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From:	Swati Swani
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Cc:	Angela Strain; Jamo Rubin; Dawn Dixon; ddixon@myconnectability.org; Jared Oscarson; Sherman, Lynn; Joshi, Sunil
Subject:	Re: RightSite/JAXCareConnect - Review Referral/Intake Process
Date:	Tuesday, January 9, 2024 3:56:51 PM
Attachments:	image001.png image002.png

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Hello Jenny,

I think it will be beneficial if we can address some of these questions and I can update the workflow based on the responses before the meeting. I am open on Thursday this week from 11 AM - 1 PM CT, if that works for you and your team, I can schedule a quick call to discuss these. Please let me know your thoughts.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Jan 9, 2024 at 1:02 PM Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:

> Thank you! Would it be beneficial to address some of the questions in red prior to meeting next week? Thanks!
>
> **Jenny O'Donnell**
>
> **Director | JaxCareConnect |** jodonnell@jaxcareconnect.org
>
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470
>
> JAXCARECONNECT
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Tuesday, January 9, 2024 12:52 PM
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4615 Philips Highway, Jacksonville, FL 32207 | O: 904.674.6456 | F: 904.674.6470

She/Her/Hers



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JAX Care Connect_Right...

astrain@wecarejacksonville.org

jodonnell@jaxcareconnect.org

lsherman@coj.net

sjoshi@coj.net

ddixon@myconnectability.org

Jared Oscarson

View all guest info

Reply for astrain@wecarejacksonville.org

Maybe	No	Yes

More options

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Subject:	RE: RightSite/JAXCareConnect - Review Referral/Intake Process
Date:	Tuesday, December 19, 2023 3:42:00 PM
Attachments:	image004.png image005.png image006.png image007.png

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Office: (904)255-4628
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Coj.net



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4:45pm (Eastern – 4pm · Monday Dec 18, 2023
(Time - New York

Guests

organizer - Swani Swati

Rubin Jamo

Dixon Dawn

astrain@wecarejacksonville.org

jodonnell@jaxcareconnect.org

lsherman@coj.net

sjoshi@coj.net

ddixon@myconnectability.org

Oscarson Jared

all guest info View

astrain@wecarejacksonville.org for **Reply**

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options More

Meeting link

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Subject:	Re: RightSite/JAXCareConnect - Review Referral/Intake Process
Date:	Tuesday, January 9, 2024 12:54:32 PM
Attachments:	image001.png JAXCare Connect_RightSite Referral Process - Page 1.pdf

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Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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Executive Director | We Care Jacksonville, Inc. | astrain@wecarejacksonville.org

4615 Philips Highway, Jacksonville, FL 32207 | O: 904.674.6456 | F: 904.674.6470

She/Her/Hers



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sjoshi@coj.net

ddixon@myconnectability.org

Jared Oscarson

View all guest info

Reply for astrain@wecarejacksonville.org

Maybe | No | Yes

More options

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Meeting link

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Subject:	Re: RightSite/JAXCareConnect - Review Referral/Intake Process
Date:	Tuesday, January 9, 2024 12:54:20 PM
Attachments:	image001.png JAXCare Connect_RightSite Referral Process - Page 1.pdf

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To: Swati Swani; Angela Strain
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Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process
Date: Tuesday, December 19, 2023 8:24:00 AM
Attachments: image001.png
Outlook-z0k4fio0.png

I am glad that it went well!

Sorry we missed it. We had a meeting with the grants and lobbying team to discuss some potential ways to get state or federal support for some of our projects!

Let us know how we can assist you all going forward.

Happy Holidays everyone!
Sunil

Sunil Joshi, MD, FACAAI, FAAAAI
Chief Health Officer | Office of Mayor Deegan
117 West Duval Street, Suite 400
Jacksonville, Fl 32202
(p) 904-255-5013
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WeCareJax
Connecting Patients to Compassionate Care

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> 4615 Philips Highway, Jacksonville, FL 32207 | O: 904.674.6456 | F: 904.674.6470
> *She/Her/Hers*

WeCareJax
Connecting Patients to Compassionate Care

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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, December 11, 2023 4:51 PM
To: Swati Swani; Jamo Rubin; Dawn Dixon; Angela Strain; Jenny O'Donnell; lsherman@coj.net; sjoshi@coj.net; ddixon@myconnectability.org; Jared Oscarson
Subject: RightSite/JAXCareConnect - Review Referral/Intake Process
When: Monday, December 18, 2023 3:00 PM-3:45 PM America/Chicago.
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When
Monday Dec 18, 2023 · 4pm – 4:45pm (Eastern Time - New York)

Guests

Join with Google Meet

Meeting link
meet.google.com/nfd-qzub-aap

Join by phone
(US) +1 904-717-5048
PIN: 110067182

More phone numbers

Swati Swani - organizer
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Dawn Dixon
astrain@wecarejacksonville.org
jodonnell@jaxcareconnect.org
lsherman@coj.net
sjoshi@coj.net
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View all guest info

Reply for astrain@wecarejacksonville.org

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JAX Care Connect_Right...

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organizer - Swani Swati

Rubin Jamo

Dixon Dawn

astrain@wecarejacksonville.org

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options More

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> Have a great holiday and an even better New Year –
>
> In health,

Angela

Angela Strain, GPC

Executive Director | We Care Jacksonville, Inc. | astrain@wecarejacksonville.org

4615 Philips Highway, Jacksonville, FL 32207 | O: 904.674.6456 | F: 904.674.6470

She/Her/Hers

-----Original Appointment-----
From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, December 11, 2023 4:51 PM
To: Swati Swani; Jamo Rubin; Dawn Dixon; Angela Strain; Jenny O'Donnell; lsherman@coj.net; sjoshi@coj.net; ddixon@myconnectability.org; Jared Oscarson
Subject: RightSite/JAXCareConnect - Review Referral/Intake Process
When: Monday, December 18, 2023 3:00 PM-3:45 PM America/Chicago.
Where:

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

This event has been updated with a note:
"Hello Team, I have attached an agenda document for our meeting to the invite. Please let

me know if you want me to change anything. Looking forward to connecting in a little bit. Thanks!"

Changed: attachments

I will send out the agenda document as we get closer to the meeting day. Looking forward to connecting!

Regards,
Swati

When

4:45pm (Eastern – 4pm · Monday Dec 18, 2023 (Time - New York

Guests

organizer - Swani Swati

Rubin Jamo

Dixon Dawn

astrain@wecarejacksonville.org

jodonnell@jaxcareconnect.org

lsherman@coj.net

sjoshi@coj.net

ddixon@myconnectability.org

Oscarson Jared

all guest info View

astrain@wecarejacksonville.org for **Reply**

Maybe | No | Yes

with Google Join Meet

Meeting link

meet.google.com/nfd-qzub-aap

Join by phone

904-717-5048 1+ (US)
PIN: 110067182

phone numbers More

CHANGED **Attachments**

Care JAX ...Connect_Right

options More

Invitation from Google Calendar

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Forwarding this invitation could allow any recipient to send a response to the organizer, be added to the guest list, invite others regardless of their own invitation status, or modify your RSVP. Learn more

From:	Swati Swani
To:	Angela Strain
Cc:	Jamo Rubin; Dawn Dixon; ddixon@myconnectability.org; Jared Oscarson; Jenny O"Donnell; Sherman, Lynn; Joshi, Sunil
Subject:	Re: RightSite/JAXCareConnect - Review Referral/Intake Process
Date:	Monday, December 18, 2023 6:29:53 PM
Attachments:	image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello All,

Thank you so much for your time today, we missed you Lynn and Dr. Joshi.

Thanks Jenny, for walking us through the JAXCareConnect processes and other pertinent details. It was an engaging discussion as we explored the possibilities of referrals from RightSite to JAXCareConnect.

As a next step, RightSite will put together a workflow/hand off process and share with you all for feedback and further discussion, prior to the next meeting in early January in JAX.

Thanks Angela, for sharing data reports with us. Appreciate it!

Wishing you all a wonderful holiday season and we will be in touch regarding next steps.

Best Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Dec 18, 2023 at 3:57 PM Angela Strain <astrain@wecarejacksonville.org> wrote:

> Hello!
>
> Thank you for the call and continuing the conversation!
>
> Here is the data report from our local Health Planning Council that we utilized in the early planning days of JaxCareConnect:

https://hpcnef.org/wp-content/uploads/2016/01/Duval-County-Profile-2019.pdf

And here is the site link directly for more recent data:

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Have a great holiday and an even better New Year –

In health,

Angela

Angela Strain, GPC

Executive Director | We Care Jacksonville, Inc. | astrain@wecarejacksonville.org

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Regards,
Swati

When

Monday Dec 18, 2023 · 4pm – 4:45pm (Eastern Time - New York)

Guests

Swati Swani - organizer

Join with Google Meet

Meeting link

meet.google.com/nfd-qzub-aap

Join by phone

(US) +1 904-717-5048)
PIN: 110067182

More phone numbers

CHANGED

Attachments

...JAX Care Connect_Right

Jamo Rubin

Dawn Dixon

astrain@wecarejacksonville.org

jodonnell@jaxcareconnect.org

lsherman@coj.net

sjoshi@coj.net

ddixon@myconnectability.org

Jared Oscarson

View all guest info

Reply for astrain@wecarejacksonville.org

Maybe | No | Yes

More options

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To: Swati Swani; Jamo Rubin; Dawn Dixon; ddixon@myconnectability.org; Jared Oscarson
Cc: Jenny O"Donnell; Sherman, Lynn; Joshi, Sunil
Subject: RE: RightSite/JAXCareConnect - Review Referral/Intake Process
Date: Monday, December 18, 2023 5:12:15 PM
Attachments: image001.png

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WeCareJax
Connecting Patients to Compassionate Care

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,Regards
Swati

When
Monday Dec 18, 2023 · 4pm – 4:45pm (Eastern
(Time - New York

Guests
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Jamo Rubin
Dawn Dixon
astrain@wecarejacksonville.org
jodonnell@jaxcareconnect.org
lsherman@coj.net
sjoshi@coj.net
ddixon@myconnectability.org
Jared Oscarson
View all guest info

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Meeting link
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Join by phone
US) +1 904-717-5048)
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More phone numbers

CHANGED **Attachments**
...JAX Care Connect_Right

Maybe | No | Yes

More options

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To: Swati Swani; Jamo Rubin; Dawn Dixon; ddixon@myconnectability.org; Jared Oscarson
Cc: Jenny O"Donnell; Sherman, Lynn; Joshi, Sunil
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In health,

Angela

Angela Strain, GPC
Executive Director | We Care Jacksonville, Inc. | astrain@wecarejacksonville.org
4615 Philips Highway, Jacksonville, FL 32207 | O: 904.674.6456 | F: 904.674.6470
She/Her/Hers

WeCareJax
Connecting Patients to Compassionate Care

-----Original Appointment-----

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Sent: Monday, December 11, 2023 4:51 PM
To: Swati Swani; Jamo Rubin; Dawn Dixon; Angela Strain; Jenny O'Donnell; lsherman@coj.net; sjoshi@coj.net; ddixon@myconnectability.org; Jared Oscarson
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,Regards
Swati

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Monday Dec 18, 2023 · 4pm – 4:45pm (Eastern
(Time - New York

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Jamo Rubin
Dawn Dixon
astrain@wecarejacksonville.org
jodonnell@jaxcareconnect.org
lsherman@coj.net
sjoshi@coj.net
ddixon@myconnectability.org
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View all guest info

Reply for astrain@wecarejacksonville.org

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Join by phone
US) +1 904-717-5048)
PIN: 110067182

More phone numbers

CHANGED **Attachments**
...JAX Care Connect_Right

Maybe | No | Yes

More options

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From:	Swati Swani
To:	Sherman, Lynn
Cc:	Jenny O"Donnell; Angela Strain; Jamo Rubin; Dawn Dixon; ddixon@myconnectability.org; Jared Oscarson; Joshi, Sunil
Subject:	Re: RightSite/JAXCareConnect - Review Referral/Intake Process
Date:	Tuesday, January 23, 2024 3:03:41 PM
Attachments:	image001.png image002.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

No worries, Lynn. Thanks for letting us know.

I am sending out an invite shortly.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Jan 23, 2024 at 1:13 PM Sherman, Lynn <LSherman@coj.net> wrote:

> Hi Swati,
>
> I'm afraid we are not available at either of the suggested times. Please move forward and we will get and update from JaxCareConnect.
>
> Kind regards,
>
> *Lynn*
>
> Lynn C. Sherman, MHA, CCHL
>
> Executive Director of Health Programs
>
> Office of Mayor Donna Deegan | City of Jacksonville
>
> 117 W. Duval Street, Suite 400
>
> Jacksonville, FL 32202
>
> Office: (904)255-4628
>
> Cell: (904)468-0467
>
> lsherman@coj.net

https://www.coj.net

A NEW DAY.

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, January 22, 2024 7:02 PM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>
Cc: Sherman, Lynn <LSherman@coj.net>; Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Joshi, Sunil <SJoshi@coj.net>
Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thanks, Jenny!

Hello Lynn,

Do any of the below days/times work for you and Dr. Joshi? Please let me know

1. 1/29 - Monday, 12:30p - 2p ET
2. 1/31 - Wednesday, 12p - 2p ET

Regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Jan 22, 2024 at 10:29 AM Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:

> Thanks Swati! I am so happy to hear you had a successful week last week here in Jacksonville. I hope you had to chance to see some of the city and experience some local flavor during your stay.
>
> Angela and I would be available:
>
> 1. 1/29 - Monday, 12:30p - 2p ET
> 2. 1/31 - Wednesday, 12p - 2p ET
>
> Thank you!
>
> **Jenny O'Donnell**
>
> **Director | JaxCareConnect |** jodonnell@jaxcareconnect.org
>
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470
>
> JAXCARECONNECT
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Monday, January 22, 2024 9:22 AM
> **To:** Sherman, Lynn <LSherman@coj.net>
> **Cc:** Jenny O'Donnell <jodonnell@jaxcareconnect.org>; Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Joshi, Sunil <SJoshi@coj.net>
> **Subject:** Re: RightSite/JAXCareConnect - Review Referral/Intake Process
>
> CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.
>
> Good Morning All,
>
> Happy Monday!

We had a very productive week in JAX and trained 144 JFRD EMS clinicians last week. Sessions were very engaging and we have already received 8 patient calls from JFRD.

Unfortunately, we could not meet in person to finalize the JAXCareConnect/RightSite referral workflow in-person. Here are some options, please let me know if any of these work for you all and I will schedule a followup session for us to review and finalize the process.

1. 1/26 - Friday, 10a - 1p ET
2. 1/29 - Monday, 10a - 11a ET
3. 1/29 - Monday, 12p - 2p ET
4. 1/30 - Tuesday, 12p - 2p ET
5. 1/31 - Wednesday, 11a - 2p ET

Draft referral workflow is attached.

Please let me know if you have any questions or need any additional information.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Jan 17, 2024 at 4:56 PM Swati Swani <swati.swani@rightsitehealth.com> wrote:

> No worries, Lynn.
>
> I will look for days/times for next week for all of us to meet remotely and finalize the referral process.
>
> Thanks and have a nice evening!
>
> Regards,
>
> Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Jan 17, 2024 at 3:49 PM Sherman, Lynn <LSherman@coj.net> wrote:

> Unfortunately, I have meetings that I can't reschedule at the times that Jenny suggested.
>
> Kind regards,
>
> *Lynn*
>
> Lynn C. Sherman, MHA, CCHL
> Executive Director of Health Programs
> Office of Mayor Donna Deegan | City of Jacksonville
> 117 W. Duval Street, Suite 400
> Jacksonville, FL 32202
> Office: (904)255-4628
> Cell: (904)468-0467
> lsherman@coj.net
> https://www.coj.net
>
> A NEW DAY.
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Wednesday, January 17, 2024 1:00 PM
> **To:** Jenny O'Donnell <jodonnell@jaxcareconnect.org>

Cc: Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Sherman, Lynn <LSherman@coj.net>; Joshi, Sunil <SJoshi@coj.net>
Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process

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Hello Jenny,

Training sessions are going well, thanks for asking! Lynn is able to come down to JFRD to observe a session today.

Let me ask Lynn if any of the two times you suggested work for her and Dr. Joshi and I can plan to be there.

Did the updated workflow look ok to you?

Regards,

Swati

> On Jan 17, 2024, at 9:14 AM, Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:
>
> Hi Swati! I am sorry for my late response. I hope your training sessions are going well! The only availability I would have this week is tomorrow January 18th at 2 pm and Friday the 19th 11 am to 1:30 pm. Angela is fully booked this week.
>
> If something works, please let me know.
>
> Thank you,
>
> **Jenny O'Donnell**

Director | JaxCareConnect | jodonnell@jaxcareconnect.org

4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470

<image001.png>

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Friday, January 12, 2024 4:59 PM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>
Cc: Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; lsherman@coj.net; sjoshi@coj.net
Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process

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Hello Everyone,

Please review the updated JAXCareConnect/RightSite referral workflow based on conversation with Jenny earlier this week. Thanks Jenny, for answering all open questions!

The RightSite team is in JAX next week from Tuesday to Sunday to conduct training sessions for 27 rescue units of JFRD. Please let us know of a day/time next week that works for you all to meet in person to review/finalize the referral workflow.

Looking forward to seeing you all in JAX next week.

Thanks and have a nice weekend!

Regards,

Swati

.

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Jan 9, 2024 at 1:02 PM Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:

> Thank you! Would it be beneficial to address some of the questions in red prior to meeting next week? Thanks!
>
> **Jenny O'Donnell**
>
> **Director | JaxCareConnect |** jodonnell@jaxcareconnect.org
>
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470
>
> <image001.png>
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Tuesday, January 9, 2024 12:52 PM
> **To:** Angela Strain <astrain@wecarejacksonville.org>
> **Cc:** Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Jenny O'Donnell <jodonnell@jaxcareconnect.org>; lsherman@coj.net; sjoshi@coj.net
> **Subject:** Re: RightSite/JAXCareConnect - Review Referral/Intake Process
>
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>
> Hello Everyone,

Wishing you all a very Happy New Year!

Based on our conversations in December, we have created a draft workflow for patient handoff between all partners. All the questions/open items are listed in red in the attached PDF.

Also, the RightSite team will be in JAX next week (still working on final dates) and will keep you all posted if we can find time to meet in person.

Please review the attached workflow and let me know your thoughts. Looking forward to your feedback!

Regards,

Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Dec 18, 2023 at 5:28 PM Swati Swani <swati.swani@rightsitehealth.com> wrote:

> Hello All,
>
> Thank you so much for your time today, we missed you Lynn and Dr. Joshi.
>
> Thanks Jenny, for walking us through the JAXCareConnect processes and other pertinent details. It was an engaging discussion as we explored the possibilities of referrals from RightSite to JAXCareConnect.
>
> As a next step, RightSite will put together a workflow/hand off process and share with you all for feedback and further discussion, prior to the next meeting in early January in JAX.
>
> Thanks Angela, for sharing data reports with us. Appreciate it!

Wishing you all a wonderful holiday season and we will be in touch regarding next steps.

Best Regards,

Swati

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[m] 916.337-2182
swati.swani@rightsitehealth.com
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> Have a great holiday and an even better New Year –
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> In health,

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She/Her/Hers

<image002.png>

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Regards,
Swati

When

Monday Dec 18, 2023 · 4pm – 4:45pm (Eastern Time - New York)

Guests

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Jamo Rubin

Dawn Dixon

astrain@wecarejacksonville.org

jodonnell@jaxcareconnect.org

lsherman@coj.net

sjoshi@coj.net

ddixon@myconnectability.org

Jared Oscarson

View all guest info

Reply for astrain@wecarejacksonville.org

Maybe | No | Yes

More options

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Join by phone

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JAX Care Connect_Right...

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To:	Swati Swani; Jenny O"Donnell
Cc:	Angela Strain; Jamo Rubin; Dawn Dixon; ddixon@myconnectability.org; Jared Oscarson; Joshi, Sunil
Subject:	RE: RightSite/JAXCareConnect - Review Referral/Intake Process
Date:	Tuesday, January 23, 2024 1:13:09 PM
Attachments:	image001.png image002.png

Hi Swati,
I'm afraid we are not available at either of the suggested times. Please move forward and we will get and update from JaxCareConnect.

Kind regards,

Lynn

Lynn C. Sherman, MHA, CCHL
Executive Director of Health Programs
Office of Mayor Donna Deegan | City of Jacksonville
117 W. Duval Street, Suite 400
Jacksonville, FL 32202
Office: (904)255-4628
Cell: (904)468-0467
lsherman@coj.net
https://www.coj.net

A NEW DAY.

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, January 22, 2024 7:02 PM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>
Cc: Sherman, Lynn <LSherman@coj.net>; Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Joshi, Sunil <SJoshi@coj.net>
Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thanks, Jenny!

Hello Lynn,

Do any of the below days/times work for you and Dr. Joshi? Please let me know

1. 1/29 - Monday, 12:30p - 2p ET
2. 1/31 - Wednesday, 12p - 2p ET

Regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Jan 22, 2024 at 10:29 AM Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:

> Thanks Swati! I am so happy to hear you had a successful week last week here in Jacksonville. I hope you had to chance to see some of the city and experience some local flavor during your stay.
>
> Angela and I would be available:
>
> 1. 1/29 - Monday, 12:30p - 2p ET
> 2. 1/31 - Wednesday, 12p - 2p ET
>
> Thank you!
>
> **Jenny O'Donnell**
> **Director | JaxCareConnect |** jodonnell@jaxcareconnect.org
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470
>
> JAXCARECONNECT
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Monday, January 22, 2024 9:22 AM
> **To:** Sherman, Lynn <LSherman@coj.net>
> **Cc:** Jenny O'Donnell <jodonnell@jaxcareconnect.org>; Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Joshi, Sunil <SJoshi@coj.net>
> **Subject:** Re: RightSite/JAXCareConnect - Review Referral/Intake Process
>
> CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.
>
> Good Morning All,
>
> Happy Monday!
>
> We had a very productive week in JAX and trained 144 JFRD EMS clinicians last week. Sessions were very engaging and we have already received 8 patient calls from JFRD.
>
> Unfortunately, we could not meet in person to finalize the JAXCareConnect/RightSite referral workflow in-person. Here are some options, please let me know if any of these work for you all and I will schedule a followup session for us to review and finalize the process.
>
> 1. 1/26 - Friday, 10a - 1p ET
> 2. 1/29 - Monday, 10a - 11a ET

3. 1/29 - Monday, 12p - 2p ET
4. 1/30 - Tuesday, 12p - 2p ET
5. 1/31 - Wednesday, 11a - 2p ET

Draft referral workflow is attached.

Please let me know if you have any questions or need any additional information.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Jan 17, 2024 at 4:56 PM Swati Swani <swati.swani@rightsitehealth.com> wrote:

> No worries, Lynn.
>
> I will look for days/times for next week for all of us to meet remotely and finalize the referral process.
>
> Thanks and have a nice evening!
>
> Regards,
> Swati
>
> **Swati Swani**
> Director, Design & Implementation
> [m] 916.337-2182
> swati.swani@rightsitehealth.com
> **rightsitehealth.com**
>
> On Wed, Jan 17, 2024 at 3:49 PM Sherman, Lynn <LSherman@coj.net> wrote:
>
> > Unfortunately, I have meetings that I can't reschedule at the times that Jenny suggested.
> >
> > Kind regards,
> >
> > *Lynn*
> >
> > Lynn C. Sherman, MHA, CCHL
> > Executive Director of Health Programs
> > Office of Mayor Donna Deegan | City of Jacksonville
> > 117 W. Duval Street, Suite 400
> > Jacksonville, FL 32202
> > Office: (904)255-4628
> > Cell: (904)468-0467

lsherman@coj.net
https://www.coj.net



From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, January 17, 2024 1:00 PM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>
Cc: Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Sherman, Lynn <LSherman@coj.net>; Joshi, Sunil <SJoshi@coj.net>
Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Jenny,

Training sessions are going well, thanks for asking! Lynn is able to come down to JFRD to observe a session today.

Let me ask Lynn if any of the two times you suggested work for her and Dr. Joshi and I can plan to be there.

Did the updated workflow look ok to you?

Regards,

Swati

> On Jan 17, 2024, at 9:14 AM, Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:
>
> Hi Swati! I am sorry for my late response. I hope your training sessions are going well! The only availability I would have this week is tomorrow January 18th at 2 pm and Friday the 19th 11 am to 1:30 pm. Angela is fully booked this week.
>
> If something works, please let me know.
>
> Thank you,
>
> **Jenny O'Donnell**
> **Director | JaxCareConnect |** jodonnell@jaxcareconnect.org
> 4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F:

904.674.6470
<image001.png>

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Friday, January 12, 2024 4:59 PM
To: Jenny O'Donnell <jodonnell@jaxcareconnect.org>
Cc: Angela Strain <astrain@wecarejacksonville.org>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; lsherman@coj.net; sjoshi@coj.net
Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Everyone,

Please review the updated JAXCareConnect/RightSite referral workflow based on conversation with Jenny earlier this week. Thanks Jenny, for answering all open questions!

The RightSite team is in JAX next week from Tuesday to Sunday to conduct training sessions for 27 rescue units of JFRD. Please let us know of a day/time next week that works for you all to meet in person to review/finalize the referral workflow.

Looking forward to seeing you all in JAX next week.

Thanks and have a nice weekend!

Regards,
Swati

.

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Jan 9, 2024 at 1:02 PM Jenny O'Donnell <jodonnell@jaxcareconnect.org> wrote:

> Thank you! Would it be beneficial to address some of the questions in red prior to meeting next week? Thanks!
>
> **Jenny O'Donnell**

Director | JaxCareConnect | jodonnell@jaxcareconnect.org
4615 Philips Hwy, Suite 100 Jacksonville, FL 32207 | O: 904.674.6454 | F: 904.674.6470
<image001.png>

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Tuesday, January 9, 2024 12:52 PM
To: Angela Strain <astrain@wecarejacksonville.org>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Dawn Dixon <dawn.dixon@rightsitehealth.com>; ddixon@myconnectability.org; Jared Oscarson <jared.oscarson@rightsitehealth.com>; Jenny O'Donnell <jodonnell@jaxcareconnect.org>; lsherman@coj.net; sjoshi@coj.net
Subject: Re: RightSite/JAXCareConnect - Review Referral/Intake Process

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Everyone,

Wishing you all a very Happy New Year!

Based on our conversations in December, we have created a draft workflow for patient handoff between all partners. All the questions/open items are listed in red in the attached PDF.

Also, the RightSite team will be in JAX next week (still working on final dates) and will keep you all posted if we can find time to meet in person.

Please review the attached workflow and let me know your thoughts. Looking forward to your feedback!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Dec 18, 2023 at 5:28 PM Swati Swani <swati.swani@rightsitehealth.com> wrote:

> Hello All,
>
> Thank you so much for your time today, we missed you Lynn and Dr. Joshi.
>
> Thanks Jenny, for walking us through the JAXCareConnect processes and other pertinent details. It was an engaging discussion as we explored the possibilities of referrals from RightSite to JAXCareConnect.

As a next step, RightSite will put together a workflow/hand off process and share with you all for feedback and further discussion, prior to the next meeting in early January in JAX.

Thanks Angela, for sharing data reports with us. Appreciate it!

Wishing you all a wonderful holiday season and we will be in touch regarding next steps.

Best Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Dec 18, 2023 at 3:57 PM Angela Strain <astrain@wecarejacksonville.org> wrote:

> Hello!
>
> Thank you for the call and continuing the conversation!
>
> Here is the data report from our local Health Planning Council that we utilized in the early planning days of JaxCareConnect:
>
> https://hpcnef.org/wp-content/uploads/2016/01/Duval-County-Profile-2019.pdf
>
> And here is the site link directly for more recent data:
>
> https://hpcnef.org/county-health-profiles/
>
> Have a great holiday and an even better New Year –
>
> In health,
>
> Angela
>
> **Angela Strain, GPC**
> **Executive Director | We Care Jacksonville, Inc. |**
> **astrain@wecarejacksonville.org**
> 4615 Philips Highway, Jacksonville, FL 32207 | O: 904.674.6456 | F: 904.674.6470
> *She/Her/Hers*
> *<image002.png>*

-----Original Appointment-----
From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, December 11, 2023 4:51 PM
To: Swati Swani; Jamo Rubin; Dawn Dixon; Angela Strain; Jenny O'Donnell; lsherman@coj.net; sjoshi@coj.net; ddixon@myconnectability.org; Jared Oscarson
Subject: RightSite/JAXCareConnect - Review Referral/Intake Process
When: Monday, December 18, 2023 3:00 PM-3:45 PM America/Chicago.
Where:

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

This event has been updated with a note:
"Hello Team, I have attached an agenda document for our meeting to the invite. Please let me know if you want me to change anything. Looking forward to connecting in a little bit. Thanks!"
Changed: attachments

I will send out the agenda document as we get closer to the meeting day. Looking forward to connecting!

Regards,
Swati

When
Monday Dec 18, 2023 · 4pm – 4:45pm (Eastern Time - New York)

Guests
Swati Swani - organizer
Jamo Rubin
Dawn Dixon
astrain@wecarejacksonville.org
jodonnell@jaxcareconnect.org
lsherman@coj.net
sjoshi@coj.net
ddixon@myconnectability.org
Jared Oscarson
View all guest info

Join with Google Meet

Meeting link
meet.google.com/nfd-qzub-aap

Join by phone
(US) +1 904-717-5048
PIN: 110067182

More phone numbers

CHANGED **Attachments**
JAX Care Connect_Right...

Reply for
astrain@wecarejacksonville.org

Maybe | No | Yes

More options

Invitation from Google Calendar

You are receiving this email because you are an attendee on the event. To stop receiving future updates for this event, decline this event.

Forwarding this invitation could allow any recipient to send a response to the organizer, be added to the guest list, invite others regardless of their own invitation status, or modify your RSVP. Learn more

From: Linton, Dasha - FRFO
To: Swati Swani
Subject: Re: RightSite/JFRD calls - One question
Date: Friday, December 27, 2024 12:34:35 PM

No worries. I am sure it is a quick and simple fix. We will check in with her.

Cpt. D.R. Linton
JFRD Communications Training Administrator
Fire HQ - 515 N. Julia St: 904-630-0522
Cecil BUCC - 5847 Aviation Ave: 904-255-4566
Cell : 904-993-8446
DLinton@coj.net

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Friday, December 27, 2024 11:30:14 AM
To: Linton, Dasha - FRFO <DLinton@coj.net>
Subject: RightSite/JFRD calls - One question

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Dasha,

I hope you and your family had a wonderful holiday. Since the training, we have had a steady input of calls from JFRD —seven calls this week (one from the field)!

I noticed that Kassidy had called us three times in the last three days and provided us with 17SP10 as the determinant code instead of 26 Alphas and Omegas. I don't want to discourage her from calling RightSite, but I wanted to make sure that she is doing the step of finding the right determinant code in ProQA. It might be as simple as her not providing the right code to the navigators. Can you please check?

Please let me know if you need any additional information from me.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Linton, Dasha - FRFO
Subject: Re: RightSite/JFRD calls - One question
Date: Friday, December 27, 2024 1:09:31 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thanks so much!!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Fri, Dec 27, 2024 at 11:34 AM Linton, Dasha - FRFO <DLinton@coj.net> wrote:

> No worries. I am sure it is a quick and simple fix. We will check in with her.
>
> *Cpt. D.R. Linton*
> JFRD Communications Training Administrator
> Fire HQ - 515 N. Julia St: 904-630-0522
> Cecil BUCC - 5847 Aviation Ave: 904-255-4566
> Cell : 904-993-8446
> *DLinton@coj.net*
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Friday, December 27, 2024 11:30:14 AM
> **To:** Linton, Dasha - FRFO <DLinton@coj.net>
> **Subject:** RightSite/JFRD calls - One question
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Good Morning Dasha,
>
> I hope you and your family had a wonderful holiday. Since the training, we have had a steady input of calls from JFRD —seven calls this week (one from the field)!
>
> I noticed that Kassidy had called us three times in the last three days and provided us with

17SP10 as the determinant code instead of 26 Alphas and Omegas. I don't want to discourage her from calling RightSite, but I wanted to make sure that she is doing the step of finding the right determinant code in ProQA. It might be as simple as her not providing the right code to the navigators. Can you please check?

Please let me know if you need any additional information from me.

Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James
To: Jared Oscarson
Cc: Swati Swani; Mene Demestihas
Subject: RE: RightSite/JFRD Meeting Data
Date: Friday, January 26, 2024 12:35:00 PM
Attachments: image001.png

Jared,

Thank you for the information. JFRD is doing our best to increase the volume while still meeting the other needs. Could you please add the time the call was made? I've identified some issues with our reporting system not being 100% reliable with our query process. By adding the time will make it much easier for us to find these reports with our reporting system.

Thank You,

Brien

From: Jared Oscarson <jared.oscarson@rightsitehealth.com>
Sent: Thursday, January 25, 2024 5:18 PM
To: Marx, James <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Mene Demestihas <mene.demestihas@rightsitehealth.com>
Subject: RightSite/JFRD Meeting Data

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Chief Marx,

Thank you for your time on Tuesday to review the partnership data after the long week of training. We are excited to see this data and share with you for review and feedback. This data has been updated with dates as requested and will be provided in our weekly call going forward.

It is encouraging that we are continuing to see your team utilization RightSite as the week has progressed.

Please let me know if you have any questions. Dr. Demestihas will be reaching out to Dr. Elias to discuss clinical cases.

Best regards,

Jared


RIGHT
SITE
For non-emergency patients

From: Jared Oscarson
To: Marx, James
Cc: Mene Demestihas; Swati Swani
Subject: Re: RightSite/JFRD Meeting Data
Date: Friday, January 26, 2024 12:37:30 PM
Attachments: image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Chief,

I can absolutely add the time to this report and going forward.

Best regards,

Jared

On Fri, Jan 26, 2024 at 11:35 Marx, James <JMarx@coj.net> wrote:

> Jared,
>
> Thank you for the information. JFRD is doing our best to increase the volume while still meeting the other needs. Could you please add the time the call was made? I've identified some issues with our reporting system not being 100% reliable with our query process. By adding the time will make it much easier for us to find these reports with our reporting system.
>
> Thank You,
>
> Brien
>
> ---
>
> **From:** Jared Oscarson <jared.oscarson@rightsitehealth.com>
> **Sent:** Thursday, January 25, 2024 5:18 PM
> **To:** Marx, James <JMarx@coj.net>
> **Cc:** Swati Swani <swati.swani@rightsitehealth.com>; Mene Demestihas <mene.demestihas@rightsitehealth.com>
> **Subject:** RightSite/JFRD Meeting Data
>
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It is encouraging that we are continuing to see your team utilization RightSite as the week has progressed.

Please let me know if you have any questions. Dr. Demestihas will be reaching out to Dr. Elias to discuss clinical cases.

Best regards,

Jared



From: Swati Swani
To: Elias, Bradley
Cc: Marx, James; Mene Demestihas; Jared Oscarson
Subject: Re: RightSite/JFRD weekly calls - Now at 11:30 AM ET
Date: Wednesday, February 7, 2024 3:01:44 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

I have rescheduled the meeting time to 1:30 pm on Thursdays. Looking forward to the meeting tomorrow!

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Feb 7, 2024 at 7:17 PM Elias, Bradley <BElias@coj.net> wrote:

> Sorry, I am involved in many things here.
>
> That time is for our Opioid Treatment call.
>
> How about Thursday afternoons? 130pm?
>
> Brad
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Tuesday, February 6, 2024 11:20 AM
> **To:** Elias, Bradley <BElias@coj.net>
> **Cc:** Marx, James <JMarx@coj.net>; Mene Demestihas <mene.demestihas@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>
> **Subject:** Re: RightSite/JFRD weekly calls - Now at 11:30 AM ET

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Dr. Elias,

I have rescheduled our weekly meetings to Thursdays, hope the new day/time works better for you.

Also, I will add call details for this week and be ready to share/review in our Thursday call, will that work for you? Please let me know.

Thanks,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Feb 6, 2024 at 7:50 PM Elias, Bradley <BElias@coj.net> wrote:

> I will try to make it.
>
> Unfortunately Tues have become one of our primary Critical Care training days.
>
> Please send me the follow up document when ready. I find them very informative and helps me review the JFRD reports.
>
> Brad Elias MD

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Tuesday, January 30, 2024 5:55 AM
To: Marx, James <JMarx@coj.net>; Elias, Bradley <BElias@coj.net>
Cc: Jared Oscarson <jared.oscarson@rightsitehealth.com>
Subject: RightSite/JFRD weekly calls - Now at 11:30 AM ET

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Chief Marx and Dr. Elias,

Due to internal conflicts, we have shifted the time of our call by 30 minutes. Hope it works for you or please let us know and we can reschedule it to another day/time.

Regards,

Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Elias, Bradley
To: Swati Swani
Cc: Marx, James; Mene Demestihas; Jared Oscarson
Subject: RE: RightSite/JFRD weekly calls - Now at 11:30 AM ET
Date: Wednesday, February 7, 2024 8:47:00 AM

Sorry, I am involved in many things here.
That time is for our Opioid Treatment call.

How about Thursday afternoons? 130pm?

Brad

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Tuesday, February 6, 2024 11:20 AM
To: Elias, Bradley <BElias@coj.net>
Cc: Marx, James <JMarx@coj.net>; Mene Demestihas <mene.demestihas@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>
Subject: Re: RightSite/JFRD weekly calls - Now at 11:30 AM ET

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Good Morning Dr. Elias,

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Also, I will add call details for this week and be ready to share/review in our Thursday call, will that work for you? Please let me know.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Tue, Feb 6, 2024 at 7:50 PM Elias, Bradley <BElias@coj.net> wrote:

> I will try to make it.
> Unfortunately Tues have become one of our primary Critical Care training days.

Please send me the follow up document when ready. I find them very informative and helps me review the JFRD reports.

Brad Elias MD

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Tuesday, January 30, 2024 5:55 AM
To: Marx, James <JMarx@coj.net>; Elias, Bradley <BElias@coj.net>
Cc: Jared Oscarson <jared.oscarson@rightsitehealth.com>
Subject: RightSite/JFRD weekly calls - Now at 11:30 AM ET

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Good Morning Chief Marx and Dr. Elias,

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Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Elias, Bradley
To: Swati Swani; Marx, James; Mene Demestihas
Cc: Jared Oscarson
Subject: RE: RightSite/JFRD weekly calls - Now at 11:30 AM ET
Date: Tuesday, February 6, 2024 9:20:58 AM

I will try to make it.
Unfortunately Tues have become one of our primary Critical Care training days.

Please send me the follow up document when ready. I find them very informative and helps me review the JFRD reports.

Brad Elias MD

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Tuesday, January 30, 2024 5:55 AM
To: Marx, James <JMarx@coj.net>; Elias, Bradley <BElias@coj.net>
Cc: Jared Oscarson <jared.oscarson@rightsitehealth.com>
Subject: RightSite/JFRD weekly calls - Now at 11:30 AM ET

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Chief Marx and Dr. Elias,

Due to internal conflicts, we have shifted the time of our call by 30 minutes. Hope it works for you or please let us know and we can reschedule it to another day/time.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley
Cc: Marx, James; Mene Demestihas; Jared Oscarson
Subject: Re: RightSite/JFRD weekly calls - Now at 11:30 AM ET
Date: Tuesday, February 6, 2024 11:20:05 AM

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Good Morning Dr. Elias,

I have rescheduled our weekly meetings to Thursdays, hope the new day/time works better for you.

Also, I will add call details for this week and be ready to share/review in our Thursday call, will that work for you? Please let me know.

Thanks,
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Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
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On Tue, Feb 6, 2024 at 7:50 PM Elias, Bradley <BElias@coj.net> wrote:

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To: Swati Swani; Marx, James; Mene Demestihas
Cc: Jared Oscarson
Subject: RE: RightSite/JFRD weekly calls - Now at 11:30 AM ET
Date: Tuesday, February 6, 2024 9:20:00 AM

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swati.swani@rightsitehealth.com
rightsitehealth.com

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To: Elias, Bradley
Cc: Marx, James; Mene Demestihas; Jared Oscarson
Subject: Re: RightSite/JFRD weekly calls - Now at 11:30 AM ET
Date: Tuesday, February 6, 2024 11:20:04 AM

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Thanks,
Swati

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rightsitehealth.com

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> Brad Elias MD
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>
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> **Sent:** Tuesday, January 30, 2024 5:55 AM
> **To:** Marx, James <JMarx@coj.net>; Elias, Bradley <BElias@coj.net>

Cc: Jared Oscarson <jared.oscarson@rightsitehealth.com>
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Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Elias, Bradley
To: Swati Swani
Cc: Marx, James; Mene Demestihas; Jared Oscarson
Subject: RE: RightSite/JFRD weekly calls - Now at 11:30 AM ET
Date: Wednesday, February 7, 2024 8:47:10 AM

Sorry, I am involved in many things here.
That time is for our Opioid Treatment call.

How about Thursday afternoons? 130pm?

Brad

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Tuesday, February 6, 2024 11:20 AM
To: Elias, Bradley <BElias@coj.net>
Cc: Marx, James <JMarx@coj.net>; Mene Demestihas <mene.demestihas@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>
Subject: Re: RightSite/JFRD weekly calls - Now at 11:30 AM ET

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Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Elias, Bradley
Cc: Marx, James; Mene Demestihas; Jared Oscarson
Subject: Re: RightSite/JFRD weekly calls - Now at 11:30 AM ET
Date: Wednesday, February 7, 2024 3:01:45 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dr. Elias,

I have rescheduled the meeting time to 1:30 pm on Thursdays. Looking forward to the meeting tomorrow!

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Feb 7, 2024 at 7:17 PM Elias, Bradley <BElias@coj.net> wrote:

> Sorry, I am involved in many things here.
>
> That time is for our Opioid Treatment call.
>
> How about Thursday afternoons? 130pm?
>
> Brad
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Tuesday, February 6, 2024 11:20 AM
> **To:** Elias, Bradley <BElias@coj.net>
> **Cc:** Marx, James <JMarx@coj.net>; Mene Demestihas <mene.demestihas@rightsitehealth.com>; Jared Oscarson <jared.oscarson@rightsitehealth.com>
> **Subject:** Re: RightSite/JFRD weekly calls - Now at 11:30 AM ET

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swati.swani@rightsitehealth.com
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Regards,

Swati

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Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James
To: Swati Swani
Subject: RE: RightSite/JFRD Weekly Monday Meetings - Time change request
Date: Thursday, December 14, 2023 1:35:00 PM
Attachments: image001.png

Swati,

We can try Tuesdays at 11, but I cannot guarantee that I'll always be able to attend. Late morning tends to be a busy time and I may not always be able to break away. I'll certainly keep you updated.

Kind Regards,

J. Brien Marx
Asst. Chief Quality Assurance &
Communications
Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Wednesday, December 13, 2023 8:12 AM
To: Marx, James <JMarx@coj.net>
Subject: RightSite/JFRD Weekly Monday Meetings - Time change request

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Good Morning Brien,

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Will it be ok with you to move our weekly meeting to any time after 10 AM ET on any day of the week that works best for you?

Some suggestions from our side: Tuesdays 11 AM ET or Fridays 2 PM

Please let me know your thoughts and I can reschedule accordingly.

Appreciate your flexibility!

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James
Subject: Re: RightSite/JFRD Weekly Monday Meetings - Time change request
Date: Thursday, December 14, 2023 2:21:14 PM
Attachments: image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Brien,

Thanks so much and I agree, just let me know and we can reschedule for any week, when needed.

Have a nice weekend.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Thu, Dec 14, 2023 at 12:35 PM Marx, James <JMarx@coj.net> wrote:

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>
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> J. Brien Marx
>
> Asst. Chief Quality Assurance &
>
> Communications
>
> Jacksonville Fire/Rescue Department

515 Julia St.

Jacksonville, FL 32202

904-255-7728 (Office)

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Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Marx, James
To: Swati Swani
Subject: RE: RightSite/JFRD Weekly Monday Meetings - Time change request
Date: Thursday, December 14, 2023 3:44:00 PM
Attachments: image001.png

I'll will be out of town from 12/20-01/02/24.

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, December 14, 2023 2:21 PM
To: Marx, James <JMarx@coj.net>
Subject: Re: RightSite/JFRD Weekly Monday Meetings - Time change request

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Have a nice weekend.

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[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

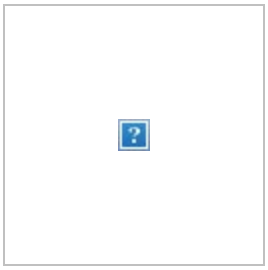
From: Swati Swani
To: Marx, James
Subject: Re: RightSite/JFRD Weekly Monday Meetings - Time change request
Date: Thursday, December 14, 2023 4:06:48 PM
Attachments: image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Noted. I will delete the calls in those weeks. Hope you are doing something fun with your family.

Talk to you next week on Tuesday...have a nice weekend!

Regards,
Swati



Swati Swani
Director, Design & Implementation
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> **Sent:** Thursday, December 14, 2023 2:21 PM
> **To:** Marx, James <JMarx@coj.net>
> **Subject:** Re: RightSite/JFRD Weekly Monday Meetings - Time change request
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> Asst. Chief Quality Assurance &
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>
> Jacksonville Fire/Rescue Department
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> Jacksonville, FL 32202

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Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Elias, Bradley
To: Mene Demestihas
Subject: RE: RSH/JFRD inclusion criteria review
Date: Monday, August 21, 2023 1:09:00 PM

Let's go 2 or 3pm tomorrow.

Brad

From: Mene Demestihas <mene.demestihas@rightsitehealth.com>
Sent: Monday, August 21, 2023 1:05 PM
To: Elias, Bradley <BElias@coj.net>; jamo.rubin@rightsitehealth.com
Subject: RSH/JFRD inclusion criteria review

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Can we move this to later today? I'm worried I may not be finished with an earlier commitment - 4p EST is best or we can look at times for tomorrow?--
Inline image

Mene Demestihas, M.D.
Chief Medical Officer

[m] 770.373.7634
[o] 866.774.4911
mene.demestihas@rightsitehealth.com
rightsitehealth.com

~~~~
Sent from my mobile device
~~~~

From: Marx, James - FRRS
To: Chip Walls
Subject: RE: Script Update / Field Training Logistics
Date: Friday, August 29, 2025 2:06:00 PM

Sounds Great

From: Chip Walls <chip.walls@rightsitehealth.com>
Sent: Thursday, August 28, 2025 1:48 PM
To: Elias, Bradley - FRRS <BElias@coj.net>; Marx, James - FRRS <JMarx@coj.net>
Cc: Natasha Demehri <natasha.demehri@rightsitehealth.com>; Stacey Rubin <stacey.rubin@rightsitehealth.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Script Update / Field Training Logistics

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good afternoon,

I wanted to share a quick update on scripting and our plans for Field Re-Engagement. Stacey and Natasha have drafted an updated script, and we'd like to review it with you during our scheduled meeting on Tuesday, Sept 2.

I'm also planning a trip to Jacksonville the week of Sept 8 to go over field training/re-engagement logistics, connect with a few end users who have worked with RightSite in the field, and cover anything else you feel would be helpful. I'm looking at Sept 9 and 10 for those visits.

Please let me know if those dates work on your end.

Chip

Rightsite Logo

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: Jared Oscarson
To: Marx, James
Subject: Re: Thursday List
Date: Thursday, March 14, 2024 9:55:13 AM
Attachments: image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Looking forward to it!

Jared

On Thu, Mar 14, 2024 at 09:41 Marx, James <JMarx@coj.net> wrote:

> Jared,
>
> Here's a list for today. I have them listed in an order that will give you a different view of the city!
>
> Let me know if you need anything.
>
> J. Brien Marx
>
> Asst. Chief Quality Assurance &
>
> Communications
>
> Jacksonville Fire/Rescue Department
>
> 515 Julia St.
>
> Jacksonville, FL 32202
>
> 904-255-7728 (Office)
>
> 904-763-3429 (Cell)
>
> Email: jmarx@coj.net



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From: Chip Walls
To: Elias, Bradley - FRRS
Cc: Swati Swani; Natasha Demehri; Marx, James - FRRS; Jamo Rubin
Subject: Re: Thursday Meeting 08/28
Date: Friday, August 22, 2025 6:08:16 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Ok, thanks for letting me know.

Chip

On Fri, Aug 22, 2025 at 17:41 Elias, Bradley - FRRS <BElias@coj.net> wrote:

> I have another meeting this Thursday that I must attend. We can cancel the QI meeting.
>
> Brad

From: Chip Walls
To: Elias, Bradley - FRRS
Cc: Swati Swani; Natasha Demehri; Marx, James - FRRS; Jamo Rubin
Subject: Re: Thursday Meeting 08/28
Date: Friday, August 22, 2025 6:08:17 PM

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>
> Brad

From: Natasha Demehri
To: Elias, Bradley - FRRS
Cc: Chip Walls; Marx, James - FRRS
Subject: Re: Thursday QI meeting
Date: Wednesday, October 22, 2025 11:24:02 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Great, looking forward to it!

On Wed, Oct 22, 2025 at 9:10 PM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> Great !
> Thank you
>
> > On Oct 22, 2025, at 8:48 PM, Chip Walls <chip.walls@rightsitehealth.com> wrote:
> >
> > **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
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> > Good evening,
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> > I was able to move a 1 pm meeting.
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> > Updated the calendar invite.
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> > See you all tomorrow at 1 ET.
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> > >
> > > Jacksonville Fire/Rescue
> > > 515 Julia St.
> > > Jacksonville, FL 32202

904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Elias, Bradley - FRRS <BElias@coj.net>
Sent: Wednesday, October 22, 2025 3:10:17 PM
To: Chip Walls <chip.walls@rightsitehealth.com>; Natasha Demehri <natasha.demehri@rightsitehealth.com>
Cc: Marx, James - FRRS <JMarx@coj.net>
Subject: Thursday QI meeting

Hello Team,

Can we meet at 1pm or 3:15pm Thursday?

I have a 2pm meeting I need to attend now.

Brad Elias, M.D.

Medical Director

Jacksonville Fire Rescue Department

515 N. Julia Street

Jacksonville, Fl

32202

Office 904-255-3307

Cell 904-483-0471

<image001.jpg>

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--

Rightsite Logo

Natasha Demehri, MD MPH
Chief Medical Officer (CMO)

Cell 407.929.8888
rightsitehealth.com

From: Elias, Bradley - FRRS
To: Chip Walls
Cc: Marx, James - FRRS; Natasha Demehri
Subject: Re: Thursday QI meeting
Date: Wednesday, October 22, 2025 10:10:54 PM

Great !
Thank you

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From: Elias, Bradley - FRRS
To: Chip Walls
Cc: Marx, James - FRRS; Natasha Demehri
Subject: Re: Thursday QI meeting
Date: Wednesday, October 22, 2025 10:10:52 PM

Great !
Thank you

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From: BElias@coj.net
To: Chip Walls
Cc: Marx, James - FRRS; Natasha Demehri
Subject: Re: Thursday QI meeting
Date: Wednesday, October 22, 2025 10:10:51 PM

Great !
Thank you

On Oct 22, 2025, at 8:48 PM, Chip Walls <chip.walls@rightsitehealth.com> wrote:

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From: Elias, Bradley - FRRS
To: Chip Walls
Subject: Re: Thursday QI meeting
Date: Wednesday, October 22, 2025 10:05:55 PM

Sounds good.
See you Tuesday !

Brad

> On Oct 22, 2025, at 6:37 PM, Chip Walls <chip.walls@rightsitehealth.com> wrote:
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
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--

Rightsite Logo

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: BElias@coj.net
To: Chip Walls
Subject: Re: Thursday QI meeting
Date: Wednesday, October 22, 2025 10:05:48 PM

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See you Tuesday !

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--

Rightsite Logo

Chip Walls

Regional Director - EMS Partnerships

(m) 404.655.7949

rightsitehealth.com

From: Chip Walls
To: Marx, James - FRRS
Cc: Elias, Bradley - FRRS; Natasha Demehri
Subject: Re: Thursday QI meeting
Date: Wednesday, October 22, 2025 8:48:26 PM

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> ---
>
> **From:** Elias, Bradley - FRRS <BElias@coj.net>
> **Sent:** Wednesday, October 22, 2025 3:10:17 PM
> **To:** Chip Walls <chip.walls@rightsitehealth.com>; Natasha Demehri <natasha.demehri@rightsitehealth.com>
> **Cc:** Marx, James - FRRS <JMarx@coj.net>
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To: Elias, Bradley - FRRS
Subject: Re: Thursday QI meeting
Date: Wednesday, October 22, 2025 6:37:09 PM

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Rightsite Logo

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: Chip Walls
To: Elias, Bradley - FRRS
Subject: Re: Thursday QI meeting
Date: Wednesday, October 22, 2025 5:51:24 PM

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Subject: Re: Thursday QI meeting
Date: Wednesday, October 22, 2025 11:24:02 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Great, looking forward to it!

On Wed, Oct 22, 2025 at 9:10 PM Elias, Bradley - FRRS <BElias@coj.net> wrote:

> Great !
> Thank you
>
> > On Oct 22, 2025, at 8:48 PM, Chip Walls <chip.walls@rightsitehealth.com> wrote:
> >
> > **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
> >
> > Good evening,
> >
> > I was able to move a 1 pm meeting.
> >
> > Updated the calendar invite.
> >
> > See you all tomorrow at 1 ET.
> >
> > Chip
> >
> > On Wed, Oct 22, 2025 at 20:44 Marx, James - FRRS <JMarx@coj.net> wrote:
> >
> > > 1 or 3 works for me.
> > >
> > > Brien Marx
> > > Asst. Chief Communications &
> > > Special Projects
> > >
> > > Jacksonville Fire/Rescue
> > > 515 Julia St.
> > > Jacksonville, FL 32202

904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Elias, Bradley - FRRS <BElias@coj.net>
Sent: Wednesday, October 22, 2025 3:10:17 PM
To: Chip Walls <chip.walls@rightsitehealth.com>; Natasha Demehri <natasha.demehri@rightsitehealth.com>
Cc: Marx, James - FRRS <JMarx@coj.net>
Subject: Thursday QI meeting

Hello Team,

Can we meet at 1pm or 3:15pm Thursday?

I have a 2pm meeting I need to attend now.

Brad Elias, M.D.

Medical Director

Jacksonville Fire Rescue Department

515 N. Julia Street

Jacksonville, Fl

32202

Office 904-255-3307

Cell 904-483-0471

<image001.jpg>

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unauthorized review, use, disclosure, or distribution is expressly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

--

Rightsite Logo

Natasha Demehri, MD MPH
Chief Medical Officer (CMO)

Cell 407.929.8888
rightsitehealth.com

From: Chip Walls
To: Elias, Bradley - FRRS
Subject: Re: Today's meeting
Date: Thursday, October 9, 2025 11:01:04 AM

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Ok, thanks for the heads up!

On Thu, Oct 9, 2025 at 11:00 Elias, Bradley - FRRS <BElias@coj.net> wrote:

> Chip,
>
> Just letting you know, I took today off. I won't be on the call. Hope all is well.
>
> Brad

From: Jared Oscarson
To: Elias, Bradley - FRRS
Cc: Swati Swani
Subject: Re: Tomorrow Meeting
Date: Wednesday, July 2, 2025 1:55:30 PM

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Sounds good. Kristeen and I will be onsite on July 10th.

Jared

On Wed, Jul 2, 2025 at 12:28 Elias, Bradley - FRRS <BElias@coj.net> wrote:

> Let's cancel the meeting planned for Thursday afternoon.
>
> Brad Elias, MD

From: Marx, James - FRRS
To: Chip Walls
Subject: RE: Tomorrow"s meeting
Date: Tuesday, October 14, 2025 10:36:00 AM
Attachments: image001.png

Sounds good. I'm available almost any day next week. The only time that doesn't work is Tuesday after 1pm.

From: Chip Walls <chip.walls@rightsitehealth.com>
Sent: Tuesday, October 14, 2025 8:49 AM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Re: Tomorrow's meeting

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Sounds good.

Not urgent.

If not we can catch up next week

On Tue, Oct 14, 2025 at 08:40 Marx, James - FRRS <JMarx@coj.net> wrote:

> No sir! I may be able to join this afternoon at our regular time. I'll set a reminder on my phone; it will just depend on if I have a good cell signal. How does that sound?
>
> ---
>
> **From:** Chip Walls <chip.walls@rightsitehealth.com>
> **Sent:** Monday, October 13, 2025 7:09 PM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Subject:** Re: Tomorrow's meeting
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Do you have any availability later in the week?
>
> On Mon, Oct 13, 2025 at 12:12 Marx, James - FRRS <JMarx@coj.net> wrote:
>
> > Chip,

I'll be going out of town tomorrow morning. Is there any chance we could move up our meeting time? I'm free this afternoon or tomorrow morning.

Thanks,

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Chip Walls
To: Marx, James - FRRS
Subject: Re: Tomorrow"s meeting
Date: Tuesday, October 14, 2025 10:40:42 AM
Attachments: image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

I'm going to cancel this afternoons meeting.

Maybe we can add it the agenda next Thursday for the medical review.

Will you let Elias know we are canceling today?

Chip

On Tue, Oct 14, 2025 at 10:36 Marx, James - FRRS <JMarx@coj.net> wrote:

> Sounds good. I'm available almost any day next week. The only time that doesn't work is Tuesday after 1pm.
>
> ---
>
> **From:** Chip Walls <chip.walls@rightsitehealth.com>
> **Sent:** Tuesday, October 14, 2025 8:49 AM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Subject:** Re: Tomorrow's meeting
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Sounds good.
>
> Not urgent.
>
> If not we can catch up next week

On Tue, Oct 14, 2025 at 08:40 Marx, James - FRRS <JMarx@coj.net> wrote:

> No sir! I may be able to join this afternoon at our regular time. I'll set a reminder on my phone; it will just depend on if I have a good cell signal. How does that sound?
>
> ---
>
> **From:** Chip Walls <chip.walls@rightsitehealth.com>
> **Sent:** Monday, October 13, 2025 7:09 PM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Subject:** Re: Tomorrow's meeting
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Do you have any availability later in the week?
>
> On Mon, Oct 13, 2025 at 12:12 Marx, James - FRRS <JMarx@coj.net> wrote:
>
> > Chip,
> >
> > I'll be going out of town tomorrow morning. Is there any chance we could move up our meeting time? I'm free this afternoon or tomorrow morning.
> >
> > Thanks,
> >
> > J. Brien Marx
> >
> > Asst. Chief of Communications &
> >
> > Special Projects

Jacksonville Fire/Rescue Department

515 Julia St.

Jacksonville, FL 32202

904-255-7728 (Office)

904-763-3429 (Cell)

Email: jmarx@coj.net



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To: Chip Walls
Subject: RE: Tomorrow"s meeting
Date: Tuesday, October 14, 2025 10:35:25 AM
Attachments: image001.png

Sounds good. I'm available

From: Chip Walls <chip.walls@rightsitehealth.com>
Sent: Tuesday, October 14, 2025 8:49 AM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Re: Tomorrow's meeting

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Sounds good.

Not urgent.

If not we can catch up next week

On Tue, Oct 14, 2025 at 08:40 Marx, James - FRRS <JMarx@coj.net> wrote:

> No sir! I may be able to join this afternoon at our regular time. I'll set a reminder on my phone; it will just depend on if I have a good cell signal. How does that sound?
>
> ---
>
> **From:** Chip Walls <chip.walls@rightsitehealth.com>
> **Sent:** Monday, October 13, 2025 7:09 PM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Subject:** Re: Tomorrow's meeting
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Do you have any availability later in the week?
>
> On Mon, Oct 13, 2025 at 12:12 Marx, James - FRRS <JMarx@coj.net> wrote:
>
> > Chip,
> >
> > I'll be going out of town tomorrow morning. Is there any chance we could move up our

meeting time? I'm free this afternoon or tomorrow morning.

Thanks,

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
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Email: jmarx@coj.net

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From: Chip Walls
To: Marx, James - FRRS
Subject: Re: Tomorrow"s meeting
Date: Tuesday, October 14, 2025 8:49:43 AM
Attachments: image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Sounds good.

Not urgent.

If not we can catch up next week

On Tue, Oct 14, 2025 at 08:40 Marx, James - FRRS <JMarx@coj.net> wrote:

> No sir! I may be able to join this afternoon at our regular time. I'll set a reminder on my phone; it will just depend on if I have a good cell signal. How does that sound?
>
> ---
>
> **From:** Chip Walls <chip.walls@rightsitehealth.com>
> **Sent:** Monday, October 13, 2025 7:09 PM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Subject:** Re: Tomorrow's meeting
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Do you have any availability later in the week?
>
> On Mon, Oct 13, 2025 at 12:12 Marx, James - FRRS <JMarx@coj.net> wrote:
>
> > Chip,

I'll be going out of town tomorrow morning. Is there any chance we could move up our meeting time? I'm free this afternoon or tomorrow morning.

Thanks,

J. Brien Marx

Asst. Chief of Communications &

Special Projects

Jacksonville Fire/Rescue Department

515 Julia St.

Jacksonville, FL 32202

904-255-7728 (Office)

904-763-3429 (Cell)

Email: jmarx@coj.net

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From: Chip Walls
To: Marx, James - FRRS
Subject: Re: Tomorrow"s meeting
Date: Monday, October 13, 2025 7:09:09 PM
Attachments: image001.png

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Do you have any availability later in the week?

On Mon, Oct 13, 2025 at 12:12 Marx, James - FRRS <JMarx@coj.net> wrote:

> Chip,
>
> I'll be going out of town tomorrow morning. Is there any chance we could move up our meeting time? I'm free this afternoon or tomorrow morning.
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> Thanks,
>
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>
> Asst. Chief of Communications &
>
> Special Projects
>
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From: Marx, James - FRRS
To: Chip Walls
Subject: RE: Tomorrow"s meeting
Date: Tuesday, October 14, 2025 8:40:00 AM
Attachments: image001.png

No sir! I may be able to join this afternoon at our regular time. I'll set a reminder on my phone; it will just depend on if I have a good cell signal. How does that sound?

From: Chip Walls <chip.walls@rightsitehealth.com>
Sent: Monday, October 13, 2025 7:09 PM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Re: Tomorrow's meeting

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>
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> Asst. Chief of Communications &
> Special Projects
>
> Jacksonville Fire/Rescue Department
> 515 Julia St.
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From: Marx, James - FRRS
To: Chip Walls
Subject: RE: Tomorrow"s meeting
Date: Tuesday, October 14, 2025 10:44:00 AM
Attachments: image001.png

Let's do next week. I'm clearly distracted today! Next Thursday works for me.

Thanks,

From: Chip Walls <chip.walls@rightsitehealth.com>
Sent: Tuesday, October 14, 2025 10:40 AM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Re: Tomorrow's meeting

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I'm going to cancel this afternoons meeting.

Maybe we can add it the agenda next Thursday for the medical review.

Will you let Elias know we are canceling today?

Chip

On Tue, Oct 14, 2025 at 10:36 Marx, James - FRRS <JMarx@coj.net> wrote:

> Sounds good. I'm available almost any day next week. The only time that doesn't work is Tuesday after 1pm.
>
> ---
>
> **From:** Chip Walls <chip.walls@rightsitehealth.com>
> **Sent:** Tuesday, October 14, 2025 8:49 AM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Subject:** Re: Tomorrow's meeting
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Sounds good.
>
> Not urgent.

If not we can catch up next week

On Tue, Oct 14, 2025 at 08:40 Marx, James - FRRS <JMarx@coj.net> wrote:

> No sir! I may be able to join this afternoon at our regular time. I'll set a reminder on my phone; it will just depend on if I have a good cell signal. How does that sound?
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> ---
>
> **From:** Chip Walls <chip.walls@rightsitehealth.com>
> **Sent:** Monday, October 13, 2025 7:09 PM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Subject:** Re: Tomorrow's meeting
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> > Chip,
> >
> > I'll be going out of town tomorrow morning. Is there any chance we could move up our meeting time? I'm free this afternoon or tomorrow morning.
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> > Thanks,
> >
> > J. Brien Marx
> > Asst. Chief of Communications &
> > Special Projects
> >
> > Jacksonville Fire/Rescue Department
> > 515 Julia St.
> > Jacksonville, FL 32202
> > 904-255-7728 (Office)
> > 904-763-3429 (Cell)
> > Email: jmarx@coj.net

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From: Chip Walls
To: Marx, James - FRRS
Subject: Re: Tomorrow"s meeting
Date: Tuesday, October 14, 2025 10:56:17 AM
Attachments: image001.png

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Sounds good.

On Tue, Oct 14, 2025 at 10:45 Marx, James - FRRS <JMarx@coj.net> wrote:

> Let’s do next week. I’m clearly distracted today! Next Thursday works for me.
>
> Thanks,
>
> ---
>
> **From:** Chip Walls <chip.walls@rightsitehealth.com>
> **Sent:** Tuesday, October 14, 2025 10:40 AM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Subject:** Re: Tomorrow's meeting
>
> **EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> I’m going to cancel this afternoons meeting.
>
> Maybe we can add it the agenda next Thursday for the medical review.
>
> Will you let Elias know we are canceling today?
>
> Chip

On Tue, Oct 14, 2025 at 10:36 Marx, James - FRRS <JMarx@coj.net> wrote:

> Sounds good. I'm available almost any day next week. The only time that doesn't work is Tuesday after 1pm.
>
> ---
>
> **From:** Chip Walls <chip.walls@rightsitehealth.com>
> **Sent:** Tuesday, October 14, 2025 8:49 AM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Subject:** Re: Tomorrow's meeting
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>
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>
> If not we can catch up next week
>
> On Tue, Oct 14, 2025 at 08:40 Marx, James - FRRS <JMarx@coj.net> wrote:
>
> > No sir! I may be able to join this afternoon at our regular time. I'll set a reminder on my phone; it will just depend on if I have a good cell signal. How does that sound?
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> > ---
> >
> > **From:** Chip Walls <chip.walls@rightsitehealth.com>
> > **Sent:** Monday, October 13, 2025 7:09 PM
> > **To:** Marx, James - FRRS <JMarx@coj.net>
> > **Subject:** Re: Tomorrow's meeting

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Do you have any availability later in the week?

On Mon, Oct 13, 2025 at 12:12 Marx, James - FRRS <JMarx@coj.net> wrote:

> Chip,
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> I'll be going out of town tomorrow morning. Is there any chance we could move up our meeting time? I'm free this afternoon or tomorrow morning.
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> Thanks,
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From: Marx, James
To: Swati Swani
Cc: Ibeabuchi, Nnaemeka; Jamo Rubin
Subject: Re: Trainees
Date: Monday, December 11, 2023 8:35:40 AM
Attachments: image001.png

Good morning, it was way too short. Tomorrow morning at 9 works for me. Thank You,

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, December 11, 2023 8:32:46 AM
To: Marx, James <JMarx@coj.net>
Cc: Ibeabuchi, Nnaemeka <Ibeabuch@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Re: Trainees

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

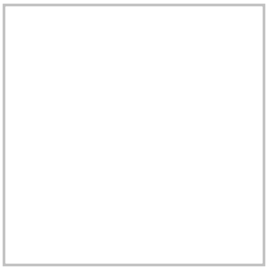
Good Morning Brien,

Hope you had a nice weekend. Jamo is also not able to meet today at 9 AM ET. Does 9 AM ET Tuesday or Wednesday this week work for you? I can schedule to another day if that works better.

Please let me know.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com



On Fri, Dec 8, 2023 at 5:48 PM Marx, James <JMarx@coj.net> wrote:

> We can discuss Monday. I have an 8:30 meeting. I may be a late. I'll text you and let you know.
>
> Brien Marx
> Asst. Chief Quality Assurance &
> Communications
>
> Jacksonville Fire/Rescue
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
> 904-763-3429 (Cell)
> Email: jmarx@coj.net
>
> ---
>
> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Friday, December 8, 2023 3:45:49 PM
> **To:** Marx, James <JMarx@coj.net>
> **Cc:** Ibeabuchi, Nnaemeka <Ibeabuch@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
> **Subject:** Re: Trainees
>
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> Looking forward to talking to you on Monday. Have a nice weekend.
>
> Regards,
> Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Fri, Dec 8, 2023 at 2:09 PM Marx, James <JMarx@coj.net> wrote:

> Swati,
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> Here are the names of the people we trained this week.
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>
> J. Brien Marx
>
> Asst. Chief Quality Assurance &
>
> Communications
>
> Jacksonville Fire/Rescue Department
>
> 515 Julia St.
>
> Jacksonville, FL 32202
>
> 904-255-7728 (Office)

904-763-3429 (Cell)

Email: jmarx@coj.net



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From: Swati Swani
To: Marx, James
Cc: Ibeabuchi, Nnaemeka; Jamo Rubin
Subject: Re: Trainees
Date: Monday, December 11, 2023 8:33:02 AM
Attachments: image001.png

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Good Morning Brien,

Hope you had a nice weekend. Jamo is also not able to meet today at 9 AM ET. Does 9 AM ET Tuesday or Wednesday this week work for you? I can schedule to another day if that works better.

Please let me know.

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> **From:** Swati Swani <swati.swani@rightsitehealth.com>
> **Sent:** Friday, December 8, 2023 3:45:49 PM

To: Marx, James <JMarx@coj.net>
Cc: Ibeabuchi, Nnaemeka <Ibeabuch@coj.net>; Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Re: Trainees

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From: Marx, James
To: Swati Swani
Cc: Ibeabuchi, Nnaemeka; Jamo Rubin
Subject: Re: Trainees
Date: Friday, December 8, 2023 6:48:42 PM
Attachments: image001.png

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Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
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Email: jmarx@coj.net

From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Friday, December 8, 2023 3:45:49 PM
To: Marx, James <JMarx@coj.net>
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Sent: Friday, December 8, 2023 3:45:49 PM
To: Marx, James <JMarx@coj.net>
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From: Swati Swani
To: Marx, James
Cc: Ibeabuchi, Nnaemeka; Jamo Rubin
Subject: Re: Trainees
Date: Friday, December 8, 2023 3:46:06 PM
Attachments: image001.png

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Attachments: image001.png

Good morning, it was way too short. Tomorrow morning at 9 works for me. Thank You,

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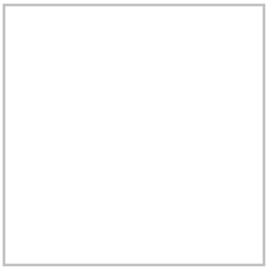

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From:	Marx, James - FRRS
To:	Kristeen Pierce; Linton, Dasha - FRFO; Farmer, Matthew - FRFO
Cc:	Swati Swani; Jamo Rubin
Subject:	RE: Training documentation for next week
Date:	Tuesday, December 10, 2024 2:32:06 PM
Attachments:	image001.png

Hello Kristeen,

Everything looks great. The training day will be the 18th and 19th, this way we will be able to train all 4 shifts.

Kind Regards,

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
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From: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Sent: Tuesday, December 10, 2024 2:20 PM
To: Linton, Dasha - FRFO <DLinton@coj.net>; Farmer, Matthew - FRFO <MFarmer@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Marx, James - FRRS <JMarx@coj.net>
Subject: Training documentation for next week

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Hello all!

Attached are the slides and the one sheet we went over today during our call. Thanks so much for your input and help! Here's what we would like you to add to these documents:

- Update the three slides in yellow (we will remove the color once you've added your content) with the needed screenshots and bullet points you would like the Call Takers to know. Create as many additional slides as you feel it takes.

- Update the one sheet with your bulleted steps in three areas:
  - What to do when the patient accepts
  - What to do when the patient declines
  - What happens when we call back (canceling off the board or EMS response)

If you have any questions, please don't hesitate to reach out. Looking forward to next week!

Kristeen

--

Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

From:	Marx, James - FRRS
To:	Kristeen Pierce; Linton, Dasha - FRFO; Farmer, Matthew - FRFO
Cc:	Swati Swani; Jamo Rubin
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Cc: Swati Swani <swati.swani@rightsitehealth.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Marx, James - FRRS <JMarx@coj.net>
Subject: Training documentation for next week

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello all!

Attached are the slides and the one sheet we went over today during our call. Thanks so much for your input and help! Here's what we would like you to add to these documents:

- Update the three slides in yellow (we will remove the color once you've added your content) with the needed screenshots and bullet points you would like the Call Takers to know. Create as many additional slides as you feel it takes.

- Update the one sheet with your bulleted steps in three areas:
  - What to do when the patient accepts
  - What to do when the patient declines
  - What happens when we call back (canceling off the board or EMS response)

If you have any questions, please don't hesitate to reach out. Looking forward to next week!

Kristeen

--

Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

From:	Marx, James - FRRS
To:	Kristeen Pierce; Linton, Dasha - FRFO; Farmer, Matthew - FRFO
Cc:	Swati Swani; Jamo Rubin
Subject:	RE: Training documentation for next week
Date:	Tuesday, December 10, 2024 2:32:00 PM
Attachments:	image001.png

Hello Kristeen,

Everything looks great. The training day will be the 18th and 19th, this way we will be able to train all 4 shifts.

Kind Regards,

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Sent: Tuesday, December 10, 2024 2:20 PM
To: Linton, Dasha - FRFO <DLinton@coj.net>; Farmer, Matthew - FRFO <MFarmer@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Marx, James - FRRS <JMarx@coj.net>
Subject: Training documentation for next week

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Kristeen

--

Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

To:	Kristeen Pierce
Subject:	RE: Training documentation for next week
Date:	Tuesday, December 10, 2024 2:30:38 PM

Hello Christine

From: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Sent: Tuesday, December 10, 2024 2:20 PM
To: Linton, Dasha - FRFO <DLinton@coj.net>; Farmer, Matthew - FRFO <MFarmer@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Marx, James - FRRS <JMarx@coj.net>
Subject: Training documentation for next week

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Kristeen

--

Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

To:	Kristeen Pierce; Farmer, Matthew - FRFO
Cc:	Swati Swani; Jamo Rubin; Marx, James - FRRS
Subject:	RE: Training documentation for next week
Date:	Thursday, December 12, 2024 11:53:48 AM

Attached are the documents with screen shots and detailed information added.

Cpt. Linton

From: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Sent: Tuesday, December 10, 2024 2:20 PM
To: Linton, Dasha - FRFO <DLinton@coj.net>; Farmer, Matthew - FRFO <MFarmer@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>; Jamo Rubin <jamo.rubin@rightsitehealth.com>; Marx, James - FRRS <JMarx@coj.net>
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Kristeen

--

Kristeen Pierce
Vice President, Navigation Services



[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Linton, Dasha - FRFO
Cc: Farmer, Matthew - FRFO
Subject: Re: Training Prep for JFRD
Date: Thursday, December 5, 2024 2:49:32 PM

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Good Afternoon Capt. Linton,

Yes, 10 AM ET on Tuesday works for us. I will send out the invite shortly.

Thanks again for all your help!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Thu, Dec 5, 2024 at 1:40 PM Linton, Dasha - FRFO <DLinton@coj.net> wrote:

> Good afternoon,
>
> I have been asked to set up a time with you on Tuesday morning next week to discuss preparations for the Right Site training for our staff. I would also be joined by our dispatcher @Farmer, Matthew - FRFO. Would 10:00 EST be an acceptable time?
>
> *Cpt. D.R. Linton*
>
> JFRD Communications Training Administrator, EMD/EFD-Q
>
> Fire HQ - 515 N. Julia St: 904-630-0522
>
> Cecil BUCC - 5847 Aviation Ave: 904-255-4566
>
> Cell : 904-993-8446
>
> *DLinton@coj.net*

From: Swati Swani
To: Linton, Dasha - FRFO
Cc: Farmer, Matthew - FRFO
Subject: Re: Training Prep for JFRD
Date: Thursday, December 5, 2024 2:49:34 PM

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Good Afternoon Capt. Linton,

Yes, 10 AM ET on Tuesday works for us. I will send out the invite shortly.

Thanks again for all your help!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

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> Cecil BUCC - 5847 Aviation Ave: 904-255-4566
>
> Cell : 904-993-8446
>
> *DLinton@coj.net*

From: Marx, James - FRRS
To: Swati Swani
Subject: RE: Training venue
Date: Monday, December 16, 2024 11:56:00 AM

Good morning,

Training will be at Julia location. They'll be returning here either tomorrow morning or evening.

Brien

-----Original Message-----
From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, December 16, 2024 9:30 AM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Training venue

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Good morning Chief,

Hope you had a nice weekend. Capt. Linton told us that the call taker crew was operating out of a temporary location and was planning to move back to Julia Street address yesterday, with a slight possibility that it may not happen.

Please let me know if the training location is Julia Street or another location so we can plan delivery of food for Wednesday and Thursday training.

Looking forward to the training!

Regards,

Swati

From: Swati Swani
To: Marx, James - FRRS
Subject: Re: Training venue
Date: Monday, December 16, 2024 12:37:20 PM

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Thank you for confirming. See you on Wednesday.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Dec 16, 2024 at 10:56 AM Marx, James - FRRS <JMarx@coj.net> wrote:

> Good morning,
>
> Training will be at Julia location. They'll be returning here either tomorrow morning or evening.
>
> Brien
>
> -----Original Message-----
> From: Swati Swani <swati.swani@rightsitehealth.com>
> Sent: Monday, December 16, 2024 9:30 AM
> To: Marx, James - FRRS <JMarx@coj.net>
> Subject: Training venue
>
> EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.
>
> Good morning Chief,
>
> Hope you had a nice weekend. Capt. Linton told us that the call taker crew was operating out of a temporary location and was planning to move back to Julia Street address yesterday, with a slight possibility that it may not happen.
>
> Please let me know if the training location is Julia Street or another location so we can plan delivery of food for Wednesday and Thursday training.

> Looking forward to the training!
>
> Regards,
>
> Swati

From: Marx, James - FRRS
To: Swati Swani
Subject: RE: Training venue
Date: Monday, January 27, 2025 12:29:00 PM

Swati,

I wanted to let you know that Dasha has completed the training for the staff that missed the original training. I'm in a class today and do not have access to the employees ID numbers. When I get back in the office, I'll send you an updated list on names and employee numbers.

Kind Regards,

Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue
515 Julia St. Jacksonville, FL 32202
(904) 255-7728 {Office}
(904) 763-3429 {Cell}

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-----Original Message-----
From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, December 16, 2024 9:30 AM
To: Marx, James - FRRS <JMarx@coj.net>
Subject: Training venue

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Please let me know if the training location is Julia Street or another location so we can plan delivery of food for Wednesday and Thursday training.

Looking forward to the training!

Regards,

Swati

From: Swati Swani
To: Marx, James - FRRS
Subject: Re: Training venue
Date: Monday, January 27, 2025 12:32:27 PM

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Good Afternoon Chief,

Thanks for the update! Also, I will be sending a separate email to you with the write-up for the field crew to use the patient's phone to activate RightSite later today.

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Mon, Jan 27, 2025 at 11:30 AM Marx, James - FRRS <JMarx@coj.net> wrote:

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>
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-----Original Message-----
From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Monday, December 16, 2024 9:30 AM
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Looking forward to the training!

Regards,

Swati

From: Marx, James - FRRS
To: Jamo Rubin; Elias, Bradley - FRRS; Blanton, Jake - FROD
Cc: Jared Oscarson; Michael Boxer; Swati Swani
Subject: Re: Trip to ATL
Date: Monday, July 15, 2024 12:52:08 PM
Attachments: Outlook-4j4vybfv.png

Jamo,

It was an eye-opening experience hearing the challenges that Grady and AFRD are experiencing. I look forward to seeing how Right Site can help JFRD and the citizens of Jacksonville.

Brien Marx
Asst. Chief Quality Assurance &
Communications

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From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Monday, July 15, 2024 7:57 AM
To: Elias, Bradley - FRRS <BElias@coj.net>; Marx, James - FRRS <JMarx@coj.net>; Blanton, Jake - FROD <JBlanton@coj.net>
Cc: Jared Oscarson <jared.oscarson@rightsitehealth.com>; Michael Boxer <michael.boxer@rightsitehealth.com>; Swati Swani <swati.swani@rightsitehealth.com>
Subject: Trip to ATL

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Dr. Elias, Chiefs Marx and Blanton,

Thank you for driving to Atlanta and meeting with our friends at AFRD and Grady EMS. I appreciate the time away from your duties and hope it was well spent.

While Atlanta faces different challenges than Jacksonville, the strain on EMS and the city due to non-emergent 911 calls for primary care is a common pain shared by all communities. I hope you saw how we are helping making a difference in Atlanta.

We look forward to reconnecting soon to discuss our next steps in Jacksonville.

Thanks again,

Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Marx, James - FRRS
To: Jamo Rubin; Elias, Bradley - FRRS; Blanton, Jake - FROD
Cc: Jared Oscarson; Michael Boxer; Swati Swani
Subject: Re: Trip to ATL
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CITY OF JACKSONVILLE

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Sent: Monday, July 15, 2024 7:57 AM
To: Elias, Bradley - FRRS <BElias@coj.net>; Marx, James - FRRS <JMarx@coj.net>; Blanton, Jake - FROD <JBlanton@coj.net>
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Subject: Trip to ATL

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Thanks again,

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Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

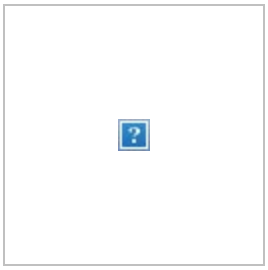
From: Swati Swani
To: Marx, James - FRRS
Subject: Re: Tuesday"s meeting
Date: Friday, January 31, 2025 3:28:40 PM
Attachments: image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief,

Will 10:30 AM ET work for you? Please let me know, and I will send the updated invite.

Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Fri, Jan 31, 2025 at 2:16 PM Marx, James - FRRS <JMarx@coj.net> wrote:

> Swati,
>
> I've had something come up on Tuesday that conflicts with our meeting. Is there any way we can move the meeting to the morning sometime?
>
> Kind Regards,
>
> Brien Marx
>
> Asst. Chief of Communications &
>
> Special Projects
>
> Jacksonville Fire/Rescue

515 Julia St. Jacksonville, FL 32202

(904) 255-7728 {Office}

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From:	Marx, James
To:	Jamo Rubin
Cc:	Swati Swani
Subject:	RE: Update - and our first successful call!
Date:	Wednesday, August 30, 2023 11:24:00 AM

Jamo,

That's great news on our first referral. I'll pass on the information to Chief Blanton and Dr. Elias.

I'll be glad to look at the bag tags and hand them out. I'm glad to hear about the extended hours. I'll also forward the URL for the MDT's.

Brien

From: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Sent: Wednesday, August 30, 2023 10:47 AM
To: Marx, James <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
Subject: Update - and our first successful call!

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Chief Marx,

I'm sure you heard the good news! We had a successful call yesterday from Lt. Beth Harkins/Unit 28 about a patient who tripped over his dog, injuring his elbow. JFRD activated RightSite, and we navigated the patient to urgent care visits (Avencina Medical) vs. a trip to the ER, including providing round-trip Lyft transportation. Exciting!

I also have an update and a request.

Extended Hours: Please let your crews know that starting today, we are extending hours to 11 pm ET, M - F, including holidays. We will be open on Labor Day. We have some flyers to remind your crews about the extended hours and bag tags you might consider using on the medic bags. That's a simple reminder to the crews: "Want to talk to an ER doc right now?" Swati will send you samples to see if you think those will be useful.

Update RightSite Browser Shortcut on JFRD Toughbooks: Can you please ask the crews or JFRD IT to check the RightSite URL link on the Toughbooks? We may have loaded a generic shortcut/URL that keeps the RightSite Navigators from knowing that the call is coming specifically from JFRD. Here is the correct URL assigned to JFRD.

URL: https://ems.rightsitehealth.com/org/7X9K48HIN6YTCIKBOTMK

Thanks!

Jamo



Jamo Rubin, M.D.
CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James
Cc: Jamo Rubin
Subject: Re: Update - and our first successful call!
Date: Wednesday, August 30, 2023 11:30:06 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief Marx,

I am working to mail bag tags to you and will let you know once we have mailed them.

Appreciate your help!

Regards,
Swati

Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Wed, Aug 30, 2023 at 10:24 AM Marx, James <JMarx@coj.net> wrote:

> Jamo,
>
> That's great news on our first referral. I'll pass on the information to Chief Blanton and Dr. Elias.
>
> I'll be glad to look at the bag tags and hand them out. I'm glad to hear about the extended hours. I'll also forward the URL for the MDT's.
>
> Brien
>
> ---
>
> **From:** Jamo Rubin <jamo.rubin@rightsitehealth.com>

Sent: Wednesday, August 30, 2023 10:47 AM
To: Marx, James <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
Subject: Update - and our first successful call!

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Chief Marx,

I'm sure you heard the good news! We had a successful call yesterday from Lt. Beth Harkins/Unit 28 about a patient who tripped over his dog, injuring his elbow. JFRD activated RightSite, and we navigated the patient to urgent care visits (Avencina Medical) vs. a trip to the ER, including providing round-trip Lyft transportation. Exciting!

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CEO
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jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Marx, James
To: Swati Swani
Cc: Jamo Rubin
Subject: RE: Update - and our first successful call!
Date: Thursday, August 31, 2023 9:43:00 AM
Attachments: image001.png

Swati,

Looks great! I'll forward it to Capt. Keeney. I did email all the trained personnel yesterday about the successful patient encounter the other day and encouraged them to use Right Site when applicable.

Kind Regards,

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St. Jacksonville, FL 32202
(904) 255-7777 {Office}

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From: Swati Swani <swati.swani@rightsitehealth.com>
Sent: Thursday, August 31, 2023 8:32 AM
To: Marx, James <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>
Subject: Re: Update - and our first successful call!

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Good Morning Chief Marx,

Attached is a flyer that Capt. Keeney can distribute amongst the crew (and add it to their folder) to remind them about RightSite extended hours (new hours: 7 am - 11 pm ET Mon- Fri).

It is a one-pager, to be printed front and back and includes 4 methods that they can use to activate RightSite (with QR code and phone number). It has a handy "great fit/good fit" list to call RightSite and also includes some FAQs that crew/patients might have.

I will be mailing these and bag tags but thought in the meantime you can use this soft copy for distribution.

Also, a friendly reminder: RightSite is open on Labor Day.

Please let me know if you have any questions or need any additional information.

Regards,
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Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James
Cc: Jamo Rubin
Subject: Re: Update - and our first successful call!
Date: Thursday, August 31, 2023 8:33:30 AM
Attachments: ExtendedHours-JFRD-2023.08.pdf

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Please let me know if you have any questions or need any additional information.

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Brien

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Sent: Wednesday, August 30, 2023 10:47 AM
To: Marx, James <JMarx@coj.net>
Cc: Swati Swani <swati.swani@rightsitehealth.com>
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URL: https://ems.rightsitehealth.com/org/7X9K48HIN6YTCIKBOTMK

Thanks!

Jamo



Jamo Rubin, M.D.
CEO

210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Jamo Rubin
To: Marx, James
Cc: Swati Swani; flcracker911@yahoo.com
Subject: Re: Update and Request
Date: Friday, September 22, 2023 5:29:33 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Chief,

This is great news, and Steve it's a pleasure to meet you.

Steve, do you have any time next week after Tuesday when I might be able to give you a call?

Hope everyone has a good weekend,

Jamo

> On Sep 22, 2023, at 1:49 PM, Marx, James <JMarx@coj.net> wrote:
>
> Jamo,
>
> From our discussion earlier this week, I may have found someone interested in working for Right Site. His name is Steve Huber, he's a retired Battalion Chief with JFRD rescue division. He's very knowledgeable with our policies and procedures and is highly respected with our current responders. I've copied Steve on this email and hope we can all connect very soon.
>
> Hope you have a great weekend!
>
> Brien Marx
> Asst. Chief Quality Assurance &
> Communications
>
> Jacksonville Fire/Rescue
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
> 904-763-3429 (Cell)
> Email: jmarx@coj.net
>
> NOTICE: This message is confidential, intended for the named-recipient(s) and may contain information that is (i) proprietary to the sender, and/or, (ii) privileged, confidential and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the Federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.
>
>
>
>

>
>

From: Kristeen Pierce
To: Marx, James - FRRS
Cc: Swati Swani; Jamo Rubin
Subject: Re: Updates to Right Site for Better Patient Support!
Date: Tuesday, January 28, 2025 4:22:04 PM
Attachments: image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Your email is great! Thanks so much for the quick turnaround. I appreciate your partnership and your support.

I will get back with you quickly, to look at dates for a visit. Thanks so much Chief Marx!

Kristeen

On Tue, Jan 28, 2025 at 1:56 PM Marx, James - FRRS <JMarx@coj.net> wrote:

> Good afternoon,
>
> I wanted to share the email I sent out to our first responders to get your feedback to see if I need to change anything in the future.
>
> Kind Regards,
>
> Brien
>
> ---
>
> **From:** Marx, James - FRRS
> **Sent:** Tuesday, January 28, 2025 2:47 PM
> **To:** Fire <Fire@coj.net>; FireandRescueStations <FireandRescueStations@coj.net>
> **Subject:** Updates to Right Site for Better Patient Support!
>
> All,
>
> I'm excited to share some recent changes with Right Site that will make reaching out to them even easier and more efficient! There's a new feature now available when using the

patient's phone to initiate a call, streamlining the process for non-emergent inquiries.

Right Site has always been a fantastic resource, and with these updates, it's only going to get better for both you and our patients. The attached PDF provides all the details you need to get up to speed with these changes.

If you're interested in learning more about Right Site or have any questions, feel free to reach out to me anytime. I'm happy to provide more in-depth information!

Let's continue working together to make sure our patients get the best care possible.

Best regards,

Brien Marx

Asst. Chief of Communications &

Special Projects

Jacksonville Fire/Rescue

515 Julia St. Jacksonville, FL 32202

(904) 255-7728 {Office}

(904) 763-3429 {Cell}

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--

Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

From: Marx, James - FRRS
To: Kristeen Pierce
Cc: Jamo Rubin; Swati Swani
Subject: RE: Using the patient"s device - New functionality and documentation
Date: Tuesday, January 28, 2025 2:31:00 PM
Attachments: image001.png

Kristeen,

Thank you for sharing the updated information. I'll be emailing it out to our department this afternoon. Can you please send me some dates you're thinking about coming? I'll be out of town 2/12-2/17. I'll start looking at some fire stations to visit.

Brien Marx
Asst. Chief of Communications &
Special Projects

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515 Julia St. Jacksonville, FL 32202
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CITY OF JACKSONVILLE

From: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Sent: Monday, January 27, 2025 3:46 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Swati Swani <swati.swani@rightsitehealth.com>
Subject: Using the patient's device - New functionality and documentation

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Good afternoon and happy Monday!

As Swati previously mentioned, we have a new feature for using the patient's phone when activating RightSite. We have created a one page document (front and back) to show the field teams how to activate on their device or how to activate on a patient's device. The PDF is attached for your review. I think you'll find it so easy, there's no training necessary!

I would be happy to laminate them and send them your way - just let me know how many to send.

Also, I would like to offer a quick visit in the coming weeks, to sit with the 911 communications center and maybe go to a fire station or two. We can talk about how it's going and their experiences with the new feature overall.

Looking forward to hearing from you! Thanks Chief Marx.

Kristeen

--



Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

From: Kristeen Pierce
To: Marx, James - FRRS
Subject: Re: Using the patient"s device - New functionality and documentation
Date: Wednesday, February 12, 2025 9:46:27 AM
Attachments: image001.png

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

I'm so sorry for the delay! We were just talking about it yesterday. it will definitely be the week March 3rd and I will confirm with you today the actual dates. Most likely it will be the 4th - 6th but we'll make sure to work it out and let you know.

Thank you for your patience! I'll be in touch soon.

Kristeen

On Wed, Feb 12, 2025 at 8:32 AM Marx, James - FRRS <JMarx@coj.net> wrote:

> Good morning,
>
> Following up for your trip to Jax. I wanted to get a better idea of your agenda when you come and to see if there are any later dates you're thinking about visiting. I should have time for a quick phone call this morning if that works for you. I'd just need about 10 minutes heads up.
>
> Thank You,
>
> Brien
>
> ---
>
> **From:** Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
> **Sent:** Monday, February 3, 2025 11:54 AM
> **To:** Marx, James - FRRS <JMarx@coj.net>
> **Cc:** Jamo Rubin <jamo.rubin@rightsitehealth.com>; Swati Swani <swati.swani@rightsitehealth.com>
> **Subject:** Re: Using the patient's device - New functionality and documentation
>
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Hello Chief Marx and happy Monday!

Please forgive my delay in responding. I've been working on my calendar and it looks like the next available time for us to visit you in Jacksonville is the week of March 3rd. We can make any time the 3rd through the 6th work. We can also look at later dates and can discuss this more on tomorrow morning's call.

Thanks! Looking forward to talking with you.

Kristeen

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From: Kristeen Pierce
To: Marx, James - FRRS
Cc: Jamo Rubin; Swati Swani
Subject: Re: Using the patient"s device - New functionality and documentation
Date: Monday, February 3, 2025 11:53:48 AM
Attachments: image001.png

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Please forgive my delay in responding. I've been working on my calendar and it looks like the next available time for us to visit you in Jacksonville is the week of March 3rd. We can make any time the 3rd through the 6th work. We can also look at later dates and can discuss this more on tomorrow morning's call.

Thanks! Looking forward to talking with you.

Kristeen

On Tue, Jan 28, 2025 at 1:31 PM Marx, James - FRRS <JMarx@coj.net> wrote:

> Kristeen,
>
> Thank you for sharing the updated information. I'll be emailing it out to our department this afternoon. Can you please send me some dates you're thinking about coming? I'll be out of town 2/12-2/17. I'll start looking at some fire stations to visit.

Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue
515 Julia St. Jacksonville, FL 32202
(904) 255-7728 {Office}
(904) 763-3429 {Cell}

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From: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Sent: Monday, January 27, 2025 3:46 PM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Swati Swani <swati.swani@rightsitehealth.com>
Subject: Using the patient's device - New functionality and documentation

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Good afternoon and happy Monday!

As Swati previously mentioned, we have a new feature for using the patient's phone when activating RightSite. We have created a one page document (front and back) to show the field teams how to activate on their device or how to activate on a patient's device. The PDF is attached for your review. I think you'll find it so easy, there's no training necessary!

I would be happy to laminate them and send them your way - just let me know how many to send.

Also, I would like to offer a quick visit in the coming weeks, to sit with the 911 communications center and maybe go to a fire station or two. We can talk about how it's going and their experiences with the new feature overall.

Looking forward to hearing from you! Thanks Chief Marx.

Kristeen

--



Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

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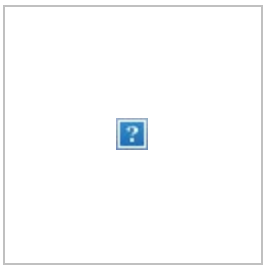

Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

From: Kristeen Pierce
To: Marx, James - FRRS
Cc: Jared Oscarson
Subject: Re: Using the patient"s device - New functionality and documentation
Date: Thursday, February 13, 2025 9:26:05 AM
Attachments: image001.png

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Hello Chief Marx!

Thanks again for your patience. We are scheduled to arrive the evening of March 3rd, to be ready for visits all day on the 4th and 5th. We fly out the morning of the 6th. We can talk specifics as the dates approach but hopefully this gives you a better idea of what to plan. Jared will be with me and we would love to visit the dispatch center and any fire stations you feel would be beneficial.

Looking forward to it!

Kristeen

On Wed, Feb 12, 2025 at 8:46 AM Kristeen Pierce <kristeen.pierce@rightsitehealth.com> wrote:

> I'm so sorry for the delay! We were just talking about it yesterday. it will definitely be the week March 3rd and I will confirm with you today the actual dates. Most likely it will be the 4th - 6th but we'll make sure to work it out and let you know.
>
> Thank you for your patience! I'll be in touch soon.
>
> Kristeen
>
> On Wed, Feb 12, 2025 at 8:32 AM Marx, James - FRRS <JMarx@coj.net> wrote:
>
> > Good morning,
> >
> > Following up for your trip to Jax. I wanted to get a better idea of your agenda when you come and to see if there are any later dates you're thinking about visiting. I should have time for a quick phone call this morning if that works for you. I'd just need about 10 minutes heads up.
> >
> > Thank You,

Brien

From: Kristeen Pierce <kristeen.pierce@rightsitehealth.com>
Sent: Monday, February 3, 2025 11:54 AM
To: Marx, James - FRRS <JMarx@coj.net>
Cc: Jamo Rubin <jamo.rubin@rightsitehealth.com>; Swati Swani <swati.swani@rightsitehealth.com>
Subject: Re: Using the patient's device - New functionality and documentation

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I would be happy to laminate them and send them your way - just let me know how many to send.

Also, I would like to offer a quick visit in the coming weeks, to sit with the 911 communications center and maybe go to a fire station or two. We can talk about how it's going and their experiences with the new feature overall.

Looking forward to hearing from you! Thanks Chief Marx.

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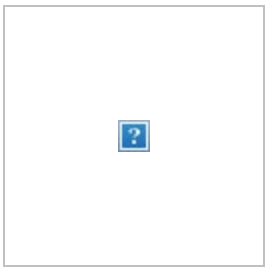

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Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James
Subject: Re:
Date: Friday, May 3, 2024 5:49:06 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief Marx,

Thanks so much, appreciate it!! Have a great weekend!

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

On Fri, May 3, 2024 at 4:45 PM Marx, James <JMarx@coj.net> wrote:

> Happy Friday, attached is the updated policy. Have a great weekend!
>
> Brien Marx
> Asst. Chief Communications &
> Special Projects
>
> Jacksonville Fire/Rescue
> 515 Julia St.
> Jacksonville, FL 32202
> 904-255-7728 (Office)
> 904-763-3429 (Cell)
> Email: jmarx@coj.net

From: Mene Demestihas
To: Elias, Bradley
Subject: reporting and touching base
Date: Thursday, January 25, 2024 4:25:24 PM

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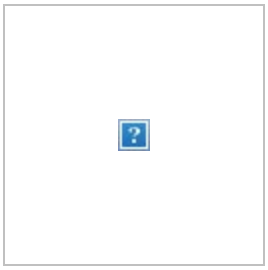
Dr. Elias,

I missed seeing you on the check-in on Monday.

We have offered to meet more regularly than the weekly meetings that currently exist with the larger group. Do you still want to set that up? It can be anything that works best for you! Daily check-ins are common with our partners, and I would happily accommodate that with you if you would like.

Thanks,
Mene



Mene Demestihas, M.D.
Chief Medical Officer
678.644.2101
mene.demestihas@righsitehealth.com
rightsitehealth.com

To: Jamo Rubin
Subject: Right Site Demo
Date: Friday, October 18, 2024 1:25:14 PM
Attachments: image001.png

Jamo,

After our meting yesterday we are working on a process to make this work. Are you available Tuesday, October 29th for a demo for us to show you and JFRD administration what this process will look like? We should be able to do it via google meet or in person if you choose to come. We're hoping to be able to do this around 10am.

J. Brien Marx
Asst. Chief of Communications &
Special Projects

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From: Marx, James - FRRS
To: Jamo Rubin
Subject: Right Site Demo
Date: Friday, October 18, 2024 1:27:00 PM
Attachments: image001.png

Jamo,

After our meeting yesterday with Chief Blanton, Chief Guthrie, and Dr. Elias FRCC is working on a process to make this work. Are you available Tuesday, October 29th for a demo for us to show you and JFRD administration what this process will look like? We should be able to do it via google meet or in person if you choose to come. We're hoping to be able to do this around 10am.

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From:	Marx, James - FRRS
To:	Farmer, Matthew - FRFO; Hinton, Larry - FRFO
Cc:	Jackson, Marcia - FRFO; Linton, Dasha - FRFO; Jamo Rubin; Swati Swani
Subject:	Right Site Implementation for Alpha and Omega Call Types
Date:	Friday, November 22, 2024 1:49:06 PM
Attachments:	image001.png Priority Determinant Codes for Right Site.docx FRCC.RightSite Policy.docx

---

Matt,
Starting Monday, November 25th, I would like you to begin using Right Site for the approved Alpha and Omega call types. I need you to evaluate this process and provide feedback so we can make any necessary adjustments before training the rest of the center. I understand this is short notice, but I am confident in your ability to excel.
Please meet with Lt. Hinton to explain the Right Site process, as he is not familiar with the project. Additionally, ensure that your shift understands what the pseudo Right Site units are and the appropriate actions to take when a pseudo Right Site unit appears in the pending queue. At this time, you are the only person authorized to use this system.
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I'll escalate your call to an ER doctor to help you immediately by video or phone. First, we'll speak with the doctor's assistant. I need to share some important information with them, and then they will connect you with the doctor right away.

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Thank You,

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Cc:	Jackson, Marcia - FRFO; Linton, Dasha - FRFO; Jamo Rubin; Swati Swani
Subject:	Right Site Implementation for Alpha and Omega Call Types
Date:	Friday, November 22, 2024 1:40:10 PM
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From: Marx, James - FRRS
To: Swati Swani
Subject: Right Site Meeting today
Date: Thursday, April 24, 2025 9:31:00 AM
Attachments: image001.png

Swati,

Wanted to give you a heads up that I will not be able to make the meeting this afternoon. I have another meeting I need to attend.

Best Regards,

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

NOTICE: This message is confidential, intended for the named-recipient(s) and may contain information that is (i) proprietary to the sender, and/or, (ii) privileged, confidential and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the Federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

From: JFRDREPORTS
To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Saturday, November 22, 2025 12:08:08 AM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
(O) 904.255.7731
Email: mbernard@coj.net

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From: JFRDREPORTS
To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Saturday, November 15, 2025 12:08:02 AM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
(O) 904.255.7731
Email: mbernard@coj.net

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From: JFRDREPORTS
To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Saturday, November 15, 2025 12:07:59 AM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
(O) 904.255.7731
Email: mbernard@coj.net

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From: JFRDREPORTS
To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Saturday, November 8, 2025 12:08:55 AM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

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Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
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Email: mbernard@coj.net

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From: JFRDREPORTS
To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Saturday, November 8, 2025 12:08:55 AM
Attachments: Right Site Raw Data.xlsx

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Email: mbernard@coj.net

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From: JFRDREPORTS
To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Saturday, November 1, 2025 12:08:09 AM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
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From: JFRDREPORTS
To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Saturday, November 1, 2025 12:08:09 AM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

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Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
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From: JFRDREPORTS
To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Saturday, October 25, 2025 12:07:51 AM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
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From: JFRDREPORTS
To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Saturday, October 25, 2025 12:07:51 AM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

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From: JFRDREPORTS
To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Saturday, October 18, 2025 12:08:32 AM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
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Email: mbernard@coj.net

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From: JFRDREPORTS
To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Saturday, October 18, 2025 12:08:31 AM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
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Email: mbernard@coj.net

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From: JFRDREPORTS
To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Saturday, October 11, 2025 12:07:57 AM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

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Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
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Email: mbernard@coj.net

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From: JFRDREPORTS
To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Saturday, October 11, 2025 12:07:57 AM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

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Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
(O) 904.255.7731
Email: mbernard@coj.net

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From: JFRDREPORTS
To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Saturday, October 4, 2025 12:09:22 AM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
(O) 904.255.7731
Email: mbernard@coj.net

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From: JFRDREPORTS
To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Saturday, October 4, 2025 12:09:21 AM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
(O) 904.255.7731
Email: mbernard@coj.net

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From: JFRDREPORTS
To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Tuesday, September 30, 2025 12:43:50 PM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
(O) 904.255.7731
Email: mbernard@coj.net

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From: JFRDREPORTS
To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Tuesday, September 30, 2025 12:43:49 PM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

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Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
(O) 904.255.7731
Email: mbernard@coj.net

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From: JFRDREPORTS
To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Tuesday, September 30, 2025 12:35:05 PM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
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Email: mbernard@coj.net

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From: JFRDREPORTS
To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Tuesday, September 30, 2025 12:35:05 PM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

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From: JFRDREPORTS
To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Saturday, September 27, 2025 12:05:26 AM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
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Email: mbernard@coj.net

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To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Saturday, September 27, 2025 12:05:26 AM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

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To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Saturday, September 27, 2025 12:05:25 AM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

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515 N. Julia Street, Jacksonville, FL 32202
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From: JFRDREPORTS
To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Saturday, September 6, 2025 12:05:33 AM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

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From: JFRDREPORTS
To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Saturday, September 6, 2025 12:05:32 AM
Attachments: Right Site Raw Data.xlsx

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(O) 904.255.7731
Email: mbernard@coj.net

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From: JFRDREPORTS
To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Saturday, August 30, 2025 12:05:50 AM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
(O) 904.255.7731
Email: mbernard@coj.net

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Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Saturday, August 30, 2025 12:05:49 AM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

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From: JFRDREPORTS
To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Thursday, August 28, 2025 2:55:20 PM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
(O) 904.255.7731
Email: mbernard@coj.net

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To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Thursday, August 28, 2025 2:55:19 PM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

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Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
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Jacksonville Fire and Rescue Department
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To: bryan.norris@rightsitehealth.com; swati.swani@rightsitehealth.com
Cc: Bernard, Michael - FRRS; Marx, James - FRRS
Subject: Right Site raw data
Date: Saturday, November 22, 2025 12:08:09 AM
Attachments: Right Site Raw Data.xlsx

Dear Right Site partners,

Please find attached the weekly raw data that you have requested. If you need anything in this report changed, added, or edited please reach out to Capt. Michael Bernard.

Office of Information Services
Jacksonville Fire and Rescue Department
515 N. Julia Street, Jacksonville, FL 32202
(O) 904.255.7731
Email: mbernard@coj.net

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From: Marx, James
To: Swati Swani; Jamo Rubin
Cc: Blanton, Jake; Guthrie, Daniel
Subject: Right Site Training
Date: Wednesday, January 10, 2024 3:46:18 PM
Attachments: Outlook-chnamaf3.png

Right Site Training.docx

Swati,

Attached is our training schedule for Jan. 16th-21st. We are projecting 27 rescues over 6 days. We hope to training approximately 162 people, this is subject to change due to personnel schedules. The training will be at JFRD HQ on the 5th floor. Please let me know if you have any questions, I'm sure we'll be in contact before then.

Kind Regards,

Brien Marx
Asst. Chief Quality Assurance &Communications
Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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CITY OF JACKSONVILLE

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Cc: Blanton, Jake; Guthrie, Daniel
Subject: Right Site Training
Date: Wednesday, January 10, 2024 3:46:18 PM
Attachments: Outlook-chnamaf3.png

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Kind Regards,

Brien Marx
Asst. Chief Quality Assurance &Communications
Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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CITY OF JACKSONVILLE

From: Marx, James
To: Swati Swani; Jamo Rubin
Cc: Blanton, Jake; Guthrie, Daniel
Subject: Right Site Training
Date: Wednesday, January 10, 2024 3:46:16 PM
Attachments: Outlook-chnamaf3.png

Right Site Training.docx

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Kind Regards,

Brien Marx
Asst. Chief Quality Assurance &Communications
Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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CITY OF JACKSONVILLE

From:	Marx, James
To:	Swati Swani
Subject:	Right Site Training
Date:	Thursday, January 11, 2024 11:17:00 AM
Attachments:	Right Site Training.docx image001.png

Swati,

Here's the list.

J. Brien Marx
Asst. Chief Quality Assurance &
Communications
Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Gabriel, Jason
To: Bowling, Karen
Cc: Jamo Rubin; Powers, Keith
Subject: Rightsite - EMS Telehealth
Date: Thursday, March 21, 2024 4:43:21 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Karen –

As we discussed yesterday, wanted to get on your calendar along with Dr. Jamo Rubin to hopefully finalize discussions regarding Rightsite's EMS Telehealth partnership with JFRD/COJ.

In addition to Chief Powers it would be productive to have Dr. Brad Elias and Dr. Sunil Joshi there as well.

Could you let us know some times that you and your team are available to meet at City Hall the week of April 1? We will make ourselves available at your convenience.

Thank you so much,

-Jason G.

Jason R. Gabriel
Partner

50 North Laura Street, Suite 3000
Jacksonville, Florida 32202

direct 904-232-7211
mobile 904-226-8191
fax 904-212-2003
jgabriel@burr.com
Web

The information contained in this email is intended for the individual or entity above. If you are not the intended recipient, please do not read, copy, use, forward or disclose this communication to others; also, please notify the sender by replying to this message, and then delete this message from your system. Thank you.

From: Gabriel, Jason
To: Bowling, Karen
Cc: Jamo Rubin; Powers, Keith
Subject: Rightsite - EMS Telehealth
Date: Thursday, March 21, 2024 4:43:22 PM

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Could you let us know some times that you and your team are available to meet at City Hall the week of April 1? We will make ourselves available at your convenience.

Thank you so much,

-Jason G.

Jason R. Gabriel
Partner

50 North Laura Street, Suite 3000
Jacksonville, Florida 32202

direct 904-232-7211
mobile 904-226-8191
fax 904-212-2003
jgabriel@burr.com
Web

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From: Jamo Rubin
To: Marx, James
Cc: Swati Swani
Subject: RightSite - Update note
Date: Wednesday, August 16, 2023 1:43:14 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Chief Marx,

Can we set up standing weekly calls to review progress, troubleshoot issues, and get feedback for improving RightSite's work? What's the best way to schedule this call, and who should we include?

On that call, we can discuss these items:

- Identify a JFRD trusted advisor (like off-duty EMS crew) that RightSite hires to circulate with the stations, answering questions and doing test calls
- Ask Dr. Elias to Include more non-emergent codes on the "good fit for RightSite" list (our medical director is contacting Dr. Elias today about this)
- Work with Captain Bernard to generate run reports we can use to measure how often EMS crews are taking advantage of RightSite when appropriate
- Sending continuous communications from the fire chief, EMS section chief, medical director, and shift supervisors to the front line about RightSite (what is it, why are we doing it, what impact will it have you as a firefighter and for the patient, and what happens to JFRD if we don't solve for non-emergent runs)
- Changing habits is hard, and while calling RightSite might be an obvious choice, it's still a change of routine for the EMS crews. Utilizing change management best practices will help JFRD EMS crews remember to call RightSite

Thank you for your time on this. We are convinced that our JFRD + RightSite partnership will be another "first" JFRD brings to Florida communities.

Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Chip Walls
To: Marx, James - FRRS; Elias, Bradley - FRRS
Cc: Kristeen Pierce
Subject: RightSite / JFRD – Flagged EMD Codes
Date: Monday, September 22, 2025 10:18:28 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Chief Marx and Dr. Elias,

Kristeen is working on updating the "Cheat Sheets" for JFRD. The following codes are the ones I took note of during our August meeting that were flagged as not RightSite eligible. Please review and confirm.

- 2A02I
- 2A02M
- 17A01E
- 17A01G
- 17A01P
- 17A02E
- 17A02G
- 17A02P
- 17A03A
- 17A03G

If you've got an updated list of Alpha and Omega calls that are not RightSite eligible that is different from what is listed above please let me know.

Best,

--

Rightsite Logo

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: Chip Walls
To: Marx, James - FRRS; Elias, Bradley - FRRS
Cc: Kristeen Pierce
Subject: RightSite / JFRD – Flagged EMD Codes
Date: Monday, September 22, 2025 10:18:31 AM

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- 2A02M
- 17A01E
- 17A01G
- 17A01P
- 17A02E
- 17A02G
- 17A02P
- 17A03A
- 17A03G

If you've got an updated list of Alpha and Omega calls that are not RightSite eligible that is different from what is listed above please let me know.

Best,

--

Rightsite Logo

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: Swati Swani
To: Marx, James
Cc: Jared Oscarson
Subject: RightSite FAQs to share with crew
Date: Friday, January 12, 2024 12:36:35 PM
Attachments: RightSite-JFRD FAQ Document 01.12.2024.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

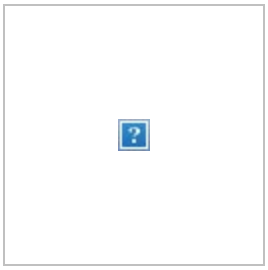
Hello Chief Marx,

Thanks so much for your time today and giving us the opportunity to come and deliver training.

Attached is the FAQs document that you can share with the crew. Please let us know if there are more questions that we should add that will be beneficial. Looking forward to your feedback.

Thanks and have a nice weekend!

Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Elias, Bradley - FRRS
To: Jamo Rubin; Chip Walls; Swati Swani
Cc: Marx, James - FRRS
Subject: RightSite Field Training
Date: Friday, August 22, 2025 10:15:00 AM

Jamo,

Chief Marx and I were talking about the field training, and we agree that as long as the patient does not have a condition that falls into the mandatory transport requirement, RightSite can be utilized. I believe this will further open up more potential field activations for RightSite.

We also want to encourage the field activation of RightSite for the frequent callers that would benefit from the navigation services provided by RightSite.

Hopefully, these points can be highlighted in the upcoming training. I will try to present for at least some of these sessions for further emphasis.

Brad Elias, M.D.
Medical Director
Jacksonville Fire Rescue Department
515 N. Julia Street
Jacksonville, Fl
32202
Office 904-255-3307
Cell 904-483-0471

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From: Elias, Bradley - FRRS
To: Jamo Rubin; Chip Walls; Swati Swani
Cc: Marx, James - FRRS
Subject: RightSite Field Training
Date: Friday, August 22, 2025 10:15:34 AM

Jamo,

Chief Marx and I were talking about the field training, and we agree that as long as the patient does not have a condition that falls into the mandatory transport requirement, RightSite can be utilized. I believe this will further open up more potential field activations for RightSite.

We also want to encourage the field activation of RightSite for the frequent callers that would benefit from the navigation services provided by RightSite.

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Brad Elias, M.D.
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Jacksonville Fire Rescue Department
515 N. Julia Street
Jacksonville, Fl
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Office 904-255-3307
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From: Swati Swani
To: Marx, James
Subject: RightSite Good fit list - Some examples
Date: Thursday, August 10, 2023 10:47:28 AM
Attachments: JFRD - Good Fit for RightSite 20230808.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

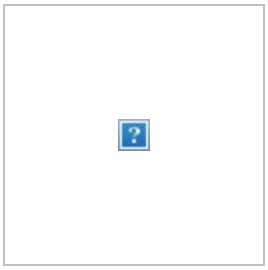
Good Morning Chief Marx,

Attached is a Good Fit/Not a Good Fit list. This document gives examples of the kinds of chief complaints that are a good fit and those that are not a good fit for RightSite.

I thought it might be helpful for you to see.

Please let me know if you need additional information.

Thanks,
Swati



Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Jamo Rubin
To: Sherman, Lynn; Bowling, Karen
Cc: Powers, Keith; Swati Swani
Subject: RightSite Health / JFRD
Date: Monday, November 27, 2023 7:34:12 AM
Attachments: RightSite City of Jacksonville.23.11.22.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Karen and Lynn,

Thank you again for your time last week and interest in RightSite's service for non-emergent 911/EMS callers. We are excited about the partnership with JFRD and improving medical and social care for the Jacksonville community.

Lynn, as promised, here's a copy of the deck we brought to the meeting.

We also look forward to meeting with Jax Care Connect and its partners. Please let us know what the next steps are to get that scheduled.

Hope you all had a great Thanksgiving holiday,

Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Jamo Rubin
To: Sherman, Lynn; Bowling, Karen
Cc: Powers, Keith; Swati Swani
Subject: RightSite Health / JFRD
Date: Monday, November 27, 2023 7:34:00 AM
Attachments: RightSite City of Jacksonville.23.11.22.pdf

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Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Jamo Rubin
To: Sherman, Lynn; Bowling, Karen
Cc: Powers, Keith; Swati Swani
Subject: RightSite Health / JFRD
Date: Monday, November 27, 2023 7:34:15 AM
Attachments: RightSite City of Jacksonville.23.11.22.pdf

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Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From:	Swati Swani
To:	Marx, James - FRRS; Blanton, Jake - FROD; Elias, Bradley - FRRS; Guthrie, Daniel - FRRS
Cc:	Jamo Rubin; Jared Oscarson
Subject:	RightSite Holiday Hours
Date:	Tuesday, December 24, 2024 12:32:51 PM
Attachments:	2024 RSH ChristmasEve-Day Hours.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

As we approach the holiday, we want to remind you that RightSite remains dedicated to supporting you and your teams. RightSite will be fully operational on both Christmas Eve and Christmas Day, ensuring uninterrupted care for your patients during this special time of year.

We understand that EMS doesn't take holidays, and we're here when you need us. Thank you for trusting us to be part of your mission to deliver exceptional care.

Please distribute to your crews that are working the holiday.

Warmest wishes for a joyful holiday season,

Regards,
RightSite Team

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS; Blanton, Jake - FROD; Elias, Bradley - FRRS; Guthrie, Daniel - FRRS
Cc: Jamo Rubin; Jared Oscarson
Subject: RightSite Holiday Hours
Date: Tuesday, December 24, 2024 12:32:51 PM
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Cc:	Jamo Rubin; Jared Oscarson
Subject:	RightSite Holiday Hours
Date:	Tuesday, December 24, 2024 12:32:48 PM
Attachments:	2024 RSH ChristmasEve-Day Hours.pdf

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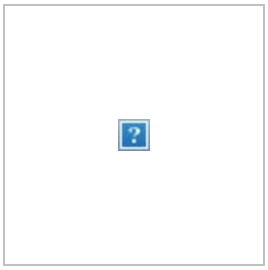

Swati Swani
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[m] 916.337-2182
swati.swani@rightsitehealth.com
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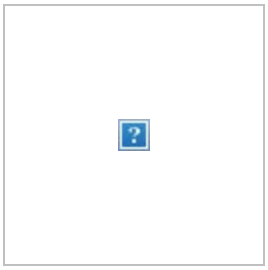

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Jamo Rubin
To: Powers, Keith - FROD; Marx, James - FRRS; Blanton, Jake - FROD
Subject: RightSite is here to help
Date: Wednesday, October 9, 2024 4:12:30 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

As Hurricane Milton approaches, we want to remind JFRD crews that RightSite Health remains fully available to support your teams throughout the storm.

RightSite will ensure continuity of care for non-emergency patients, reducing unnecessary transports and alleviating pressure on hospitals and EMS during this critical time.

By utilizing RightSite, JFRD can maintain focus on urgent responses while still providing the most appropriate care through real time video encounters with RightSite's Board Certified Emergency Physicians.

Stay safe, and remember that RightSite is here to help you manage patient needs Monday-Friday 7 AM-11 PM EST.

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From: Jared Oscarson
To: Marx, James - FRRS; Swati Swani
Cc: Blanton, Jake - FROD; Elias, Bradley - FRRS
Subject: RightSite is open Thanksgiving 7a-11p to Support Jacksonville Fire Rescue
Date: Wednesday, November 27, 2024 11:11:29 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good morning,

I wanted to ensure you and your crews working on Thanksgiving Day knew that RightSite will be open regular hours (7a-11p) to assist with non-emergency patients.

Could you please distribute the below message to the shifts working Thanksgiving day?

Wishing you all a safe and Happy Thanksgiving!

Best Regards,

Jared

RS-2C-RGB500px

RightSite Is Open on Thanksgiving!

This Thanksgiving, RightSite Health is here to help. For non-emergency 911 calls,

--

Jared Oscarson, NRP, FACPE
Head of EMS Strategy
775.513.3384
jared.oscarson@rightsitehealth.com
rightsitehealth.com

From: Jared Oscarson
To: Marx, James - FRRS; Swati Swani
Cc: Blanton, Jake - FROD; Elias, Bradley - FRRS
Subject: RightSite is open Thanksgiving 7a-11p to Support Jacksonville Fire Rescue
Date: Wednesday, November 27, 2024 11:11:27 AM

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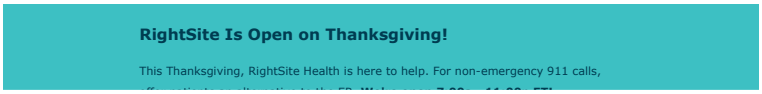

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Head of EMS Strategy
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jared.oscarson@rightsitehealth.com
rightsitehealth.com

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RS-2C-RGB500px

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This Thanksgiving, RightSite Health is here to help. For non-emergency 911 calls,

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Jared Oscarson, NRP, FACPE
Head of EMS Strategy
775.513.3384
jared.oscarson@rightsitehealth.com
rightsitehealth.com

From: Elias, Bradley - FRRS
To: Swati Swani
Cc: Guthrie, Daniel - FRRS
Subject: RightSite Meeting this Thursday
Date: Wednesday, March 12, 2025 8:56:00 AM

FYI,

I will be off tomorrow and not on the call.

Brad Elias, M.D.
Medical Director
Jacksonville Fire Rescue Department
515 N. Julia Street
Jacksonville, Fl
32202
Office 904-255-3307
Cell 904-483-0471

NOTICE: This message is confidential, intended for the named recipient(s) and may contain information that is proprietary to the sender and/or privileged, confidential, and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure, or distribution is expressly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

From: Elias, Bradley - FRRS
To: Swati Swani
Cc: Guthrie, Daniel - FRRS
Subject: RightSite Meeting this Thursday
Date: Wednesday, March 12, 2025 8:56:28 AM

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Brad Elias, M.D.
Medical Director
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515 N. Julia Street
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From: Chip Walls
To: Marx, James - FRRS; Elias, Bradley - FRRS
Subject: RightSite Monthly Report October 2025
Date: Monday, November 3, 2025 8:00:52 AM
Attachments: JFRD RightSite Monthly Report October 2025.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good morning,

You'll find the RightSite Monthly Report for **October 2025** attached. Please take a few minutes to review it and let me know if you have any questions or concerns.

We truly value our partnership and always want to know how we can better support your operation. Your feedback helps us improve and continue building on the success we've had together.

Thanks again for everything you and your team do every day.

Also, the call details are listed below

Field - 10/27/25 - 0651 - Rescue 33 - James Davis

Dispatch - 10/15/2025 - Incident Number 146025 - Kevin Perryman

Best,

--

Rightsite Logo

Chip Walls
VP - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: Chip Walls
To: Marx, James - FRRS; Elias, Bradley - FRRS
Subject: RightSite Monthly Report October 2025
Date: Monday, November 3, 2025 8:00:55 AM
Attachments: JFRD RightSite Monthly Report October 2025.pdf

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Rightsite Logo

Chip Walls
VP - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: Chip Walls
To: Marx, James - FRRS; Elias, Bradley - FRRS
Subject: RightSite Monthly Reports September 2025
Date: Thursday, October 2, 2025 3:13:43 PM
Attachments: Jacksonville RightSite Monthly Report September 2025.pdf

---

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good afternoon,

Please find the RightSite monthly report for September 2025 attached. Let me know if you have any questions or concerns.

I have requested details on these activations and I will send them over as soon as they are available.

Best,
Chip

--

Rightsite Logo

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: Chip Walls
To: Marx, James - FRRS; Elias, Bradley - FRRS
Subject: RightSite Monthly Reports September 2025
Date: Thursday, October 2, 2025 3:14:00 PM
Attachments: Jacksonville RightSite Monthly Report September 2025.pdf

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Rightsite Logo

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: Elias, Bradley
To: Swati Swani; Mene Demestihas; Jamo Rubin
Cc: Blanton, Jake; Guthrie, Daniel; Marx, James
Subject: RightSite QA
Date: Thursday, January 18, 2024 2:06:34 PM

I heard the great news.

Do we have a dashboard or running spreadsheet with the CCRs that are successfully using the service?

How are we notified?

I would like to QA the run reports.

Thank you,
Brad Elias MD

From: Elias, Bradley
To: Swati Swani; Mene Demestihas; Jamo Rubin
Cc: Blanton, Jake; Guthrie, Daniel; Marx, James
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Date: Thursday, January 18, 2024 2:06:34 PM

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To:	Swati Swani; Mene Demestihas; Jamo Rubin
Cc:	Blanton, Jake; Guthrie, Daniel; Marx, James
Subject:	RightSite QA
Date:	Thursday, January 18, 2024 2:05:42 PM

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I would like to QA the run reports.

Thank you,
Brad Elias MD

From: Elias, Bradley
To: Swati Swani; Mene Demestihas; Jamo Rubin
Cc: Blanton, Jake; Guthrie, Daniel; Marx, James
Subject: RightSite QA
Date: Thursday, January 18, 2024 2:06:34 PM

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How are we notified?

I would like to QA the run reports.

Thank you,
Brad Elias MD

From: Chip Walls
To: Marx, James - FRRS; Elias, Bradley - FRRS
Subject: RightSite Report for August 2025
Date: Monday, September 8, 2025 8:01:24 AM
Attachments: RightSiteJFRD Monlthly Report August 2025.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good morning,

Please find attached the RightSite report for August 2025. Let me know if you have any questions or if you'd like to review anything together.

Best,
Chip

--

Rightsite Logo

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

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Subject: RightSite Report for August 2025
Date: Monday, September 8, 2025 8:01:26 AM
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Best,
Chip

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Rightsite Logo

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: Jamo Rubin
To: Marx, James
Cc: Swati Swani
Subject: RightSite results + Good Fit list
Date: Thursday, October 26, 2023 7:53:21 AM
Attachments: PastedGraphic-1.png
Good Fit for RightSite 20230808.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

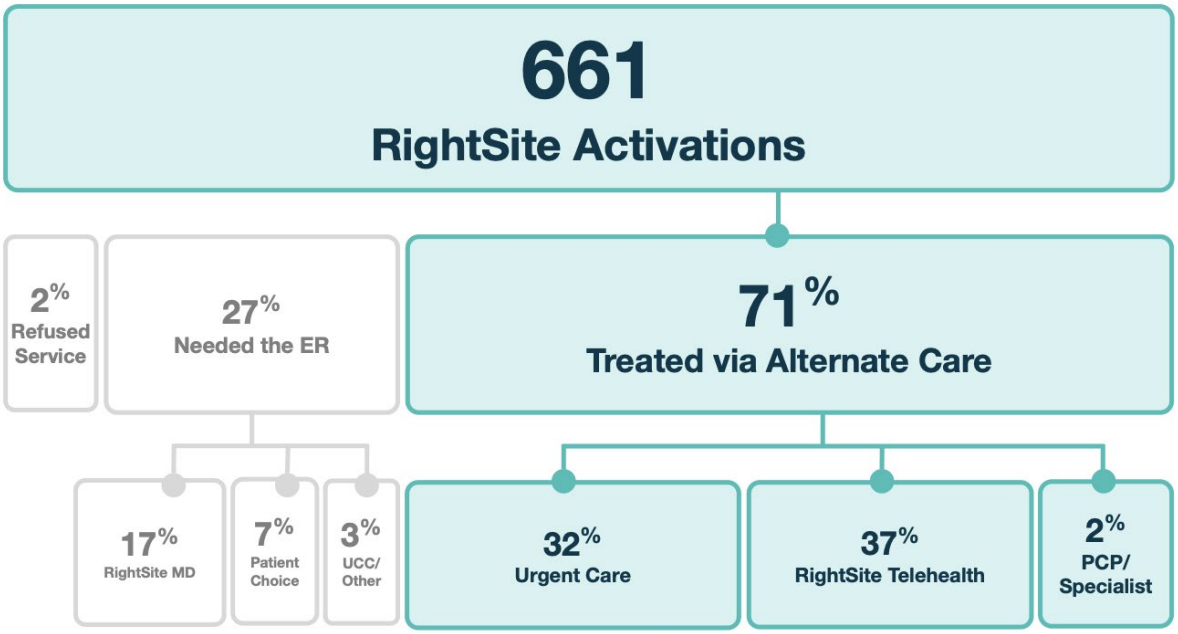
Brien,

As a follow up and for you to share with Dr. Elias, Chief Powers or others, here are two documents that address diversion rates in Atlanta as a reference, and the "Good Fit" list used by our partner EMS Medical Directors for their field and PSAP teams. It's a high level guide to a non-emergent inclusion/exclusion list.

I hope this information is helpful Please let me know if you'd like to discuss in more detail, or would like additional information.

Thanks,

Jamo



From: Chip Walls
To: Marx, James - FRRS; Elias, Bradley - FRRS
Subject: RightSite Script
Date: Tuesday, August 12, 2025 10:52:38 AM
Attachments: RightSite-Training Sheet - JFRD Dispatch v2-20241212.pptx

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Please find the current RightSite script attached.

--
Chip Walls
Regional Director - EMS Partnerships

[m] 404-655-7949
chip.walls@rightsitehealth.com
rightsitehealth.com



From: Chip Walls
To: Marx, James - FRRS; Elias, Bradley - FRRS
Subject: RightSite Script
Date: Tuesday, August 12, 2025 10:52:44 AM
Attachments: RightSite-Training Sheet - JFRD Dispatch v2-20241212.pptx

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Please find the current RightSite script attached.

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Regional Director - EMS Partnerships

[m] 404-655-7949
chip.walls@rightsitehealth.com
rightsitehealth.com



From:	Kristeen Pierce
To:	Farmer, Matthew - FRFO; Hinton, Larry - FRFO
Cc:	Swati Swani; Jamo Rubin; Jackson, Marcia - FRFO; Linton, Dasha - FRFO
Subject:	RightSite test call & go live plans for Monday, November 25th
Date:	Sunday, November 24, 2024 1:37:15 PM

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Hello Matt!

Thanks so much for jumping in and taking care of our first test calls with JFRD Dispatch! We're looking forward to a fabulous partnership with you and your teams. My name is Kristeen Pierce and I will be your training contact and assistant for all your training needs. Before we begin, we would like to offer some scheduling for Monday, so we are all fully prepared.

Chief Marx mentioned you would be doing a test call before working with an active caller on the line - that's great! I would like to suggest that we plan the test call, so that you and I can be the people working through all the steps necessary to make our first live call a success. Here's the schedule I would like to recommend:

- Please complete your test call between 9:30am & 9:45am Eastern. I will answer the call and we will walk through the entire process.
- At 10am Eastern we can meet for a quick training run through (I will send an invitation with a Zoom link for all that would like to join) to answer any remaining questions we might have from the test call.
- From that time on, let's see if we can get 1-2 live calls completed in real time. I will make sure my navigation team is aware and ready to take your calls.
- Let's then meet one more time, to talk about the experience with live calls you experienced. (I will send another zoom invitation) We've found from experience just about anything can happen with a patient on the phone! This will be a quick check-in, to see if any of our processes need to be adjusted. I will schedule it for 4:30pm Eastern. Hopefully at least one call has come through by that time. We can always adjust our calls if needed.

Thanks again for helping us make this a success! Looking forward to working with you and making an impact in the Jacksonville community with our partnership.

Kristeen

--

Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

From:	Kristeen Pierce
To:	Farmer, Matthew - FRFO; Hinton, Larry - FRFO
Cc:	Swati Swani; Jamo Rubin; Jackson, Marcia - FRFO; Linton, Dasha - FRFO
Subject:	RightSite test call & go live plans for Monday, November 25th
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Vice President, Navigation Services
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kristeen.pierce@rightsitehealth.com
rightsitehealth.com

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Cc:	Swati Swani; Jamo Rubin; Jackson, Marcia - FRFO; Linton, Dasha - FRFO
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- At 10am Eastern we can meet for a quick training run through (I will send an invitation with a Zoom link for all that would like to join) to answer any remaining questions we might have from the test call.
- From that time on, let's see if we can get 1-2 live calls completed in real time. I will make sure my navigation team is aware and ready to take your calls.
- Let's then meet one more time, to talk about the experience with live calls you experienced. (I will send another zoom invitation) We've found from experience just about anything can happen with a patient on the phone! This will be a quick check-in, to see if any of our processes need to be adjusted. I will schedule it for 4:30pm Eastern. Hopefully at least one call has come through by that time. We can always adjust our calls if needed.

Thanks again for helping us make this a success! Looking forward to working with you and making an impact in the Jacksonville community with our partnership.

Kristeen

--

Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

From:	Kristeen Pierce
To:	Farmer, Matthew - FRFO; Hinton, Larry - FRFO
Cc:	Swati Swani; Jamo Rubin; Jackson, Marcia - FRFO; Linton, Dasha - FRFO
Subject:	RightSite test call & go live plans for Monday, November 25th
Date:	Sunday, November 24, 2024 1:37:15 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Matt!

Thanks so much for jumping in and taking care of our first test calls with JFRD Dispatch! We're looking forward to a fabulous partnership with you and your teams. My name is Kristeen Pierce and I will be your training contact and assistant for all your training needs. Before we begin, we would like to offer some scheduling for Monday, so we are all fully prepared.

Chief Marx mentioned you would be doing a test call before working with an active caller on the line - that's great! I would like to suggest that we plan the test call, so that you and I can be the people working through all the steps necessary to make our first live call a success. Here's the schedule I would like to recommend:

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Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

To: Jamo Rubin
Subject: RightSite Testing
Date: Wednesday, November 20, 2024 5:09:45 PM
Attachments: image001.png

Jamo,

I talked with Matt who performed the demo, he feels comfortable with the process. If you can get me a phone number and wording for us to use, he can begin the testing Monday, November 25th. This will give him the opport

Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue
515 Julia St. Jacksonville, FL 32202
(904) 255-7728 {Office}
(904) 763-3429 {Cell}

NOTICE: This message is confidential, intended for the named-recipient(s) and may contain information that is (i) proprietary to the sender, and/or, (ii) privileged, confidential and/or otherwise exempt from disclosure under applicable Florida and federal law, including, but not limited to, privacy standards imposed pursuant to the federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Receipt by anyone other than the named recipient(s) is not a waiver of any applicable privilege. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

CITY OF JACKSONVILLE

From: Marx, James - FRRS
To: Jamo Rubin
Subject: RightSite Testing
Date: Wednesday, November 20, 2024 5:12:00 PM
Attachments: image001.png

Jamo,

I talked with Matt who performed the demo, he feels comfortable with the process. If you can get me a phone number and wording for us to use, he can begin testing the process Monday, November 25th. This will give him the opportunity to identify if the process we currently plan to use is sufficient or if we need to make any adjustments before training everyone else.

Brien Marx
Asst. Chief of Communications &
Special Projects

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CITY OF JACKSONVILLE

From: Jamo Rubin
To: Marx, James - FRRS
Cc: Kristeen Pierce; Swati Swani; Jared Oscarson
Subject: RightSite Trip to JFRD
Date: Friday, February 28, 2025 2:48:28 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Brien,

I know the team is looking forward to coming out next week. However, given that we are also working on some data to prepare for a meeting with Chief Powers and Dr. Elias, I think it might be better to postpone next week's trip, and reschedule when we can be there for both the dispatch conversation and the field training.

Does that make sense?

Thanks,

Jamo

From:	Elias, Bradley - FRRS
To:	Marx, James - FRRS; Blanton, Jake - FROD; Golden, Percy - FROD
Cc:	Guthrie, Daniel - FRRS; Cooke, Dallas - FROD; Jamo Rubin; Jared Oscarson
Subject:	RightSite Utilization
Date:	Thursday, July 24, 2025 12:56:41 PM

Good afternoon,

I would like to convene a group of us to see if there are ways to improve the referral rate for RightSite. We can discuss expanding the potential call types in dispatch and consider additional training of the field personnel.

Brad Elias, M.D.
Medical Director
Jacksonville Fire Rescue Department
515 N. Julia Street
Jacksonville, Fl
32202
Office 904-255-3307
Cell 904-483-0471

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From: Elias, Bradley - FRRS
To: Marx, James - FRRS; Blanton, Jake - FROD; Golden, Percy - FROD
Cc: Guthrie, Daniel - FRRS; Cooke, Dallas - FROD; Jamo Rubin; Jared Oscarson
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To:	Marx, James - FRRS; Blanton, Jake - FROD; Golden, Percy - FREP
Cc:	Guthrie, Daniel - FRRS; Cooke, Dallas - FROD; Jamo Rubin; Jared Oscarson
Subject:	RightSite Utilization
Date:	Thursday, July 24, 2025 12:55:06 PM

Good afternoon,

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Subject:	RightSite Utilization
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From: Kristeen Pierce
To: Linton, Dasha - FRFO
Cc: Marx, James - FRRS; Swati Swani; Jared Oscarson
Subject: RightSite visit next week
Date: Wednesday, February 26, 2025 4:36:46 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Dasha!

Jared and I will be in town next week to visit the Comm center and some of the fire stations. I would love to find a time to talk with you about how you feel it's going in Dispatch and what we might need to offer from a training perspective. We will be there Tuesday March 4th and Wednesday March 5th, all day both days. I have already reached out to Chief Marx about visiting stations and he is working on the schedule for us. Please let me know if either day works for you and if so, what times you are available. We will coordinate with both you and Chief Marx to use our time most wisely.

Looking forward to catching up!

--

Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

From: Kristeen Pierce
To: Marx, James - FRRS
Cc: Jared Oscarson; Swati Swani
Subject: RightSite visit next week
Date: Tuesday, February 25, 2025 1:15:46 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good afternoon Chief Marx!

We have been looking through our data and have come up with a list of folks to visit. Here's what we have found:

- Rescue 65 has 3 people who have called - Corey Nail (7 times), Terry McClain (3 times), Jeff Burton (1 time).
- Rescue 33 has 3 people who have called - Lt James Davis (20 times), Jonathan Ortiz (2 times), Carlos Daniels (1 time).
- Rescue 18 has two people who have called - Jesse Modican (7 times) and Jacob Thibidaut (1 time)
- Rescue 17 has two people who have called - Ronald Gill (5 times) and Matthew Griggs (2 times).
- Rescue 24 had two people who have called - Rachel Miller (4 times) and Chad Pontree (1 time)

That's the top 5 stations that have called us so far. However, there are two of the folks listed above who work for multiple Rescues, so I don't know if the Rescue numbers are correct. The two on our lists that work for multiple services are

- Lt. James Davis - He's called with 27, 33, 36 & 61
- Ronald Gill - He's called with 10 & 17.

I'm open to suggestions for the visits, so please let us know your ideas and preferences. We are flexible!

I would also like to reach out to Dasha before we arrive. She was an integral part of our training Dispatch sessions and I would like to send her a list of Call Taker/Dispatcher names who have called multiple times. I would like to sit in Dispatch more than once (maybe AM an PM) to talk to more than one shift and would love for Dasha to be a part of any or all of it. Please let me know your thoughts, Chief Marx.

Thanks for hosting us! We're looking forward to our visit.

Kristeen

--

Kristeen Pierce
Vice President, Navigation Services



[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

From: Kristeen Pierce
To: Linton, Dasha - FRFO
Cc: Marx, James - FRRS; Swati Swani; Jared Oscarson
Subject: RightSite visit next week
Date: Wednesday, February 26, 2025 4:36:49 PM

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Hello Dasha!

Jared and I will be in town next week to visit the Comm center and some of the fire stations. I would love to find a time to talk with you about how you feel it's going in Dispatch and what we might need to offer from a training perspective. We will be there Tuesday March 4th and Wednesday March 5th, all day both days. I have already reached out to Chief Marx about visiting stations and he is working on the schedule for us. Please let me know if either day works for you and if so, what times you are available. We will coordinate with both you and Chief Marx to use our time most wisely.

Looking forward to catching up!

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Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

From: Bryan Norris
To: Bernard, Michael - FRRS
Cc: Swati Swani; Marx, James - FRRS; Chip Walls
Subject: RightSite Weekly Data Template
Date: Monday, August 18, 2025 2:58:58 PM
Attachments: RightSite Weekly Data Template.xlsx

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Michael, it was great meeting you last week, and I hope you had an enjoyable weekend. Attached, you will find the RightSite Weekly Data template. Our goal is to utilize this data to optimize our provision of services and to keep you and your leadership informed of the system and the status of the program. We are hoping to have the data template completed on a weekly basis and forwarded to us so we can do some analysis, looking at efficiency and effectiveness.

I have also attached Swati Swani, who will be doing much of the processing and report building. She is a wealth of knowledge, and we are lucky to have her on the team. If you have any questions or concerns about the template or definitions of what we are seeking, or if we can be of any assistance, please do not hesitate to reach out. Thank you for your time in helping us develop these reports and data sets.

Respectfully,

Bryan Norris
210-387-6579

From: Bryan Norris
To: Bernard, Michael - FRRS
Cc: Swati Swani; Marx, James - FRRS; Chip Walls
Subject: RightSite Weekly Data Template
Date: Monday, August 18, 2025 2:58:59 PM
Attachments: RightSite Weekly Data Template.xlsx

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Respectfully,

Bryan Norris
210-387-6579

From:	Wilson, Harry - GCGA
To:	Jason Gabriel
Cc:	Powers, Keith - FROD; Jamo Rubin; Mitchell, April - FROD; Mairs, Rita - GCGA
Subject:	RightSite_Health__Inc__-_Scope_of_Services.docx
Date:	Monday, May 13, 2024 5:20:34 PM
Attachments:	GC-#1628503-v1-RightSite_Health__Inc__-_Scope_of_Services.docx

Jason,

Attached is a draft RightSite scope of services.

JFRD has reviewed and approved the attached.

Look forward to your and Jamo's comments.

Thanks,

Harry M. ("Reece") Wilson, IV
Assistant General Counsel
Office of General Counsel
117 W. Duval Street, Suite 480
Jacksonville, FL 32202
(904) 255-7763 (office line)
(904) 255-5120 - fax
rmwilson@coj.net

From:	Wilson, Harry - GCGA
To:	Jason Gabriel
Cc:	Powers, Keith - FROD; Jamo Rubin; Mitchell, April - FROD; Mairs, Rita - GCGA
Subject:	RightSite_Health__Inc__-_Scope_of_Services.docx
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(904) 255-5120 - fax
rmwilson@coj.net

From: Swati Swani
To: Sherman, Lynn
Subject: RightSite/JAX Care Connect call Call today
Date: Monday, December 18, 2023 4:05:29 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Lynn,

Are you and Dr. Joshi able to join the call with Jenny/JAX Care Connect now...just checking?

Regards,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Linton, Dasha - FRFO
Subject: RightSite/JFRD calls - One question
Date: Friday, December 27, 2024 11:30:30 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Dasha,

I hope you and your family had a wonderful holiday. Since the training, we have had a steady input of calls from JFRD —seven calls this week (one from the field)!

I noticed that Kassidy had called us three times in the last three days and provided us with 17SP10 as the determinant code instead of 26 Alphas and Omegas. I don't want to discourage her from calling RightSite, but I wanted to make sure that she is doing the step of finding the right determinant code in ProQA. It might be as simple as her not providing the right code to the navigators. Can you please check?

Please let me know if you need any additional information from me.

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Jared Oscarson
To: Marx, James
Cc: Swati Swani; Mene Demestihas
Subject: RightSite/JFRD Meeting Data
Date: Thursday, January 25, 2024 5:18:50 PM
Attachments: image.png
RightSite_JFRD Weekly 1.23.2024.pdf
JFRD-01-22-24 Metrics.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Chief Marx,

Thank you for your time on Tuesday to review the partnership data after the long week of training. We are excited to see this data and share with you for review and feedback. This data has been updated with dates as requested and will be provided in our weekly call going forward.

It is encouraging that we are continuing to see your team utilization RightSite as the week has progressed.

Please let me know if you have any questions. Dr. Demestihas will be reaching out to Dr. Elias to discuss clinical cases.

Best regards,

Jared

From: Swati Swani
To: Marx, James
Cc: Jamo Rubin
Subject: RightSite/JFRD Training Video Link
Date: Monday, September 18, 2023 10:14:00 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief Marx,

Thanks for your time and insights today. Here is the training video link that you can use to train additional EMS clinicians. It has been updated with our new extended hours information.

Training Video Link

Regards,
Swati



Swati Swani
Director, Design & Implementation
916.337.2182
swati.swani@rightsitehealth.com
rightsitehealth.com

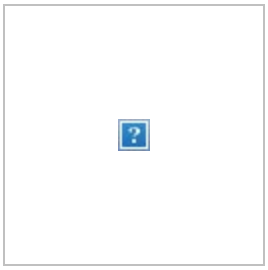
From: Swati Swani
To: Marx, James; Elias, Bradley
Cc: Jared Oscarson
Subject: RightSite/JFRD weekly calls - Now at 11:30 AM ET
Date: Tuesday, January 30, 2024 5:55:27 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Chief Marx and Dr. Elias,

Due to internal conflicts, we have shifted the time of our call by 30 minutes. Hope it works for you or please let us know and we can reschedule it to another day/time.

Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

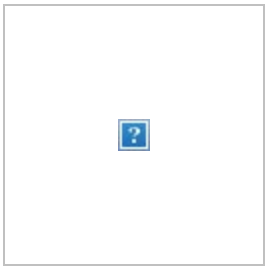
From: Swati Swani
To: Marx, James; Elias, Bradley
Cc: Jared Oscarson
Subject: RightSite/JFRD weekly calls - Now at 11:30 AM ET
Date: Tuesday, January 30, 2024 5:55:29 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Chief Marx and Dr. Elias,

Due to internal conflicts, we have shifted the time of our call by 30 minutes. Hope it works for you or please let us know and we can reschedule it to another day/time.

Regards,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Swati Swani
To: Marx, James
Subject: RightSite/JFRD Weekly Monday Meetings - Time change request
Date: Wednesday, December 13, 2023 8:12:30 AM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Morning Brien,

Just wanted to touch base with you regarding the current time of our Monday meetings.

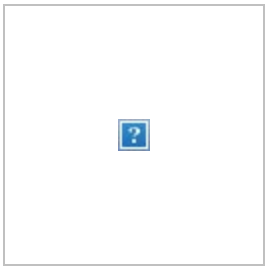
Will it be ok with you to move our weekly meeting to any time after 10 AM ET on any day of the week that works best for you?

Some suggestions from our side: Tuesdays 11 AM ET or Fridays 2 PM

Please let me know your thoughts and I can reschedule accordingly.

Appreciate your flexibility!

Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Swati Swani
To:	Marx, James - FRRS; Blanton, Jake - FROD; Elias, Bradley - FRRS; Guthrie, Daniel - FRRS
Cc:	Jamo Rubin; Jared Oscarson
Subject:	RightSite/JFRD: New Year"s Eve & New Year"s Day
Date:	Monday, December 30, 2024 1:57:54 PM
Attachments:	2024 RSH New Years Hours.pdf

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good Afternoon All,

Hope you all had an enjoyable Christmas!

RightSite will be fully operational on both New Year's Eve and New Year's Day, ensuring uninterrupted care for your patients.

Attached is the flyer for New Year's Eve and New Year's Day. Please distribute to your crews that are working the holiday.

Regards,
RightSite Team

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Swati Swani
To:	Marx, James - FRRS; Blanton, Jake - FROD; Elias, Bradley - FRRS; Guthrie, Daniel - FRRS
Cc:	Jamo Rubin; Jared Oscarson
Subject:	RightSite/JFRD: New Year"s Eve & New Year"s Day
Date:	Monday, December 30, 2024 1:57:51 PM
Attachments:	2024 RSH New Years Hours.pdf

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Regards,
RightSite Team

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Swati Swani
To:	Marx, James - FRRS; Blanton, Jake - FROD; Elias, Bradley - FRRS; Guthrie, Daniel - FRRS
Cc:	Jamo Rubin; Jared Oscarson
Subject:	RightSite/JFRD: New Year"s Eve & New Year"s Day
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Regards,
RightSite Team

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From:	Swati Swani
To:	Marx, James - FRRS; Blanton, Jake - FROD; Elias, Bradley - FRRS; Guthrie, Daniel - FRRS
Cc:	Jamo Rubin; Jared Oscarson
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Attached is the flyer for New Year's Eve and New Year's Day. Please distribute to your crews that are working the holiday.

Regards,
RightSite Team

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Mene Demestihas
To: Elias, Bradley; jamo.rubin@rightsitehealth.com
Subject: RSH/JFRD inclusion criteria review
Date: Monday, August 21, 2023 1:05:42 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Can we move this to later today? I'm worried I may not be finished with an earlier commitment - 4p EST is best or we can look at times for tomorrow?--
Inline image

Mene Demestihas, M.D.
Chief Medical Officer

[m] 770.373.7634
[o] 866.774.4911
mene.demestihas@rightsitehealth.com
rightsitehealth.com

~~~~
Sent from my mobile device
~~~~

From: Chip Walls
To: Elias, Bradley - FRRS; Marx, James - FRRS
Cc: Natasha Demehri; Stacey Rubin; Jamo Rubin
Subject: Script Update / Field Training Logistics
Date: Thursday, August 28, 2025 1:48:33 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good afternoon,

I wanted to share a quick update on scripting and our plans for Field Re-Engagement. Stacey and Natasha have drafted an updated script, and we'd like to review it with you during our scheduled meeting on Tuesday, Sept 2.

I'm also planning a trip to Jacksonville the week of Sept 8 to go over field training/re-engagement logistics, connect with a few end users who have worked with RightSite in the field, and cover anything else you feel would be helpful. I'm looking at Sept 9 and 10 for those visits.

Please let me know if those dates work on your end.

Chip

Rightsite Logo

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: Chip Walls
To: Elias, Bradley - FRRS; Marx, James - FRRS
Cc: Natasha Demehri; Stacey Rubin; Jamo Rubin
Subject: Script Update / Field Training Logistics
Date: Thursday, August 28, 2025 1:48:35 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good afternoon,

I wanted to share a quick update on scripting and our plans for Field Re-Engagement. Stacey and Natasha have drafted an updated script, and we'd like to review it with you during our scheduled meeting on Tuesday, Sept 2.

I'm also planning a trip to Jacksonville the week of Sept 8 to go over field training/re-engagement logistics, connect with a few end users who have worked with RightSite in the field, and cover anything else you feel would be helpful. I'm looking at Sept 9 and 10 for those visits.

Please let me know if those dates work on your end.

Chip

Rightsite Logo

Chip Walls
Regional Director - EMS Partnerships

(m) 404.655.7949
rightsitehealth.com

From: Swati Swani
To: Marx, James - FRRS
Subject: Signal Codes/Determinant code mapping request & Feb"25 monthly reports attached
Date: Monday, March 3, 2025 5:46:34 PM
Attachments: JFRD Dashboard - Feb 2025.pdf
JFRD Dispatch Activations - List of Cases - Feb 2025.xlsx

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello Chief Marx,

JFRD Summary Dashboard and list of cases are attached. The case-level report has all the cases for February 2025 activations. Please let me know if you need any additional information.

Thank you for sending us the list of CAD signal codes—I really appreciate it! When you have a moment, could you please let me know if you'll be able to share the mapping with the determinant codes as well?

Thanks,
Swati

Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: belias@coj.net
To: Swati Swani
Cc: Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas
Subject: Thank You
Date: Monday, April 29, 2024 6:52:40 PM

I saw the card sent from RightSite Health in honor of my father.

Your thoughts are very appreciated and I am grateful.

On May 9th, I will be back on our calls.

Brad

From:	BElias@coj.net
To:	Swati Swani
Cc:	Jamo Rubin; Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas
Subject:	Thank you
Date:	Monday, April 29, 2024 6:51:19 PM

I saw the card sent from RightSite in honor of my father.

Your thoughts are very appreciated and I am grateful.

On May 9th, I will be back on our calls.

Brad

From: Elias, Bradley
To: Swati Swani; Jamo Rubin
Cc: Jared Oscarson; Stacey Rubin; Kristeen Pierce; Mene Demestihas
Subject: Thank You
Date: Monday, April 29, 2024 6:53:52 PM

I saw the card sent from RightSite Health in honor of my father.

Your thoughts are very appreciated and I am grateful.

On May 9th, I will be back on our calls.

Brad

From: Mene Demestihas
To: Elias, Bradley
Subject: They moved us to the "log cabin" room on the first floor BTW
Date: Thursday, January 18, 2024 2:50:08 PM

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Inline image

Mene Demestihas, M.D.
Chief Medical Officer

[m] 770.373.7634
[o] 866.774.4911
mene.demestihas@rightsitehealth.com
rightsitehealth.com

~~~~
Sent from my mobile device
~~~~

From:	Marx, James
To:	Jared Oscarson
Subject:	Thursday List
Date:	Thursday, March 14, 2024 9:41:00 AM
Attachments:	Right Site List for Jared.docx image001.png

Jared,

Here's a list for today. I have them listed in an order that will give you a different view of the city!
Let me know if you need anything.

J. Brien Marx
Asst. Chief Quality Assurance &
Communications
Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Elias, Bradley - FRRS
To: Swati Swani; Chip Walls; Natasha Demehri
Cc: Marx, James - FRRS; Jamo Rubin
Subject: Thursday Meeting 08/28
Date: Friday, August 22, 2025 5:41:24 PM

I have another meeting this Thursday that I must attend. We can cancel the QI meeting.

Brad

From: Elias, Bradley - FRRS
To: Swati Swani; Chip Walls; Natasha Demehri
Cc: Marx, James - FRRS; Jamo Rubin
Subject: Thursday Meeting 08/28
Date: Friday, August 22, 2025 5:41:26 PM

I have another meeting this Thursday that I must attend. We can cancel the QI meeting.

Brad

From: Elias, Bradley - FRRS
To: Chip Walls; Natasha Demehri
Cc: Marx, James - FRRS
Subject: Thursday QI meeting
Date: Wednesday, October 22, 2025 3:10:00 PM

Hello Team,

Can we meet at 1pm or 3:15pm Thursday?

I have a 2pm meeting I need to attend now.

Brad Elias, M.D.
Medical Director
Jacksonville Fire Rescue Department
515 N. Julia Street
Jacksonville, Fl
32202
Office 904-255-3307
Cell 904-483-0471

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From: Elias, Bradley - FRRS
To: Chip Walls; Natasha Demehri
Cc: Marx, James - FRRS
Subject: Thursday QI meeting
Date: Wednesday, October 22, 2025 3:10:20 PM

Hello Team,

Can we meet at 1pm or 3:15pm Thursday?

I have a 2pm meeting I need to attend now.

Brad Elias, M.D.
Medical Director
Jacksonville Fire Rescue Department
515 N. Julia Street
Jacksonville, Fl
32202
Office 904-255-3307
Cell 904-483-0471

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From: Elias, Bradley - FRRS
To: Chip Walls
Subject: Today's meeting
Date: Thursday, October 9, 2025 11:00:28 AM

Chip,

Just letting you know, I took today off. I won't be on the call. Hope all is well.

Brad

From: Elias, Bradley - FRRS
To: Chip Walls
Subject: Today's meeting
Date: Thursday, October 9, 2025 11:00:42 AM

Chip,

Just letting you know, I took today off. I won't be on the call. Hope all is well.

Brad

From: Elias, Bradley - FRRS
To: Swati Swani; Jared Oscarson
Subject: Tomorrow Meeting
Date: Wednesday, July 2, 2025 1:28:31 PM

Let’s cancel the meeting planned for Thursday afternoon.

Brad Elias, MD

From: Marx, James - FRRS
To: Chip Walls
Subject: Tomorrow"s meeting
Date: Monday, October 13, 2025 12:12:00 PM
Attachments: image001.png

Chip,

I'll be going out of town tomorrow morning. Is there any chance we could move up our meeting time? I'm free this afternoon or tomorrow morning.

Thanks,

J. Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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From: Marx, James
To: Swati Swani
Cc: Ibeabuchi, Nnaemeka
Subject: Trainees
Date: Friday, December 8, 2023 3:09:00 PM
Attachments: image001.png

Swati,

Here are the names of the people we trained this week.

Brian Kernohan
William Richters
Arman Ghazanfari
Eric Williams
Richie Grace
Michael Berg
Travis Sad
Meka Ibeabuchi

J. Brien Marx
Asst. Chief Quality Assurance &
Communications
Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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To:	Swati Swani
Cc:	Ibeabuchi, Nnaemeka
Subject:	Trainees
Date:	Friday, December 8, 2023 3:08:52 PM
Attachments:	image001.png

Swati,

Here are the names of the people we trained this week.

Brian Kernohan
William Richters
Arman Ghazanfari
Eric Williams
Richie Grace
Michael Berg
Travis Sad
Meka Ibeabuchi

J. Brien Marx
Asst. Chief Quality Assurance &
Communications
Jacksonville Fire/Rescue Department
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
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From: Marx, James
To: Swati Swani
Cc: Ibeabuchi, Nnaemeka
Subject: Trainees
Date: Friday, December 8, 2023 3:09:21 PM
Attachments: image001.png

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Brian Kernohan
William Richters
Arman Ghazanfari
Eric Williams
Richie Grace
Michael Berg
Travis Sad
Meka Ibeabuchi

J. Brien Marx
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From:	Kristeen Pierce
To:	Linton, Dasha - FRFO; Farmer, Matthew - FRFO
Cc:	Swati Swani; Jamo Rubin; Marx, James - FRRS
Subject:	Training documentation for next week
Date:	Tuesday, December 10, 2024 2:20:56 PM
Attachments:	JFRD_ Dispatch Training & Introduction_ 12092024.pptx RightSite-Training Sheet - JFRD Dispatch 20241209.pptx

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello all!

Attached are the slides and the one sheet we went over today during our call. Thanks so much for your input and help! Here's what we would like you to add to these documents:

- Update the three slides in yellow (we will remove the color once you've added your content) with the needed screenshots and bullet points you would like the Call Takers to know. Create as many additional slides as you feel it takes.

- Update the one sheet with your bulleted steps in three areas:
  - What to do when the patient accepts
  - What to do when the patient declines
  - What happens when we call back (canceling off the board or EMS response)

If you have any questions, please don't hesitate to reach out. Looking forward to next week!

Kristeen

--

Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

From:	Kristeen Pierce
To:	Linton, Dasha - FRFO; Farmer, Matthew - FRFO
Cc:	Swati Swani; Jamo Rubin; Marx, James - FRRS
Subject:	Training documentation for next week
Date:	Tuesday, December 10, 2024 2:20:06 PM
Attachments:	JFRD_ Dispatch Training & Introduction_ 12092024.pptx RightSite-Training Sheet - JFRD Dispatch 20241209.pptx

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  - What to do when the patient accepts
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If you have any questions, please don't hesitate to reach out. Looking forward to next week!

Kristeen

--

Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

From:	Kristeen Pierce
To:	Linton, Dasha - FRFO; Farmer, Matthew - FRFO
Cc:	Swati Swani; Jamo Rubin; Marx, James - FRRS
Subject:	Training documentation for next week
Date:	Tuesday, December 10, 2024 2:21:04 PM
Attachments:	JFRD_ Dispatch Training & Introduction_ 12092024.pptx RightSite-Training Sheet - JFRD Dispatch 20241209.pptx

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  - What to do when the patient declines
  - What happens when we call back (canceling off the board or EMS response)

If you have any questions, please don't hesitate to reach out. Looking forward to next week!

Kristeen

--

Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com

From: Linton, Dasha - FRFO
To: Swati.swani@rightsitehealth.com; Farmer, Matthew - FRFO
Subject: Training Prep for JFRD
Date: Thursday, December 5, 2024 2:40:00 PM

Good afternoon,

I have been asked to set up a time with you on Tuesday morning next week to discuss preparations for the Right Site training for our staff. I would also be joined by our dispatcher @Farmer, Matthew - FRFO. Would 10:00 EST be an acceptable time?

Cpt. D.R. Linton
JFRD Communications Training Administrator, EMD/EFD-Q
Fire HQ - 515 N. Julia St: 904-630-0522
Cecil BUCC - 5847 Aviation Ave: 904-255-4566
Cell : 904-993-8446
DLinton@coj.net

From: Linton, Dasha - FRFO
To: Swati.swani@rightsitehealth.com; Farmer, Matthew - FRFO
Subject: Training Prep for JFRD
Date: Thursday, December 5, 2024 2:40:24 PM

Good afternoon,

I have been asked to set up a time with you on Tuesday morning next week to discuss preparations for the Right Site training for our staff. I would also be joined by our dispatcher @Farmer, Matthew - FRFO. Would 10:00 EST be an acceptable time?

Cpt. D.R. Linton
JFRD Communications Training Administrator, EMD/EFD-Q
Fire HQ - 515 N. Julia St: 904-630-0522
Cecil BUCC - 5847 Aviation Ave: 904-255-4566
Cell : 904-993-8446
DLinton@coj.net

From: Swati Swani
To: Marx, James - FRRS
Subject: Training venue
Date: Monday, December 16, 2024 9:30:22 AM

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Good morning Chief,

Hope you had a nice weekend. Capt. Linton told us that the call taker crew was operating out of a temporary location and was planning to move back to Julia Street address yesterday, with a slight possibility that it may not happen.

Please let me know if the training location is Julia Street or another location so we can plan delivery of food for Wednesday and Thursday training.

Looking forward to the training!

Regards,

Swati

From: Swati Swani
To: Marx, James
Subject: Training video link
Date: Monday, December 4, 2023 10:02:43 AM

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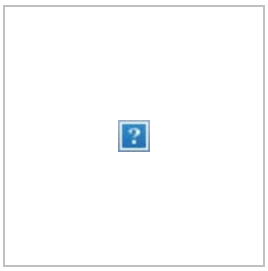
Hello Brien,

Here is the training video link.

https://rightsitehealth.wistia.com/medias/9cjqz797xv?wvideo=9cjqz797xv

Thanks,
Swati



Swati Swani
Director, Design & Implementation
[m] 916.337-2182
swati.swani@rightsitehealth.com
rightsitehealth.com

From: Jamo Rubin
To: Elias, Bradley - FRRS; Marx, James - FRRS; Blanton, Jake - FROD
Cc: Jared Oscarson; Michael Boxer; Swati Swani
Subject: Trip to ATL
Date: Monday, July 15, 2024 7:58:07 AM

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Dr. Elias, Chiefs Marx and Blanton,

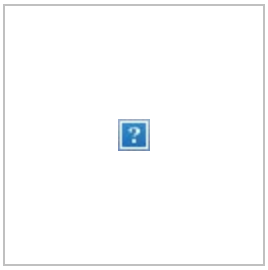
Thank you for driving to Atlanta and meeting with our friends at AFRD and Grady EMS. I appreciate the time away from your duties and hope it was well spent.

While Atlanta faces different challenges than Jacksonville, the strain on EMS and the city due to non-emergent 911 calls for primary care is a common pain shared by all communities. I hope you saw how we are helping making a difference in Atlanta.

We look forward to reconnecting soon to discuss our next steps in Jacksonville.

Thanks again,

Jamo



Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From:	Jamo Rubin
To:	Elias, Bradley - FRRS; Marx, James - FRRS; Blanton, Jake - FROD
Cc:	Jared Oscarson; Michael Boxer; Swati Swani
Subject:	Trip to ATL
Date:	Monday, July 15, 2024 7:58:06 AM

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We look forward to reconnecting soon to discuss our next steps in Jacksonville.

Thanks again,

Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From:	Jamo Rubin
To:	Elias, Bradley - FRRS; Marx, James - FRRS; Blanton, Jake - FROD
Cc:	Jared Oscarson; Michael Boxer; Swati Swani
Subject:	Trip to ATL
Date:	Monday, July 15, 2024 7:58:08 AM

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Dr. Elias, Chiefs Marx and Blanton,

Thank you for driving to Atlanta and meeting with our friends at AFRD and Grady EMS. I appreciate the time away from your duties and hope it was well spent.

While Atlanta faces different challenges than Jacksonville, the strain on EMS and the city due to non-emergent 911 calls for primary care is a common pain shared by all communities. I hope you saw how we are helping making a difference in Atlanta.

We look forward to reconnecting soon to discuss our next steps in Jacksonville.

Thanks again,

Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Elias, Bradley - FRRS
To: Jared Oscarson
Cc: Marx, James - FRRS
Subject: Tuesday meetings
Date: Tuesday, May 13, 2025 2:57:00 PM

Jared,

I think the Tuesday meetings came off my calendar.
Can you resend a recurring invite?

Brad Elias, M.D.
Medical Director
Jacksonville Fire Rescue Department
515 N. Julia Street
Jacksonville, Fl
32202
Office 904-255-3307
Cell 904-483-0471

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From: Elias, Bradley - FRRS
To: Jared Oscarson
Cc: Marx, James - FRRS
Subject: Tuesday meetings
Date: Tuesday, May 13, 2025 2:57:09 PM

Jared,

I think the Tuesday meetings came off my calendar.
Can you resend a recurring invite?

Brad Elias, M.D.
Medical Director
Jacksonville Fire Rescue Department
515 N. Julia Street
Jacksonville, Fl
32202
Office 904-255-3307
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From: Marx, James - FRRS
To: Swati Swani
Subject: Tuesday"s meeting
Date: Friday, January 31, 2025 3:16:00 PM
Attachments: image001.png

Swati,

I've had something come up on Tuesday that conflicts with our meeting. Is there any way we can move the meeting to the morning sometime?

Kind Regards,

Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue
515 Julia St. Jacksonville, FL 32202
(904) 255-7728 {Office}
(904) 763-3429 {Cell}

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CITY OF JACKSONVILLE

From: Jamo Rubin
To: Marx, James
Cc: Swati Swani
Subject: Update - and our first successful call!
Date: Wednesday, August 30, 2023 10:47:16 AM

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Chief Marx,

I'm sure you heard the good news! We had a successful call yesterday from Lt. Beth Harkins/Unit 28 about a patient who tripped over his dog, injuring his elbow. JFRD activated RightSite, and we navigated the patient to urgent care visits (Avencina Medical) vs. a trip to the ER, including providing round-trip Lyft transportation. Exciting!

I also have an update and a request.

Extended Hours: Please let your crews know that starting today, we are extending hours to 11 pm ET, M - F, including holidays. We will be open on Labor Day. We have some flyers to remind your crews about the extended hours and bag tags you might consider using on the medic bags. That's a simple reminder to the crews: "Want to talk to an ER doc right now?" Swati will send you samples to see if you think those will be useful.

Update RightSite Browser Shortcut on JFRD Toughbooks: Can you please ask the crews or JFRD IT to check the RightSite URL link on the Toughbooks? We may have loaded a generic shortcut/URL that keeps the RightSite Navigators from knowing that the call is coming specifically from JFRD. Here is the correct URL assigned to JFRD.

URL: https://ems.rightsitehealth.com/org/7X9K48HIN6YTCIKBOTMK

Thanks!

Jamo

Jamo Rubin, M.D.
CEO
210.557.2205
jamo.rubin@rightsitehealth.com
rightsitehealth.com

From: Jamo Rubin
To: Marx, James
Cc: Swati Swani
Subject: Update and Request
Date: Tuesday, September 5, 2023 5:46:54 PM

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Chief Marx,

Hope you enjoyed the Labor Day weekend.

Just wanted to follow up and share information on calls we've had so far. There have been three, initiated by Capt. Perrotta, Lt. Harkins and Lt. Lundy. Release times have averaged 12 minutes. Two patients were sent to urgent care, and one to the ER.

Also, on one follow up call, the patient said they were unhappy with the service and we'd like permission to reach out to Lt. Harkins to learn more about the call. Would she be willing to talk to us? We don't have her contact information if she agrees.

Thanks, and look forward to talking soon.

Jamo

From: Marx, James
To: Jamo Rubin
Cc: Swati Swani; flcracker911@yahoo.com
Subject: Update and Request
Date: Friday, September 22, 2023 2:49:00 PM

Jamo,

From our discussion earlier this week, I may have found someone interested in working for Right Site. His name is Steve Huber, he's a retired Battalion Chief with JFRD rescue division. He's very knowledgeable with our policies and procedures and is highly respected with our current responders. I've copied Steve on this email and hope we can all connect very soon.

Hope you have a great weekend!

Brien Marx
Asst. Chief Quality Assurance &
Communications

Jacksonville Fire/Rescue
515 Julia St.
Jacksonville, FL 32202
904-255-7728 (Office)
904-763-3429 (Cell)
Email: jmarx@coj.net

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To:	Swati Swani; Kristeen Pierce
Cc:	Jamo Rubin
Subject:	Updates to Right Site for Better Patient Support!
Date:	Tuesday, January 28, 2025 2:51:40 PM
Attachments:	JFRD Patient Device Sheet - Field 20250124.pdf image001.png image002.png

Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue
515 Julia St. Jacksonville, FL 32202
(904) 255-7728 {Office}
(904) 763-3429 {Cell}

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From: Marx, James - FRRS
Sent: Tuesday, January 28, 2025 2:47 PM
To: Fire <Fire@coj.net>; FireandRescueStations <FireandRescueStations@coj.net>
Subject: Updates to Right Site for Better Patient Support!

All,

I'm excited to share some recent changes with Right Site that will make reaching out to them even easier and more efficient! There's a new feature now available when using the patient's phone to initiate a call, streamlining the process for non-emergent inquiries.

Right Site has always been a fantastic resource, and with these updates, it's only going to get better for both you and our patients. The attached PDF provides all the details you need to get up to speed with these changes.

If you're interested in learning more about Right Site or have any questions, feel free to reach out to me anytime. I'm happy to provide more in-depth information!

Let's continue working together to make sure our patients get the best care possible.

Best regards,

Brien Marx
Asst. Chief of Communications &
Special Projects

Jacksonville Fire/Rescue
515 Julia St. Jacksonville, FL 32202
(904) 255-7728 {Office}
(904) 763-3429 {Cell}

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CITY OF JACKSONVILLE

From: Marx, James - FRRS
To: Swati Swani; Kristeen Pierce
Cc: Jamo Rubin
Subject: Updates to Right Site for Better Patient Support!
Date: Tuesday, January 28, 2025 2:56:00 PM
Attachments: JFRD Patient Device Sheet - Field_20250124.pdf
image001.png

Good afternoon,

I wanted to share the email I sent out to our first responders to get your feedback to see if I need to change anything in the future.

Kind Regards,

Brien

From: Marx, James - FRRS
Sent: Tuesday, January 28, 2025 2:47 PM
To: Fire <Fire@coj.net>; FireandRescueStations <FireandRescueStations@coj.net>
Subject: Updates to Right Site for Better Patient Support!

All,

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Let's continue working together to make sure our patients get the best care possible.

Best regards,

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From: Kristeen Pierce
To: Marx, James - FRRS
Cc: Jamo Rubin; Swati Swani
Subject: Using the patient"s device - New functionality and documentation
Date: Monday, January 27, 2025 3:47:03 PM
Attachments: JFRD Patient Device Sheet - Field_20250124.pdf

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Good afternoon and happy Monday!

As Swati previously mentioned, we have a new feature for using the patient's phone when activating RightSite. We have created a one page document (front and back) to show the field teams how to activate on their device or how to activate on a patient's device. The PDF is attached for your review. I think you'll find it so easy, there's no training necessary!

I would be happy to laminate them and send them your way - just let me know how many to send.

Also, I would like to offer a quick visit in the coming weeks, to sit with the 911 communications center and maybe go to a fire station or two. We can talk about how it's going and their experiences with the new feature overall.

Looking forward to hearing from you! Thanks Chief Marx.

Kristeen

--

Kristeen Pierce
Vice President, Navigation Services
[m] (210) 725-2700
kristeen.pierce@rightsitehealth.com
rightsitehealth.com