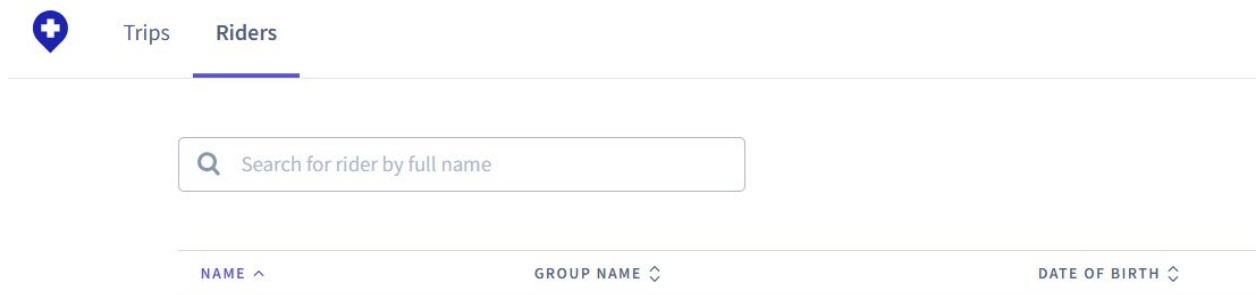


Roundtrip FAQs V.9

Please refer to these FAQs often as they will continually be updated as we learn more about using Roundtrip.

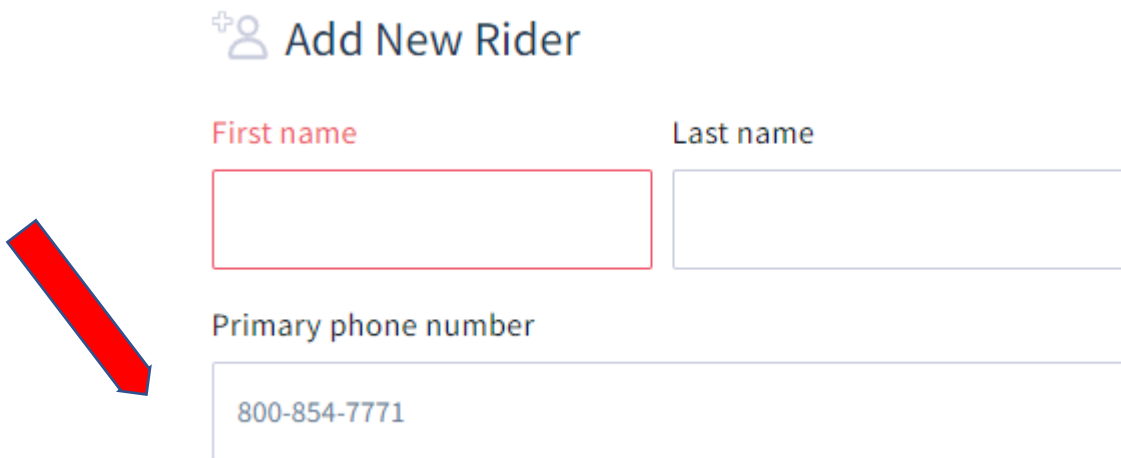
1. Search for Rider

Start with “**Riders**” tab instead of “**Trips**” tab



The screenshot shows the Roundtrip interface. At the top, there is a navigation bar with a blue location pin icon, a 'Trips' tab, and a 'Riders' tab. The 'Riders' tab is currently selected, indicated by a blue underline. Below the navigation bar is a search bar with a magnifying glass icon and the placeholder text 'Search for rider by full name'. Below the search bar is a table header with three columns: 'NAME ^', 'GROUP NAME ^', and 'DATE OF BIRTH ^'. The table body is currently empty.

2. When adding a new rider include ACCESS phone number for “Primary Phone Number”



The screenshot shows the 'Add New Rider' form. At the top, there is a plus icon and a person icon followed by the text 'Add New Rider'. Below this are two input fields: 'First name' and 'Last name'. Below these are two more input fields: 'Primary phone number' and a field containing the text '800-854-7771'. A large red arrow points from the left towards the 'Primary phone number' field.

Los Angeles County Department of Mental Health
Quality, Outcomes & Training Division – ACCESS Help Line

3. Pick Up Location

Enter the Name of the Location as well as the Address. For example,
Long Beach MH Clinic, 2600 Redondo Ave. Long Beach CA 90806

What kind of trip is this?

→ One way

⇄ Round trip

From



LONG BEACH MENTAL HEALTH

2600 Redondo Avenue

Long Beach, California 90806

[Change](#)

4. “Pick Up” time for ambulance request

Select the “**Pick up**” time to make sure you are selecting the correct time. Enter about 10 minutes later than the current time when you book the trip

*For **prearranged transportation requests**, make sure to also change the “**Pick Up Date and Time**”

Los Angeles County Department of Mental Health
Quality, Outcomes & Training Division – ACCESS Help Line

Pickup time ▼ of outbound trip

06/29/2026



10:00 AM PDT



Will Call

June 2026

Su	Mo	Tu	We	Th	Fr	Sa
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4

5. Instructions for the Ambulance Crew

Information that needs to be included in “**Additional Clinical Information**”

- A. **Name and Cell Phone Number** of *On Scene* contact.
- B. Reason for the Hold - **DTS, DTO, or GD**
- C. If the *On Scene* contact requests a **female attendant**
- D. Weight of the rider being transported if **300 lbs.** or over
- E. **Special instructions** expressed by *On Scene* contact

Do NOT enter these instructions in the “**Driver Instructions**” data field. That data field is for *Lyft and Uber Drivers*, not ambulance drivers.

Los Angeles County Department of Mental Health
Quality, Outcomes & Training Division – ACCESS Help Line

Additional clinical information

on scene contact Jane 999-999-9999
criteria DTS, DTO, GD

Driver instructions

Sent to driver and dispatcher

No information should be placed here

6. For “Trip Payment” tab select “Facility program” for scheduled ride

Trip Payment

Payer type * ⓘ

LA County DMH-ACCESS

Facility programs *

--Select--

AOT
CARE Court
Clinic
FSP
HOME Team
MCOT Brain Health
MCOT Sycamores

Total estimated fare \$388.92 – \$396.92

Continue >

Los Angeles County Department of Mental Health
Quality, Outcomes & Training Division – ACCESS Help Line

7. Information on “Notifications” section

Deselect the Rider per the screenshot below.

Deselect Rider



Notifications

☒ Rider What we send

Type	Rider Phone	Language
Text message *	909-642-6576	English *

When you click on “**Add Notification**” the screenshot shown below pops up. Please enter the On Scene Contact Number.

☒ Myself and/or staff What to expect

Type	Email		
	Email	cdotransportationrequest@c	Remove
Type	Phone		
	Text message	866-941-4401	Remove
		Number is not in service	

+ Add Notification

8. Contacting Central Dispatch Office (CDO)

- A. If ETA is too long
- B. If the ambulance scheduled has **not** arrived within 60 minutes of the scheduled time
- C. If Roundtrip cannot be used due to technical issues, etc.
- D. Drop off location changes
- E. Problems on scene

Los Angeles County Department of Mental Health
Quality, Outcomes & Training Division – ACCESS Help Line

9. Updates from CDO and/or *On Scene* contact

Notify the **On Scene** contact of any updates from **CDO**. Document updates in Agent Assist/ FIT Dispatch. Consult with an available supervisor if needed.

The **On Scene** contact should call ACCESS for any changes or updates. They should not call **CDO** directly. ACCESS will alert **CDO**.

10. Cancellations

Yes, cancel the requests in the Roundtrip application. If the option to **cancel** in Roundtrip is no longer available, call **CDO** and ask the **CDO** dispatcher to cancel the request. **CDO** will alert the ambulance company. Document in Agent Assist/FIT Dispatch that the request was cancelled.

11. Client phone number

Do not enter the client's phone number anywhere in Roundtrip.

12. It will take 10-15 minutes before Roundtrip shows an ETA. Wait for those 10-15 minutes before changing your VCC Status to Available to take another call

Remain on Wrap Up Documentation or Supervisor Consultation on VCC and complete documentation. When an ambulance company is awarded the ride and gives an ETA, enter the ambulance company name and ETA in Agent Assist/FIT Dispatch. Place yourself back on **Available** status.

Agents need to call the on-scene contact and give them the ETA even though the on-scene contact may have already received the ETA via automated text message from Roundtrip.

13. Documenting changes or updates

Document any significant changes or updates in Agent Assist/FIT dispatch and alert, others as needed: *On scene contact, CDO, Available supervisor.*

Example: If ambulance arrives to pick up location and client elopes, document on the Agent Assist/FIT Dispatch.

14. When Date of Birth (DOB) is unknown

In Roundtrip, please type January 1st and the estimated year: **1/1/YYYY**. For example, if the caller says the age is 40 years, enter the **DOB of 1/1/1986. (2026-1986 = 40 years)**.

15. If Agent Assist is not working or is down for maintenance

Continue with your request in Roundtrip and document later when Agent Assist is working.