0:0:0.0 --> 0:0:3.30  
Amy Fuchs  
On and I had a recording, but no transcript, so.

0:0:2.880 --> 0:0:3.310  
Michelle Dodge  
All right.

0:0:4.700 --> 0:0:4.920  
Amy Fuchs  
Yes.

0:0:3.500 --> 0:0:5.890  
Michelle Dodge  
I see that the recording has started on again.

0:0:6.360 --> 0:0:6.940  
Amy Fuchs  
Perfect.

0:0:6.950 --> 0:0:8.50  
Amy Fuchs  
So thank you so much.

0:0:8.60 --> 0:0:12.190  
Amy Fuchs  
So yeah, if you'll just, you can start by again just kind of telling a little bit about yourself.

0:0:12.200 --> 0:0:15.840  
Amy Fuchs  
And then whatever you want me to know about medication management.

0:0:16.520 --> 0:0:16.720  
Michelle Dodge  
True.

0:0:17.680 --> 0:0:18.150  
Michelle Dodge  
Umm.

0:0:18.160 --> 0:0:20.0  
Michelle Dodge  
Well, my name is Michelle Dodge.

0:0:20.60 --> 0:0:30.350  
Michelle Dodge  
I currently work with a an organization that supplies interactive patient education to patients who are hospitalized and.

0:0:32.940 --> 0:0:37.930  
Michelle Dodge  
I've been doing that for I think, since 2012.

0:0:38.180 --> 0:0:41.0  
Michelle Dodge  
I've been in the industry since 2007.

0:0:42.330 --> 0:0:59.30  
Michelle Dodge  
I also have a family members who I've acted as a caregiver for, specifically for COPD, diabetes as Emma and my elder parents, grandparents.

0:1:0.960 --> 0:1:6.130  
Michelle Dodge  
They were affected by heart failure, stroke.

0:1:7.300 --> 0:1:12.670  
Michelle Dodge  
And uh, high blood pressure or the primary issues that I've been focused on?

0:1:13.840 --> 0:1:28.610  
Michelle Dodge  
Umm, my husband is well is, you know, he's got some medical problems that are also causing him to more frequently manage education or medication for himself.

0:1:29.320 --> 0:1:31.880  
Michelle Dodge  
So I've run into some complications with that.

0:1:33.520 --> 0:1:48.490  
Michelle Dodge  
Umm, I think as I as I consider what medication management means to me in my current state where my husband in the last year was diagnosed with a hypothyroid style problem.

0:1:49.150 --> 0:1:56.420  
Michelle Dodge  
Uh, he has to take medicine in the morning that he cannot have any food with for 30 minutes.

0:1:56.730 --> 0:2:8.160  
Michelle Dodge  
So one of the big challenges for him is #1 not only remembering to take it in the morning when he gets up, but also he can't since he can't eat really with it.

0:2:8.170 --> 0:2:13.800  
Michelle Dodge  
So he has to remember that 30 minutes has to pass before he can actually eat something.

0:2:13.990 --> 0:2:30.590  
Michelle Dodge  
So a timing issue is really a problem and in the beginning it definitely was an issue with just trying to remember to take it because by the time he would remember to take it, he was hungry and you know it just made it more complicated.

0:2:31.400 --> 0:2:32.30  
Michelle Dodge  
Umm.

0:2:32.560 --> 0:2:55.70  
Michelle Dodge  
Also, when you're managing side effects, one of the big challenges that I feel like we were on into is especially as you begin taking not just one medication but a host of medications is really trying to pick apart what things that you're experiencing are truly side effects versus things that are just natural body aging.

0:2:55.660 --> 0:2:58.870  
Michelle Dodge  
One example would be umm, heartburn.

0:2:59.850 --> 0:3:9.220  
Michelle Dodge  
Umm, before my husband started taking medications, he would have heartburn on occasion, like when he would eat spaghetti or something along those lines.

0:3:9.530 --> 0:3:16.790  
Michelle Dodge  
And, umm, you know, since starting on some of these different medications, his heartburn has seemed to increase.

0:3:17.300 --> 0:3:21.190  
Michelle Dodge  
Is that because of the medication and a dosage change that might be necessary?

0:3:21.340 --> 0:3:29.470  
Michelle Dodge  
We don't know, but being able to track those things in a way that is, you know, because today I have heartburn.

0:3:29.480 --> 0:3:33.250  
Michelle Dodge  
But by the time I get to the doctor's office, I I remember having heartburn.

0:3:33.260 --> 0:3:37.230  
Michelle Dodge  
But I don't remember the frequency or the time of day or things like that.

0:3:37.950 --> 0:3:38.190  
Amy Fuchs  
Aye.

0:3:37.240 --> 0:3:53.100  
Michelle Dodge  
And those are things that some type of a tracker would to me, you know, give really good information to a clinician so that they could make informed decisions as well for us to provide us options.

0:3:54.520 --> 0:3:55.160  
Michelle Dodge  
Umm.

0:3:59.570 --> 0:4:6.40  
Michelle Dodge  
For my own personal journey in the past year, I've been very focused on weight loss.

0:4:6.50 --> 0:4:8.490  
Michelle Dodge  
Of course, the pandemic wasn't very friendly and.

0:4:10.430 --> 0:4:20.20  
Michelle Dodge  
You know the in addition to that, stay at home work from home is something I've been doing for about the last eight years or so.

0:4:20.210 --> 0:4:27.60  
Michelle Dodge  
And oddly enough, every every year for the last eight years, I feel like five more pounds has topped the scale.

0:4:27.70 --> 0:4:30.340  
Michelle Dodge  
So by the time you look back and you just wonder where did it all come from?

0:4:31.340 --> 0:4:34.390  
Michelle Dodge  
Umm, you know, I think about about that.

0:4:34.400 --> 0:4:45.270  
Michelle Dodge  
So going to the doctor's office and talking to them about my concerns, they prescribed a medication for me, and that medication has a tendency to.

0:4:47.210 --> 0:4:49.310  
Michelle Dodge  
Become less effective over time.

0:4:50.960 --> 0:4:59.30  
Michelle Dodge  
So you know, as I've been taking this medication, I I have the flexibility to more or less start and stop it when I want to.

0:4:59.540 --> 0:5:6.500  
Michelle Dodge  
But again, I don't really have a way to evaluate with a with a clinician, you know how?

0:5:6.510 --> 0:5:8.200  
Michelle Dodge  
How frequently have I been taking it?

0:5:8.210 --> 0:5:11.600  
Michelle Dodge  
How many pills have I taken out of the prescribed dosage?

0:5:13.430 --> 0:5:30.860  
Michelle Dodge  
And again, those being able to become more knowledgeable, armed with information, when I go to the doctor to show them umm has helpful and that medication in it in itself from what I understand.

0:5:39.160 --> 0:5:39.490  
Amy Fuchs  
Oh.

0:5:30.870 --> 0:5:44.310  
Michelle Dodge  
And while it's not a problem for me that medication that I am taking has a tendency to cause heart problems in some patients and so as I think about how things kind of tie in with one another.

0:5:45.180 --> 0:5:59.730  
Michelle Dodge  
Umm, you know, if I were to take blood pressure readings, et cetera, you know, what do I do with that information and how do I share it in a way that's not gonna cause someone else a lot of administrative work.

0:6:0.300 --> 0:6:10.70  
Michelle Dodge  
So for example, if I had a blood pressure reading that I could add to the day or a time stamp in my in an app for example, then we could look at.

0:6:10.80 --> 0:6:11.390  
Michelle Dodge  
I took this medication.

0:6:11.400 --> 0:6:17.270  
Michelle Dodge  
My blood pressure reading was XYZ, you know a few days later I'd not taking the medication.

0:6:17.280 --> 0:6:19.280  
Michelle Dodge  
And what is my blood pressure, etcetera?

0:6:19.510 --> 0:6:23.110  
Michelle Dodge  
It would just add to the evidence based knowledge.

0:6:23.120 --> 0:6:27.650  
Michelle Dodge  
I think that would be important in the line of work that I do.

0:6:27.660 --> 0:6:47.820  
Michelle Dodge  
I think about elderly patients who are in the hospital, they're in pain, they may get a new diagnosis, such as the case where a friend of ours who just became, you know, he he was diagnosed with type 2 diabetes about a week ago or so and he is so overwhelmed.

0:6:48.590 --> 0:6:49.100  
Michelle Dodge  
Umm.

0:6:49.270 --> 0:6:56.450  
Michelle Dodge  
And given some insulin medications that he's supposed to take while he's trying to level out his sugar.

0:6:57.500 --> 0:7:23.940  
Michelle Dodge  
Umm, you know, I just don't see it being reasonable for a person to sit down there with a pen and paper and track everything diligently and there's not really a resource app that I've seen that, you know, allows for, you know, freeform style readings where you can pick and choose the readings that you want to enter, whether it be something new.

0:7:23.950 --> 0:7:31.330  
Michelle Dodge  
Because now all of a sudden you have to watch your blood sugar as well as your heart rate or your blood pressure or things like that.

0:7:32.300 --> 0:7:49.580  
Michelle Dodge  
So I feel like for him, you know, there's a unfortunately there's a balance that seems to be necessary of, you know, making things overly complicated but giving you the freedom and flexibility to document what you need the document.

0:7:51.440 --> 0:7:55.710  
Michelle Dodgebe  
Umm I use an app for my weight management.

0:7:56.400 --> 0:7:58.250  
Michelle Dodge  
I think it's called my fitness pal.

0:7:58.260 --> 0:8:20.30  
Michelle Dodge  
I wanna say it is and that has been really helpful on my weight journey because it had, if it had not been for some of the prompts that come through on that app that remind either a remind me to document or B you know, I can click on something to expand it and be more complicated.

0:8:20.220 --> 0:8:32.170  
Michelle Dodge  
So to explain, when I first started on my weight management journey, I was originally only interested in calorie counts and so the app does that very effectively.

0:8:32.180 --> 0:8:39.70  
Michelle Dodge  
I put in information and it it churns the the data into usable reference material for me.

0:8:39.600 --> 0:8:46.350  
Michelle Dodge  
But as I started becoming more knowledgeable about the types of things that I was eating then I was able to say, you know what?

0:8:46.580 --> 0:8:49.330  
Michelle Dodge  
Salt is also a potential problem for me.

0:8:49.340 --> 0:8:54.900  
Michelle Dodge  
I see that everything you know, food labels that I'm reading indicate high salt content.

0:8:54.990 --> 0:9:6.680  
Michelle Dodge  
So I was able to add in that one element and each time I became more knowledgeable I was able to step up the app to meet me where I am.

0:9:7.510 --> 0:9:16.720  
Michelle Dodge  
And I think that that's an important part of anyone's health journey, because if you make it too much up front, then you're dealing with a situation where people give up.

0:9:16.730 --> 0:9:24.70  
Michelle Dodge  
Up and I can easily imagine that a health care provider sitting in the hospital with someone with type 2 diabetes.

0:9:24.420 --> 0:9:30.650  
Michelle Dodge  
Now this person has to manage their nutritional values, their carbohydrates, their sugars and all this other information.

0:9:31.300 --> 0:9:37.420  
Michelle Dodge  
And yet, when they when they turn around and they try to, they can't do it all at once.

0:9:37.430 --> 0:9:52.520  
Michelle Dodge  
So ultimately the end result I believe is that that patient goes home is so overwhelmed they make, you know, they try to you make choices based off of one thing without without really understanding the impact of another.

0:9:52.790 --> 0:10:4.790  
Michelle Dodge  
And as the result, they wind up back in the hospital or they have to take more insulin, or they have to counterbalance in other ways such as exercise, etcetera.

0:10:4.860 --> 0:10:5.0  
Michelle Dodge  
Sure.

0:10:6.220 --> 0:10:22.650  
Michelle Dodge  
So I guess what I'm trying to say is that, you know, by being able to like if I were in the hospital with the diabetes example and the the clinician might say, OK, you're going to follow up with physician in, say 2 weeks for the next two weeks.

0:10:22.940 --> 0:10:45.660  
Michelle Dodge  
This is what we want you to focus on, and it might be making selections with the blood, with a, with a sugar content that's really low and so they could, you know, in my mind, I'm envisioning an app that could support that would be, you know, clicking on something that says, OK, I'm gonna manage my blood sugars and it might give you suggestions or or whatnot to follow that, umm.

0:10:46.170 --> 0:11:3.280  
Michelle Dodge  
And So what I'm trying to say is that there are a number of ways to make it simpler from the get go, but B to understand that medication management is not only about the medication you're taking, it's oftentimes about the food that you're supplementing.

0:11:3.290 --> 0:11:13.360  
Michelle Dodge  
For example, if my my husband with blood pressure medicine, he's not supposed to eat like grapefruit or things with I think vitamin K in it et cetera.

0:11:19.350 --> 0:11:19.890  
Amy Fuchs  
Aye.

0:11:29.970 --> 0:11:30.100  
Amy Fuchs  
Umm.

0:11:13.970 --> 0:11:37.620  
Michelle Dodge  
But how does he know what things have vitamin K in it and in a medication management app it would be super cool if when you have a certain prescription like that that you know it might have like little tool tips or things like that where you could then say, you know, did you know that Kyle has a lot of vitamin K in it?

0:11:48.570 --> 0:11:48.910  
Amy Fuchs  
Umm.

0:11:37.720 --> 0:12:2.140  
Michelle Dodge  
You know, keep your dosage limited and I think that that's one of the things about my fitness pal is that it has, it has some analysis, little areas where you can click on over time and just say it'll say in one example it'll say I I see that you've been it eating XYZ over the last two weeks.

0:12:2.650 --> 0:12:3.680  
Michelle Dodge  
Did you know?

0:12:4.170 --> 0:12:4.490  
Amy Fuchs  
Umm.

0:12:4.130 --> 0:12:8.890  
Michelle Dodge  
And you know, I I can imagine something similar to that with medications.

0:12:8.900 --> 0:12:12.210  
Michelle Dodge  
You know, I see that you have these multiple medications.

0:12:12.420 --> 0:12:16.80  
Michelle Dodge  
Did you know that you know it caused these?

0:12:16.90 --> 0:12:21.550  
Michelle Dodge  
Cause your blood to be thinner and as a result you know now what does that mean?

0:12:21.560 --> 0:12:29.220  
Michelle Dodge  
Does that mean a I can step in and kind of help aggregate that and make suggestions?

0:12:29.690 --> 0:12:32.480  
Michelle Dodge  
And where do you draw the and the questions that come up to me?

0:12:32.490 --> 0:12:33.700  
Michelle Dodge  
Are you know for me?

0:12:33.710 --> 0:12:46.440  
Michelle Dodge  
Are you know where do you draw the line between being a clinician and providing recommendations versus just providing, you know, signs and symptoms, warnings to be mindful of?

0:12:47.580 --> 0:12:48.170  
Amy Fuchs  
Yeah.

0:12:48.180 --> 0:13:9.140  
Amy Fuchs  
And we've actually discussed that a lot and I'm I'm curious in your professional opinion, if you were researching it, wait, what we've I'm asking something, we've wondered if we wanted to do something like that, who do you trust to be the reliable database to go to you know like it?

0:13:9.150 --> 0:13:10.980  
Amy Fuchs  
Is it something like Web MD?

0:13:10.990 --> 0:13:12.980  
Amy Fuchs  
Is it, you know, like because?

0:13:13.50 --> 0:13:23.320  
Amy Fuchs  
Because anyone can put anything on the Internet then then kind of it, it opens up so many questions because for us like we don't wanna give information that's not trustworthy.

0:13:23.630 --> 0:13:27.740  
Amy Fuchs  
But, but you know, I don't know professionally like what?

0:13:27.750 --> 0:13:28.500  
Amy Fuchs  
What do you think?

0:13:28.510 --> 0:13:34.380  
Amy Fuchs  
If you're gonna research a medication for somebody, what's your go to kind of database or or source?

0:13:35.200 --> 0:13:35.510  
Michelle Dodge  
Umm.

0:13:34.390 --> 0:13:39.910  
Amy Fuchs  
You know, because we no, we've cut a struggled with that like we don't wanna give false information.

0:13:46.520 --> 0:13:46.680  
Michelle Dodge  
Yeah.

0:13:39.920 --> 0:13:49.770  
Amy Fuchs  
We don't wanna think we're doing something really great and find out where that it's not a reliable source, you know, or you know, I I I'm not really sure it's such a big question. Really.

0:13:49.780 --> 0:13:52.310  
Amy Fuchs  
When do you start thinking about it and overthinking it?

0:13:52.360 --> 0:13:56.290  
Amy Fuchs  
And and we're we're really good at overthinking because we we are into details.

0:13:56.300 --> 0:13:59.740  
Amy Fuchs  
But I'm curious, like, where would you go if you are researching something?

0:14:2.720 --> 0:14:3.40  
Amy Fuchs  
Yeah.

0:13:58.70 --> 0:14:3.890  
Michelle Dodge  
Well, I'm in good company then because I tend to do that too.

0:14:4.0 --> 0:14:20.90  
Michelle Dodge  
But you know the the big challenge that we've seen that I've seen is that not every hospital, you know, medications might be the gold standard, but not what I have seen in general, is it not every hospital handles things in the same way either.

0:14:20.200 --> 0:14:27.190  
Michelle Dodge  
So you know they're going before they would recommend any app to a patient or family member.

0:14:27.500 --> 0:14:33.950  
Michelle Dodge  
They would want to have some insurances that it is reputable evidence based as well.

0:14:34.560 --> 0:14:41.40  
Michelle Dodge  
And you know, there are organizations out there that purely do content building.

0:14:43.90 --> 0:14:45.160  
Michelle Dodge  
For you know, medications.

0:14:45.810 --> 0:14:50.510  
Michelle Dodge  
But they they do it as at a fee based scenario.

0:14:50.520 --> 0:14:52.390  
Michelle Dodge  
So it's a great question.

0:14:52.400 --> 0:14:53.530  
Michelle Dodge  
Who do you trust?

0:14:53.540 --> 0:14:55.330  
Michelle Dodge  
Who do you know and?

0:14:58.410 --> 0:15:0.160  
Michelle Dodge  
Unfortunately, I mean I could.

0:15:0.240 --> 0:15:12.960  
Michelle Dodge  
I could provide you maybe with a couple of content providers names, but generally speaking they're probably if they're not for a fee, then they're probably not.

0:15:15.80 --> 0:15:16.400  
Michelle Dodge  
As reputable as you need.

0:15:16.970 --> 0:15:17.400  
Amy Fuchs  
Right.

0:15:17.410 --> 0:15:18.260  
Amy Fuchs  
Well, and that's good.

0:15:18.270 --> 0:15:20.340  
Amy Fuchs  
I mean that's that's at least a start really.

0:15:21.250 --> 0:15:21.580  
Michelle Dodge  
Umm.

0:15:20.350 --> 0:15:24.760  
Amy Fuchs  
I mean just to have someone who's you know in that in that space and understands that.

0:15:25.220 --> 0:15:25.420  
Michelle Dodge  
Umm.

0:15:37.640 --> 0:15:37.890  
Michelle Dodge  
Umm.

0:15:24.870 --> 0:15:43.240  
Amy Fuchs  
So yeah, it's almost like, well, it is it too much of a risk to trying to provide that kind of information, you know, and do we just need to focus on the tool aspect of it and what you know what, how can the patient use it and tracking tracking, like you said, tracking side effects, that's that's come up over and over and over again.

0:15:53.330 --> 0:15:55.250  
Michelle Dodge  
Yeah, it was hard to remember.

0:15:43.470 --> 0:16:3.840  
Amy Fuchs  
And just for me like self reporting, I mean I may have a headache four days in a row, but a month later when I see my doctor, I'm like, hey, I'm great you know, because you you it's based on what's happening right then you know or maybe I say I have 30 headaches and I really only had four, you know, so you know for everybody that's that's hard and.

0:16:4.650 --> 0:16:4.880  
Michelle Dodge  
Umm.

0:16:5.150 --> 0:16:25.740  
Amy Fuchs  
So, and I think especially for caregivers like you said that our juggling new medications for someone else and and you know and trying to figure out how that person is feeling when maybe that person isn't great about you know expressing that either when you don't have the words to say exactly what you know they have to go behavioral kind of things and stuff.

0:16:25.750 --> 0:16:27.810  
Amy Fuchs  
So a lot.

0:16:27.880 --> 0:16:30.800  
Michelle Dodge  
You know what I you know what I found out was really challenging.

0:16:31.720 --> 0:16:35.390  
Michelle Dodge  
Uh and complicates things so much more.

0:16:35.860 --> 0:16:38.980  
Michelle Dodge  
Is both my mom and my dad.

0:16:39.500 --> 0:16:47.60  
Michelle Dodge  
My dad still living, but my mom has passed one of the, you know, one of the big challenges they had is automated.

0:16:49.70 --> 0:16:50.540  
Michelle Dodge  
Prescription, if you will.

0:16:50.970 --> 0:16:51.260  
Amy Fuchs  
Umm.

0:16:51.250 --> 0:16:57.740  
Michelle Dodge  
So as an example, I'll give you 2 scenarios, 1 scenarios with my mom when she had her COPD.

0:16:57.750 --> 0:17:1.720  
Michelle Dodge  
She was always deathly afraid of losing her insurance benefits.

0:17:2.150 --> 0:17:17.810  
Michelle Dodge  
And So what would happen is if for some reason she had an as needed dosage, medication, umm, she would, you know, continue to take it, but it would pop up on the 30 day radar for the pharmacy to fill it.

0:17:18.120 --> 0:17:23.370  
Michelle Dodge  
And she would just say yes every time, regardless of whether she needed to fill it or not.

0:17:23.440 --> 0:17:25.170  
Michelle Dodge  
It was in her mind that you know what?

0:17:25.180 --> 0:17:29.50  
Michelle Dodge  
I'll start stockpiling it and it would be great, you know, then I'll have it.

0:17:29.60 --> 0:17:35.440  
Michelle Dodge  
If I do have a hiccup or my insurance changes, I can get through that window that I need my medicine for.

0:17:36.270 --> 0:17:37.580  
Michelle Dodge  
Umm, you know?

0:17:37.590 --> 0:18:0.200  
Michelle Dodge  
So for her that automated prescription was a challenge because what that would do for us as a family is that she would have medications like when she went into the hospital, was the the biggest example I can imagine she'd be in the hospital typically for each exacerbation she'd be in there for anywhere from four days.

0:18:0.210 --> 0:18:2.360  
Michelle Dodge  
I think the longest stint she had was three weeks.

0:18:2.940 --> 0:18:3.190  
Amy Fuchs  
Umm.

0:18:3.600 --> 0:18:7.300  
Michelle Dodge  
Well, when that happens, the medications don't stop getting ordered.

0:18:8.320 --> 0:18:13.730  
Michelle Dodge  
The pharmacy continues to fulfill them or they say, hey, you know what you're, you know, do you want to refill?

0:18:13.740 --> 0:18:15.500  
Michelle Dodge  
And of course you would always say yes.

0:18:15.810 --> 0:18:16.40  
Amy Fuchs  
Umm.

0:18:15.950 --> 0:18:26.940  
Michelle Dodge  
Well, the challenge is, is that while she's in the hospital and her prescriptions change now she has a medication that's new from the hospital that says you need a dosage of this medicine at this rate.

0:18:27.10 --> 0:18:29.380  
Michelle Dodge  
But she still has a prescription at the pharmacy.

0:18:29.390 --> 0:18:32.520  
Michelle Dodge  
That's at a different rate and everything's getting autofilled.

0:18:32.650 --> 0:18:40.970  
Michelle Dodge  
So ultimately, what happens when she gets home is now she has both dosages at home, and she could easily make a medical a medication mistake.

0:18:41.510 --> 0:18:41.990  
Amy Fuchs  
Right.

0:18:41.210 --> 0:18:44.180  
Michelle Dodge  
It's safety error in picking the wrong one.

0:18:44.350 --> 0:18:52.440  
Michelle Dodge  
Or now she's got all this medication that she really should be disposing of, but that she's so afraid that she's gonna keep it, even if it's at the wrong dosage.

0:18:52.450 --> 0:18:56.140  
Michelle Dodge  
Because, you know, heaven forbid, a little medication is better than none.

0:18:56.900 --> 0:18:58.500  
Amy Fuchs  
Umm yeah, yeah.

0:18:58.20 --> 0:19:3.10  
Michelle Dodge  
Now with my in my my dad, he's he's now living alone.

0:19:3.690 --> 0:19:4.220  
Michelle Dodge  
Umm.

0:19:4.670 --> 0:19:6.680  
Michelle Dodge  
In in a new environment?

0:19:7.570 --> 0:19:18.500  
Michelle Dodge  
Not really close to a lot of other people and the same thing kind of happens to him where, you know, he might get a change in medication and it's not that he'll say yes.

0:19:18.510 --> 0:19:25.730  
Michelle Dodge  
Refill it all the time, but he gets confused because how do I know that this is the medication that the the new medication versus the old medication?

0:19:26.720 --> 0:19:29.440  
Michelle Dodge  
Umm, so he's running to challenges similarly too.

0:19:40.10 --> 0:19:40.430  
Michelle Dodge  
Umm.

0:19:32.670 --> 0:19:41.310  
Amy Fuchs  
Yeah, well, that's a really good example that explains how you ended up with like the big piece of furniture full of medicine, basically. That's.

0:19:41.380 --> 0:19:42.60  
Amy Fuchs  
Yeah.

0:19:52.350 --> 0:19:52.580  
Michelle Dodge  
Yeah.

0:19:42.160 --> 0:19:55.110  
Amy Fuchs  
Well, and then if there's an emergency and you do need to take to take them in and you want to take in that record of what they're taking, you know, like, which pill bottles do you grab and how do you know?

0:19:55.160 --> 0:20:3.680  
Amy Fuchs  
And you know, we had kind of a similar thing where my grandmother had something that she was taking, you know, in small pills.

0:20:3.750 --> 0:20:7.240  
Amy Fuchs  
That was a full it was like 100, whatever, 100 milligrams or something.

0:20:7.310 --> 0:20:8.770  
Amy Fuchs  
Yeah, you know, she had.

0:20:8.780 --> 0:20:13.180  
Amy Fuchs  
She was supposed to be taking it in small doses, you know, throughout the day.

0:20:13.290 --> 0:20:15.520  
Amy Fuchs  
And she went in to the hospital.

0:20:15.530 --> 0:20:19.300  
Amy Fuchs  
And they decided to just give her the one that was that one, 100.

0:20:19.430 --> 0:20:22.400  
Amy Fuchs  
And she was like, I'm that's not what I take.

0:20:22.450 --> 0:20:24.800  
Amy Fuchs  
You know, I take it three times a day or whatever.

0:20:25.50 --> 0:20:27.890  
Amy Fuchs  
And you know, it was like, well, I'm the expert.

0:20:28.780 --> 0:20:29.30  
Michelle Dodge  
Umm.

0:20:28.10 --> 0:20:29.840  
Amy Fuchs  
And she, you know, and.

0:20:29.950 --> 0:20:36.260  
Amy Fuchs  
And so then she went home, and all of a sudden, now she's got this prescription they sent home with her.

0:20:36.510 --> 0:20:39.140  
Amy Fuchs  
And like you said, she's also got the other one.

0:20:39.150 --> 0:20:44.900  
Amy Fuchs  
And it's so easy to to accidentally take the wrong thing or too much of something.

0:20:44.910 --> 0:20:49.370  
Amy Fuchs  
And yeah, that I I definitely see that as a big problem.

0:20:51.880 --> 0:20:53.450  
Amy Fuchs  
This is really, really helpful.

0:20:53.460 --> 0:20:55.670  
Amy Fuchs  
I'm I feel like I have so much to digest.

0:20:55.680 --> 0:21:2.190  
Amy Fuchs  
I'm not even sure what else to ask you because this is this is a really, really helpful.

0:21:2.540 --> 0:21:4.60  
Amy Fuchs  
I love go ahead.

0:21:15.110 --> 0:21:15.340  
Amy Fuchs  
Mm-hmm.

0:21:18.600 --> 0:21:18.840  
Amy Fuchs  
Yeah.

0:21:0.960 --> 0:21:19.60  
Michelle Dodge  
No, I understand well and I and I certainly don't mind, I especially after thinking about it in the context that you want, I'm more than willing to to have another conversation like this after we've had a chance to think about about it a little more, but.

0:21:21.550 --> 0:21:21.810  
Michelle Dodge  
You know.

0:21:25.40 --> 0:21:26.460  
Michelle Dodge  
Medication management.

0:21:28.790 --> 0:21:37.600  
Michelle Dodge  
If I were to kind of expand on something that a family member has shared with me is not just about the pills that I'm taking.

0:21:38.890 --> 0:21:50.520  
Michelle Dodge  
Sometimes it's also about the diabetes test strips or the batteries in my meter that need to be refreshed every once in a while.

0:21:52.60 --> 0:21:57.100  
Michelle Dodge  
Because there's nothing worse than going out to a restaurant and you're getting ready to check your blood sugar.

0:21:57.600 --> 0:22:3.980  
Michelle Dodge  
And then all of a sudden the the batteries die on your glucose meter.

0:22:4.460 --> 0:22:7.70  
Michelle Dodge  
But nobody ever thinks to to prepare for that.

0:22:7.370 --> 0:22:11.630  
Michelle Dodge  
So what winds up happening is you skip it and you're like ohh well, you know what?

0:22:11.640 --> 0:22:15.460  
Michelle Dodge  
I guess I'll just have to wing it based on how I feel and that's not.

0:22:17.20 --> 0:22:19.470  
Michelle Dodge  
That's not how it would work best.

0:22:20.90 --> 0:22:20.470  
Amy Fuchs  
Right.

0:22:27.890 --> 0:22:28.210  
Amy Fuchs  
Umm.

0:22:33.820 --> 0:22:34.30  
Amy Fuchs  
Mm-hmm.

0:22:20.100 --> 0:22:41.600  
Michelle Dodge  
Speaking of how I feel that might actually be something that would work really well in a medication management tool, because it could, you could have a spot where you could touch on and and it might say how do you feel today and you could track and basically journal a little bit about, you know, do I do I feel tense?

0:22:41.610 --> 0:22:43.780  
Michelle Dodge  
Do I feel under pressure?

0:22:43.790 --> 0:22:44.380  
Michelle Dodge  
Do I?

0:22:44.420 --> 0:22:45.880  
Michelle Dodge  
You know, it's my heart racing.

0:22:46.670 --> 0:22:49.300  
Michelle Dodge  
You know what's my stress level for today?

0:22:50.540 --> 0:22:56.470  
Michelle Dodge  
You know, some of that, some of that is, you know self driven, but what if it's medication side effects?

0:22:57.90 --> 0:22:57.820  
Amy Fuchs  
Right.

0:22:57.910 --> 0:22:58.500  
Amy Fuchs  
Yeah.

0:22:58.510 --> 0:23:12.10  
Amy Fuchs  
And I feel like, especially with us beginning with again this trying to, you know kind of frame it with this population of people who may not have the vocabulary and the words to say, like, I feel anxious or whatever.

0:23:12.20 --> 0:23:14.130  
Amy Fuchs  
But you know, I know I feel bad.

0:23:14.910 --> 0:23:15.300  
Michelle Dodge  
Umm.

0:23:14.220 --> 0:23:17.90  
Amy Fuchs  
And after so many days of feeling bad, you know.

0:23:17.710 --> 0:23:18.260  
Amy Fuchs  
Umm.

0:23:18.550 --> 0:23:19.900  
Amy Fuchs  
Then then, then.

0:23:19.910 --> 0:23:22.780  
Amy Fuchs  
Maybe it is the medication and so yeah, that's definitely.

0:23:22.790 --> 0:23:24.880  
Amy Fuchs  
I feel like something really important.

0:23:29.970 --> 0:23:30.210  
Michelle Dodge  
Yep.

0:23:25.490 --> 0:23:40.160  
Amy Fuchs  
You know, caregivers are just so overwhelmed and and the doctors are asking questions and they're like, I don't know, you know, you feel like you have this, like, 3 minutes with the doctor to tell him, you know, 3045 minutes worth of information and.

0:23:40.170 --> 0:23:43.640  
Amy Fuchs  
And you just don't, you know, you can't remember at all while you're sitting there.

0:23:44.550 --> 0:23:47.540  
Michelle Dodge  
You know, do you do you have you?

0:23:47.650 --> 0:23:54.150  
Michelle Dodge  
Have you guys ever thought about considering or talking to someone in the virtual care environment?

0:24:4.710 --> 0:24:4.920  
Amy Fuchs  
Umm.

0:24:9.80 --> 0:24:9.290  
Amy Fuchs  
Umm.

0:23:56.190 --> 0:24:18.830  
Michelle Dodge  
The reason I ask is because a number of hospitals and health systems, like for example, I'm working with the VA right now and they have a program called home, telehealth and that home telehealth program is essentially a way to monitor, monitor the patients vital signs remotely.

0:24:20.710 --> 0:24:42.940  
Michelle Dodge  
And it might be interesting to see or talk to somebody who's in that particular line of work because home telehealth is definitely, you know, it's it's definitely something that's been present for a while, but it's, you know, with the COVID and whatnot, it's it's kicked up more. Uh.

0:24:42.250 --> 0:24:43.360  
Amy Fuchs  
Umm yeah.

0:24:44.800 --> 0:24:46.440  
Michelle Dodge  
Which might give you a different perspective.

0:24:48.610 --> 0:24:54.800  
Michelle Dodge  
Of how a medication management tool could benefit patients at home.

0:24:55.710 --> 0:24:56.260  
Amy Fuchs  
Yeah.

0:24:56.270 --> 0:25:0.100  
Amy Fuchs  
And we actually do have some partnerships with the VA.

0:25:6.230 --> 0:25:6.470  
Michelle Dodge  
Is it?

0:25:13.30 --> 0:25:13.230  
Michelle Dodge  
Mm-hmm.

0:25:0.110 --> 0:25:13.760  
Amy Fuchs  
Most of them are mental health, kind of focused, centered and we're doing a really cool program project right now where we are working with veterans who are in substance abuse recovery and they are.

0:25:13.770 --> 0:25:19.80  
Amy Fuchs  
They're clean now, and they're at the point where they are trying to get jobs and get their lives back together.

0:25:31.260 --> 0:25:31.590  
Michelle Dodge  
Group.

0:25:19.90 --> 0:25:35.550  
Amy Fuchs  
So our veterans team is doing mental health counseling and, you know, teaching them positive ways to enjoy yourself without the alcohol and drugs, you know, yoga and all these different things for kind of that mind body connection and those kind of things.

0:25:35.760 --> 0:25:40.670  
Amy Fuchs  
And we are working on helping them understand how technology is working now.

0:25:40.680 --> 0:25:43.440  
Amy Fuchs  
You know, like some of these people have never had a smartphone.

0:25:43.450 --> 0:25:50.460  
Amy Fuchs  
Most of them are by definition, homeless, and they're living in this in this place while they recover.

0:25:51.20 --> 0:25:53.720  
Amy Fuchs  
And it's just really, really interesting.

0:25:53.840 --> 0:26:0.880  
Amy Fuchs  
But most of our work and directly with the VA has been kind of focused on that, like the mental health part.

0:26:0.890 --> 0:26:3.350  
Amy Fuchs  
And then of course, we're adding in that technology part.

0:26:3.420 --> 0:26:10.710  
Amy Fuchs  
So that would be really interesting if we were able to, you know, to find out who to talk to about the the telehealth program.

0:26:10.720 --> 0:26:18.870  
Amy Fuchs  
You know, here in the Houston area, I can't remember what rank we are, but we have one of the highest populations of veterans in the country.

0:26:21.890 --> 0:26:22.90  
Michelle Dodge  
You.

0:26:37.760 --> 0:26:39.350  
Michelle Dodge  
Special house umm.

0:26:18.880 --> 0:26:43.740  
Amy Fuchs  
I think we're like second, maybe or third that and we have the the debate key I think is one of the hospitals and then we have like a one of the medical, one of the hospitals has they have this network of homes called Fisher there's one called Fisher House and it's where, yeah, so you know so you understand what that is probably better than I do because I haven't actually been to Fisher house.

0:26:50.30 --> 0:26:50.260  
Michelle Dodge  
Umm.

0:26:43.750 --> 0:26:53.390  
Amy Fuchs  
But that was one of the locations where we actually went and met with the families and helped them with technology as they were trying to, you know, navigate all the paperwork and things like that.

0:26:54.170 --> 0:27:4.750  
Amy Fuchs  
That was pre covered but anyway so that would be really interesting if you knew who we could talk to out here or even as somebody that you, you know that you know that you work with there.

0:27:4.810 --> 0:27:5.0  
Michelle Dodge  
Mm-hmm.

0:27:5.460 --> 0:27:14.250  
Amy Fuchs  
You know that that that would be interesting to kind of hear their perspective, especially because that veteran population is also part of the aging population in general, you know?

0:27:13.520 --> 0:27:14.750  
Michelle Dodge  
Yes, yes.

0:27:14.360 --> 0:27:16.630  
Amy Fuchs  
And so how are they handling the technology?

0:27:16.640 --> 0:27:26.250  
Amy Fuchs  
Because, like we have one veteran in particular that one of my coworkers, I mean, she has tried every single way to help him, but he will not meet with her in person.

0:27:28.580 --> 0:27:28.730  
Michelle Dodge  
Yeah.

0:27:26.300 --> 0:27:29.760  
Amy Fuchs  
You know he does not leave his house and she's done phone calls.

0:27:29.770 --> 0:27:33.100  
Amy Fuchs  
She's trying to do like he can't get on the on the video calls.

0:27:33.110 --> 0:27:38.920  
Amy Fuchs  
I mean, it's just like, you know, he needs somebody in person, but he refuses to see anybody in person.

0:27:46.130 --> 0:27:46.390  
Michelle Dodge  
Mm-hmm.

0:27:38.930 --> 0:27:48.820  
Amy Fuchs  
So like how it'd be interesting to hear their perspective of how how that's going with the veterans and with that population and what are the kind of technology gaps in there.

0:27:49.250 --> 0:27:56.400  
Amy Fuchs  
So that would be great if you knew someone we could talk to again, either there or if you, you know, happen to know who might be out here.

0:27:57.120 --> 0:27:57.340  
Michelle Dodge  
Well.

0:27:56.800 --> 0:27:58.860  
Amy Fuchs  
That would be really interesting to hear their perspective.

0:27:59.440 --> 0:28:2.310  
Michelle Dodge  
There is a, you know, there's someone who's coming to mind.

0:28:4.590 --> 0:28:5.150  
Amy Fuchs  
Of course.

0:28:2.320 --> 0:28:6.170  
Michelle Dodge  
I just need to check in with them and make sure that they're comfortable with with it.

0:28:20.730 --> 0:28:20.960  
Amy Fuchs  
Mm-hmm.

0:28:6.180 --> 0:28:23.420  
Michelle Dodge  
But you know, I can tell you that, you know, in 2021, my 91 year old grandfather as using Alexa to make telephone calls to reach me now, he couldn't.

0:28:28.990 --> 0:28:29.170  
Amy Fuchs  
Umm.

0:28:23.470 --> 0:28:29.370  
Michelle Dodge  
He he used it also for music. Umm.

0:28:43.510 --> 0:28:44.60  
Amy Fuchs  
Bride.

0:28:32.40 --> 0:28:45.440  
Michelle Dodge  
So I and and one of the the challenges that we ran into with him is just the ability to learn how to, you know, to understand the concept of swiping on a on a, on a cell phone.

0:28:45.450 --> 0:29:2.130  
Michelle Dodge  
Because I I've tried different technology devices with him and you know one thing of course is that the the pads of your fingertip as you age, they lose their touch sensitivity.

0:29:15.90 --> 0:29:15.390  
Amy Fuchs  
Umm.

0:29:2.140 --> 0:29:18.340  
Michelle Dodge  
So not only is it harder for him, was it harder for him to tell that his finger was actually touching the screen the way it's supposed to, but he would touch it with his fingernail instead of the pad of his finger and the pad of your finger, because your aging.

0:29:18.350 --> 0:29:27.950  
Michelle Dodge  
And with my mom, sometimes her cell phone wouldn't work because she's testing her fingertip with the with the, you know, Lansing device for diabetes.

0:29:28.240 --> 0:29:28.480  
Amy Fuchs  
Umm.

0:29:27.960 --> 0:29:29.910  
Michelle Dodge  
So it didn't register that it was a fingertip.

0:29:31.110 --> 0:29:31.790  
Amy Fuchs  
Ohh.

0:29:36.700 --> 0:29:36.950  
Amy Fuchs  
Umm.

0:29:30.830 --> 0:29:42.870  
Michelle Dodge  
Umm, so those are some complications that happen as you as you age that you know in app development most people don't really think about because there's not really a way to solve for that right now.

0:29:43.500 --> 0:29:43.920  
Amy Fuchs  
Right.

0:29:44.510 --> 0:29:45.30  
Michelle Dodge  
Umm.

0:29:45.350 --> 0:29:50.940  
Michelle Dodge  
But I do know that my my grandfather did learn some voice commands.

0:29:51.240 --> 0:29:51.810  
Amy Fuchs  
Uh-huh.

0:29:53.990 --> 0:29:54.280  
Amy Fuchs  
Umm.

0:29:51.500 --> 0:30:1.190  
Michelle Dodge  
Simple simple voice commands like he knew how to call Shelly and he was able to say Play Play 50s music.

0:30:1.380 --> 0:30:6.950  
Michelle Dodge  
And when I think about medication management, obviously there's probably going to be fewer instances.

0:30:14.130 --> 0:30:14.700  
Amy Fuchs  
Uh umm?

0:30:14.990 --> 0:30:21.810  
Michelle Dodge  
I mean, but the reality is, is that there is that isolated population and they're probably the ones most at risk.

0:30:22.560 --> 0:30:23.10  
Amy Fuchs  
Right.

0:30:23.20 --> 0:30:23.330  
Amy Fuchs  
Yeah.

0:30:23.340 --> 0:30:24.280  
Amy Fuchs  
No, that's true.

0:30:24.290 --> 0:30:24.630  
Amy Fuchs  
That's true.

0:30:27.760 --> 0:30:29.640  
Amy Fuchs  
We see that a lot. We have.

0:30:30.630 --> 0:30:42.960  
Amy Fuchs  
You know, we have clients who are blind and they they actually do live by themselves and maybe have a caregiver come in, you know, whatever it's afforded to them, you know, whether through Medicaid or whatever.

0:30:42.970 --> 0:30:43.720  
Amy Fuchs  
But they don't.

0:30:43.730 --> 0:30:47.500  
Amy Fuchs  
But the majority of their times they might be, you know, at their at their houses.

0:30:47.510 --> 0:30:50.680  
Amy Fuchs  
They might be alone, so we definitely do see that.

0:30:49.880 --> 0:30:59.970  
Michelle Dodge  
Yeah, you know, we were talking earlier about how how you could kind of steer stay in the lane of not providing clinical.

0:31:0.860 --> 0:31:1.250  
Amy Fuchs  
Uh-huh.

0:31:2.0 --> 0:31:2.730  
Michelle Dodge  
Practice.

0:31:3.20 --> 0:31:7.550  
Michelle Dodge  
But what you could do is like health tips.

0:31:7.660 --> 0:31:12.140  
Michelle Dodge  
For example, how to take your medications in a way that you can remember?

0:31:12.740 --> 0:31:13.180  
Amy Fuchs  
Right.

0:31:12.430 --> 0:31:19.260  
Michelle Dodge  
Umm, you know different, different things that you can do to help make sure that you don't stop taking your medicine.

0:31:20.30 --> 0:31:20.290  
Amy Fuchs  
Umm.

0:31:21.410 --> 0:31:24.140  
Michelle Dodge  
You know, and you continue to use it as prescribed.

0:31:25.560 --> 0:31:26.0  
Amy Fuchs  
Yeah.

0:31:26.10 --> 0:31:26.990  
Amy Fuchs  
And it's interesting.

0:31:27.0 --> 0:31:47.730  
Amy Fuchs  
One of the UM physicians that we spoke with gave the exact example that you were saying about thyroid medicine, and she deals will she works with, you know, a young adults, teens and young adults that that have multiple disabilities and and she said she said that exact thing.

0:31:47.740 --> 0:32:1.220  
Amy Fuchs  
She said that the the parents don't understand or after a while they forget that it has to be the, you know, 30 minutes before you have food and all of that and you know then then we think they're blood work is OK and then we find out later on and they haven't been taking it correctly.

0:32:1.230 --> 0:32:11.660  
Amy Fuchs  
And so it was that exact same example like it's so many different populations of people that are dealing with that that same problem and that's not the only medicine that is like that.

0:32:11.670 --> 0:32:15.400  
Amy Fuchs  
So definitely something that says, hey, don't forget you have to.

0:32:15.470 --> 0:32:19.740  
Amy Fuchs  
You can't eat for 30 minutes after you take this, you know, set a timer or something.

0:32:18.600 --> 0:32:24.100  
Michelle Dodge  
Oh, umm medication management tool.

0:32:24.110 --> 0:32:30.970  
Michelle Dodge  
Part of the tool should include a secondary login for a the caregiver.

0:32:31.640 --> 0:32:32.560  
Amy Fuchs  
We are on it.

0:32:33.410 --> 0:32:33.700  
Michelle Dodge  
Yeah.

0:32:35.320 --> 0:32:36.330  
Michelle Dodge  
I'm just thinking about it.

0:32:36.930 --> 0:32:37.520  
Amy Fuchs  
Ah.

0:32:36.340 --> 0:32:41.80  
Michelle Dodge  
You know when you get to the hospital and you're you're like, Oh my gosh, I don't know how to get into it.

0:32:41.480 --> 0:32:41.910  
Amy Fuchs  
Right.

0:32:42.780 --> 0:32:49.240  
Michelle Dodge  
And a way to email that Med list to a medical provider, I'm thinking too.

0:32:48.330 --> 0:33:12.520  
Amy Fuchs  
Umm yeah, you know, I mean, being with Easter Seals, we are fortunate and that we we get to know so many different kinds of caregivers and that is always a challenge, especially once the you know once the person is an adult and and they you know if they have they don't have guardianship and things like that and so we are hoping to make a way where they can you know.

0:33:15.580 --> 0:33:16.110  
Michelle Dodge  
A signal.

0:33:18.670 --> 0:33:18.910  
Michelle Dodge  
Yeah.

0:33:15.180 --> 0:33:20.860  
Amy Fuchs  
No, I have to jump over hurdles to be able to to, to have some kind of handle on the medication and that kind of thing.

0:33:21.910 --> 0:33:22.490  
Michelle Dodge  
Hmm.

0:33:23.720 --> 0:33:24.830  
Amy Fuchs  
Yeah, this is real.

0:33:22.820 --> 0:33:25.100  
Michelle Dodge  
Hmm, well, I know that the.

0:33:24.880 --> 0:33:25.280  
Amy Fuchs  
Yeah, go ahead.

0:33:32.610 --> 0:33:33.340  
Amy Fuchs  
Yeah.

0:33:25.110 --> 0:33:34.130  
Michelle Dodge  
I know that there are probably a ton of other ideas that will come to mind as I Stew over it over the weekend, but you know.

0:33:33.850 --> 0:33:34.460  
Amy Fuchs  
Yeah.

0:33:34.830 --> 0:33:35.820  
Amy Fuchs  
And this is I'm.

0:33:35.870 --> 0:33:42.840  
Amy Fuchs  
I know we've gone over the time I said it would take, but I really, really appreciate you taking taking this time and sharing with me cause this again.

0:34:6.600 --> 0:34:6.880  
Michelle Dodge  
Amy.

0:33:42.850 --> 0:34:8.150  
Amy Fuchs  
I feel like like you, I have so much to digest with this and and so many great ideas and you know, I mean with everything you know you, you you kind of pick what you're gonna start with and then and then think about later what what we can add and what we can build on and and there are definitely some great ideas for you know kind of scaffolding the care and and again the the our main focus yes.

0:34:15.790 --> 0:34:16.360  
Amy Fuchs  
Ah, uh-huh.

0:34:8.920 --> 0:34:19.120  
Michelle Dodge  
One of the things that I can tell you about, you know, from our perspective as a software and hardware development company is that you know the old phrase.

0:34:21.700 --> 0:34:22.120  
Amy Fuchs  
Uh-huh.

0:34:19.130 --> 0:34:23.50  
Michelle Dodge  
You know, you begin with the end in mind is really important.

0:34:23.900 --> 0:34:24.160  
Amy Fuchs  
Yeah.

0:34:23.750 --> 0:34:32.460  
Michelle Dodge  
Umm, because you know, getting into your your build of your app and then realizing, ohh gosh, we don't have any space.

0:34:32.600 --> 0:34:40.950  
Michelle Dodge  
You know any space to put this or the the framework that we built this on can't accommodate any changes, etcetera.

0:34:43.70 --> 0:34:48.430  
Michelle Dodge  
You know those things are, like really costly if you don't catch those early.

0:34:49.380 --> 0:34:49.910  
Amy Fuchs  
Yeah.

0:34:49.920 --> 0:34:51.310  
Amy Fuchs  
No, that's really helpful.

0:34:51.800 --> 0:34:59.610  
Amy Fuchs  
I love that and trying to keep that big picture because it is really easy to kind of get in the weeds and again we don't really know where this will take us.

0:34:59.880 --> 0:35:13.320  
Amy Fuchs  
But you know that that is kind of our our our specialty really is just the researching you know what's out there and and figuring out how it could be better and how you know how we could do something different with it.

0:35:14.500 --> 0:35:14.750  
Michelle Dodge  
Umm.

0:35:13.330 --> 0:35:16.640  
Amy Fuchs  
So it's promising, but we have a lot.

0:35:16.800 --> 0:35:19.750  
Amy Fuchs  
We still have a lot to figure out and a lot to learn for sure.

0:35:20.0 --> 0:35:20.120  
Michelle Dodge  
No.

0:35:31.790 --> 0:35:32.70  
Michelle Dodge  
Umm.

0:35:20.700 --> 0:35:33.770  
Amy Fuchs  
Umm I I really do appreciate it and I forgot to ask you when you were asking about Georgia, because my mind got sidetracked thinking about ohh my gosh, what time is my grandmother gonna end up calling me today and how many times where in Georgia are you?

0:35:34.490 --> 0:35:35.860  
Michelle Dodge  
Oh, I'm on the coast.

0:35:37.120 --> 0:35:38.50  
Amy Fuchs  
Oh, OK.

0:35:35.870 --> 0:35:38.830  
Michelle Dodge  
I'm in Savannah, so yeah.

0:35:38.170 --> 0:35:38.920  
Amy Fuchs  
It's beautiful there.

0:35:39.790 --> 0:35:39.990  
Michelle Dodge  
Mm-hmm.

0:35:40.140 --> 0:35:40.570  
Amy Fuchs  
Beautiful.

0:35:40.580 --> 0:35:42.810  
Amy Fuchs  
Well, I grew up just outside of Auburn.

0:35:42.820 --> 0:35:43.850  
Amy Fuchs  
Well, Phoenix city?

0:35:52.70 --> 0:35:52.390  
Michelle Dodge  
Ooh.

0:35:43.860 --> 0:35:55.270  
Amy Fuchs  
Really, that between between Phoenix City and Auburn and, you know, Phoenix City, now Alabama and Columbus, GA are kind of their city sisters, you know, sister cities and so, yeah.

0:35:55.280 --> 0:36:0.390  
Amy Fuchs  
So I grew up there near my grandmother and went to Auburn and all of that.

0:36:4.290 --> 0:36:4.530  
Michelle Dodge  
Umm.

0:36:0.400 --> 0:36:5.90  
Amy Fuchs  
But we've been in Texas for 15 years, I think so it's nice out here.

0:36:5.100 --> 0:36:7.220  
Amy Fuchs  
It's hot, it's hot and so humid.

0:36:7.200 --> 0:36:8.870  
Michelle Dodge  
It's hot everywhere right now.

0:36:8.560 --> 0:36:10.490  
Amy Fuchs  
I mean the humidity.

0:36:9.240 --> 0:36:11.240  
Michelle Dodge  
Ohhh, my gosh, that's crazy yes.

0:36:10.620 --> 0:36:12.950  
Amy Fuchs  
Yeah, it the the humidity is just crazy.

0:36:12.960 --> 0:36:19.710  
Amy Fuchs  
Like we've had record number of days of triple digits and then of course the feels like it's like 15 degrees higher.

0:36:20.370 --> 0:36:20.700  
Michelle Dodge  
Umm.

0:36:19.720 --> 0:36:20.770  
Amy Fuchs  
It's just crazy.

0:36:21.540 --> 0:36:25.550  
Amy Fuchs  
Yeah, we're ready for some some break in the weather out here for sure.

0:36:25.560 --> 0:36:31.630  
Amy Fuchs  
But again, I really, really appreciate it if you do have somebody in mind and they're willing to talk to me.

0:36:35.770 --> 0:36:35.960  
Michelle Dodge  
Mm-hmm.

0:36:43.660 --> 0:36:43.940  
Michelle Dodge  
Doing.

0:36:31.700 --> 0:36:46.240  
Amy Fuchs  
Just you know you can just give them my information or Kristen's either one and please let me know as things come up and that come to your mind and and and I do hope we're able to do some things together too.

0:36:46.830 --> 0:36:51.470  
Amy Fuchs  
You know, with with the resources we already have and I know Kristen said.

0:36:51.480 --> 0:36:53.820  
Amy Fuchs  
So you found some of our videos, she said.

0:36:55.290 --> 0:36:56.110  
Michelle Dodge  
Yeah.

0:36:53.830 --> 0:36:56.230  
Amy Fuchs  
Somehow, through the YouTube channel is that, yeah.

0:37:17.960 --> 0:37:18.190  
Amy Fuchs  
Umm.

0:37:29.20 --> 0:37:29.250  
Amy Fuchs  
Umm.

0:36:56.650 --> 0:37:42.50  
Michelle Dodge  
You know, one of the one of the biggest challenges right now that I foresee, you know, with the upcoming mandates for social determinants of health, that's a big area of interest for me right now because Joint Commission, which is a designated body for healthcare accreditation and CMS, which is, you know, of course where all of the rules and guidelines and protocols kind of come from and a source of money for hospitals, they're mandating that hospitals get involved with asking patients very sensitive questions about their background, such as, you know, do you have a home and, you know, does anybody beat you?

0:37:43.550 --> 0:37:43.750  
Amy Fuchs  
Yeah.

0:37:42.60 --> 0:37:56.770  
Michelle Dodge  
And you know, those are those are loosely, loosely framed questions, but you know, on the more serious note I've been looking for resources that will help hospitals try to achieve some of the objectives of healthy people 2030.

0:37:57.510 --> 0:37:57.770  
Amy Fuchs  
Umm.

0:37:57.850 --> 0:38:5.280  
Michelle Dodge  
And, you know, digital health, digital literacy is a key component to health literacy.

0:38:5.790 --> 0:38:6.180  
Amy Fuchs  
Right.

0:38:20.380 --> 0:38:20.580  
Amy Fuchs  
Yes.

0:38:6.120 --> 0:38:22.570  
Michelle Dodge  
So that's kind of how I stumbled upon the website and you know, saw some things that you know, even in a hospital environment, if they could learn how to for example umm, how to use their phone to look at a QR code, you know, just something as simple as that.

0:38:23.30 --> 0:38:23.360  
Amy Fuchs  
Umm.

0:38:22.580 --> 0:38:24.680  
Michelle Dodge  
That could mean the difference of them.

0:38:29.230 --> 0:38:29.470  
Amy Fuchs  
Umm.

0:38:32.500 --> 0:38:32.970  
Amy Fuchs  
Right.

0:38:32.980 --> 0:38:33.330  
Amy Fuchs  
Yeah.

0:38:25.110 --> 0:38:33.600  
Michelle Dodge  
You know, you don't have to remember this long string of a URL anymore and this this QR code might be a game changer for some, yeah.

0:38:33.340 --> 0:38:34.710  
Amy Fuchs  
No, I totally agree.

0:38:34.780 --> 0:38:45.140  
Amy Fuchs  
Yeah, we, we take a lot of pride in those videos and how we, you know we we just have we kind of like have so much experience with the teaching aspect.

0:38:45.150 --> 0:38:46.680  
Amy Fuchs  
We have a lot of teachers on our team.

0:38:47.210 --> 0:38:47.450  
Michelle Dodge  
Umm.

0:38:46.690 --> 0:38:57.920  
Amy Fuchs  
I was a special education teacher and we have several on our team and and we've I think found an easy way where you know to create those quick videos and and break it down.

0:38:57.930 --> 0:39:3.540  
Amy Fuchs  
Of course, working with people with disabilities, you know, we kind of understand like, you can't give too much at one time.

0:39:3.980 --> 0:39:4.280  
Michelle Dodge  
Yeah.

0:39:6.350 --> 0:39:6.780  
Michelle Dodge  
You know it's.

0:39:3.550 --> 0:39:6.980  
Amy Fuchs  
And so, yeah, that's umm, I'm.

0:39:6.990 --> 0:39:8.60  
Amy Fuchs  
I'm really glad it's helpful.

0:39:8.610 --> 0:39:28.430  
Michelle Dodge  
It's really interesting to me because it seems like you know some of the things that your team is set up, like a similar to ours in that you know in, in my, in, in my group there are six of us and one of the things that we do is that everybody has a different kind of specialty.

0:39:28.610 --> 0:39:41.920  
Michelle Dodge  
Even though we do the same service for different hospitals, what's really cool about it is, you know, we all have different passions and we're allowed to explore and navigate those passions for the better that of our collective group.

0:39:41.950 --> 0:39:42.330  
Amy Fuchs  
Right.

0:39:42.130 --> 0:39:47.330  
Michelle Dodge  
And for me, what that means is that, you know, social determinants of health.

0:39:55.540 --> 0:39:55.840  
Amy Fuchs  
For me.

0:39:47.780 --> 0:39:56.710  
Michelle Dodge  
Umm and health literacy are really important to me and not that they're not important to my teammates, but it's my passion.

0:39:56.720 --> 0:40:19.430  
Michelle Dodge  
I drive towards really understanding and digging into that and then I take back to my team the the key elements that really help bring elevate everyone else's knowledge base and I feel like in a sense that's kind of what your team is doing with this project too, is reaching out, collecting information and bringing it back to digest it as a team of the key points.

0:40:20.20 --> 0:40:20.410  
Amy Fuchs  
Right.

0:40:27.670 --> 0:40:28.100  
Amy Fuchs  
Yeah.

0:40:20.390 --> 0:40:28.150  
Michelle Dodge  
And so I think we definitely have some symbiotic processes in get goals, so.

0:40:28.110 --> 0:40:29.740  
Amy Fuchs  
Yeah, you're you're absolutely right.

0:40:29.750 --> 0:40:36.170  
Amy Fuchs  
And and I would credit Kristen for most of the way our team is built and and how we are allowed to work.

0:40:36.250 --> 0:40:42.540  
Amy Fuchs  
You know, again, we still are able to do what we really love, but we all have that same goal.

0:40:42.550 --> 0:40:45.440  
Amy Fuchs  
You know that the team is is striving for and we do.

0:40:45.450 --> 0:40:51.600  
Amy Fuchs  
We all bring different pieces to it and it makes it great working, working environment.

0:40:52.290 --> 0:40:52.690  
Michelle Dodge  
Umm.

0:40:51.610 --> 0:41:0.130  
Amy Fuchs  
You know that we were all allowed to really still be ourselves and and and really, you know, dig into something that we just love and we're crazy about.

0:41:5.540 --> 0:41:5.750  
Michelle Dodge  
Mm-hmm.

0:41:0.980 --> 0:41:8.670  
Amy Fuchs  
While while still focusing on, like I said, the end goal you know and and and educating and making lives easier.

0:41:8.900 --> 0:41:12.870  
Amy Fuchs  
You know, for for everybody, but especially for that disability population.

0:41:12.410 --> 0:41:12.950  
Michelle Dodge  
Absolutely.

0:41:12.880 --> 0:41:20.110  
Amy Fuchs  
So yeah, we my husband and I used to joke that because I was a teacher and I picked the wrong profession to ever be able to work from home.

0:41:20.120 --> 0:41:23.90  
Amy Fuchs  
Because when he would have work from home days, I was like ohh must be nice.

0:41:23.100 --> 0:41:27.980  
Amy Fuchs  
You know, as I'm getting out to go to the classroom and and and I I worked with behavior disorders.

0:41:28.490 --> 0:41:28.730  
Michelle Dodge  
Uh-huh.

0:41:27.990 --> 0:41:34.720  
Amy Fuchs  
So, you know, I didn't know what my day was going to be like most times and and then and now here I am working from home.

0:41:34.730 --> 0:41:37.200  
Amy Fuchs  
I could really work from home every day if I wanted to, you know?

0:41:37.850 --> 0:41:38.100  
Michelle Dodge  
Umm.

0:41:37.210 --> 0:41:46.20  
Amy Fuchs  
And so it's just funny how you know that that being an educator, it's just this kind of morphed into so many different things and different opportunities.

0:41:46.630 --> 0:41:49.400  
Amy Fuchs  
But yeah, we it makes a great working environment.

0:41:49.410 --> 0:41:54.500  
Amy Fuchs  
We are all I would, I would say we all love our jobs and we're all very happy where we are.

0:41:54.510 --> 0:42:1.800  
Amy Fuchs  
So you know that lends to making, making good material and and quality things for people and and good outcomes.

0:42:2.950 --> 0:42:3.210  
Michelle Dodge  
You know.

0:42:6.860 --> 0:42:7.280  
Michelle Dodge  
Thank you.

0:42:1.810 --> 0:42:7.850  
Amy Fuchs  
So I'm really, really glad that that Kristen was able to talk with you and and we made this connection.

0:42:8.610 --> 0:42:18.720  
Michelle Dodge  
At some point I I'm really curious as to, you know, a person who has a disability and and I'll bring up an example from my childhood.

0:42:19.110 --> 0:42:32.480  
Michelle Dodge  
Young lady was in my class that had several palsy and you know, I can imagine the difficulties she would have navigating any kind of app because of her physical limitations.

0:42:43.380 --> 0:42:43.620  
Amy Fuchs  
Umm.

0:42:32.750 --> 0:42:46.990  
Michelle Dodge  
And so as we as we think about how you know medication can be managed by an individual and they be and they maintain their independence, that would be a a really interesting area.

0:42:48.580 --> 0:42:53.480  
Michelle Dodge  
I feel like, umm, that could be explored and everything.

0:42:53.490 --> 0:42:57.500  
Michelle Dodge  
Of course you have the reading disabilities that some people have.

0:42:57.510 --> 0:43:0.500  
Michelle Dodge  
So how do you kind of navigate those extremes?

0:43:1.60 --> 0:43:2.90  
Amy Fuchs  
We actually have.

0:43:7.530 --> 0:43:7.810  
Michelle Dodge  
Umm.

0:43:11.510 --> 0:43:11.760  
Michelle Dodge  
Umm.

0:43:2.100 --> 0:43:24.830  
Amy Fuchs  
You'd probably love at some point to have a we need to have a video call when we're in the lab and I can get our speech pathologist to show you one of the eye gaze devices and we some a couple of the people we have interviewed who have been longtime clients of ours have exactly like they, they cannot, they do not have the motor, the fine or gross motor control to use a touch screen.

0:43:25.20 --> 0:43:28.540  
Amy Fuchs  
So they use eye gaze and one of them in particular is nonverbal.

0:43:29.420 --> 0:43:33.90  
Amy Fuchs  
And so she uses eye gaze as her main form of communication.

0:43:33.300 --> 0:43:39.740  
Amy Fuchs  
And she also uses that same technology to control every app that she uses.

0:43:40.620 --> 0:43:40.870  
Michelle Dodge  
Umm.

0:43:39.750 --> 0:43:46.930  
Amy Fuchs  
So she actually has an an eye gaze device that is a it's a Microsoft Surface tablet, I believe is what she's using right now.

0:43:49.610 --> 0:43:49.870  
Michelle Dodge  
Umm.

0:43:47.20 --> 0:43:52.430  
Amy Fuchs  
And she also has an Android phone because she's a young adult and she wanted to have social media and all of that.

0:43:52.500 --> 0:43:55.680  
Amy Fuchs  
And she uses her eyes completely to control her phone.

0:43:56.220 --> 0:43:56.660  
Michelle Dodge  
Wow.

0:43:56.60 --> 0:44:8.810  
Amy Fuchs  
And so I we need to have a call sometime where you can I can get our our speech person to show you that because we have several of those devices in our lab and it is fascinating.

0:44:8.820 --> 0:44:15.490  
Amy Fuchs  
And The thing is like depending on where you live, you may never run into somebody who uses that kind of technology.

0:44:15.500 --> 0:44:19.900  
Amy Fuchs  
But here in Houston, where we have all these medical institutions, we have them all over the place.

0:44:19.910 --> 0:44:29.790  
Amy Fuchs  
And of course, through Easter Seals, a lot of them have grown up as our clients, you know from ECI and on so it's just really fascinating and amazing.

0:44:30.450 --> 0:44:30.670  
Michelle Dodge  
Umm.

0:44:29.800 --> 0:44:32.530  
Amy Fuchs  
The technology that's out there that most people don't even know about.

0:44:34.470 --> 0:44:34.710  
Michelle Dodge  
Hmm.

0:44:32.540 --> 0:44:36.760  
Amy Fuchs  
So yeah, we're happy to sometimes just jump on a call with us and I'll get.

0:44:36.770 --> 0:44:37.580  
Amy Fuchs  
I'll get her.

0:44:37.770 --> 0:44:41.640  
Amy Fuchs  
Our speech person, her name is Darren and I can get her to show you.

0:44:41.650 --> 0:44:44.380  
Amy Fuchs  
So you can kind of wrap your brain around how that technology works.

0:44:44.390 --> 0:44:45.750  
Amy Fuchs  
It's very, very interesting.

0:44:46.820 --> 0:45:3.910  
Michelle Dodge  
You know, we have a we used to do in person retreats for our team once a year we they've, they've gone virtual these last few years and one of the upcoming time frames is in early October where we're going to be virtually meeting.

0:45:4.100 --> 0:45:4.310  
Amy Fuchs  
Umm.

0:45:4.240 --> 0:45:10.470  
Michelle Dodge  
And I mean that could be a really engaging uh, what's the word I'm looking for?

0:45:10.530 --> 0:45:10.880  
Michelle Dodge  
Uh.

0:45:11.310 --> 0:45:17.40  
Michelle Dodge  
Almost like doing a tour of, you know, the Coca Cola Museum or something like that.

0:45:16.360 --> 0:45:17.360  
Amy Fuchs  
Yeah, yeah.

0:45:20.480 --> 0:45:21.20  
Amy Fuchs  
Umm.

0:45:17.90 --> 0:45:28.440  
Michelle Dodge  
It could be something that we could do as a team and it could expand the knowledge base of my team members as well about, you know, what kinds of tools are the out there for?

0:45:31.120 --> 0:45:31.560  
Amy Fuchs  
Yeah.

0:45:29.140 --> 0:45:33.820  
Michelle Dodge  
Umm for people, if you'd be if you'd be open to that.

0:45:31.570 --> 0:45:35.40  
Amy Fuchs  
Yeah, we we would love that, of course.

0:45:35.50 --> 0:45:35.480  
Amy Fuchs  
Yeah.

0:45:35.640 --> 0:45:37.280  
Amy Fuchs  
We love, I mean again.

0:45:37.290 --> 0:45:48.120  
Amy Fuchs  
Doing something virtually is is so easy for us because we don't have to figure in travel and all of that and we love, we love the opportunity to share and this will kind of surprise you.

0:45:48.130 --> 0:46:5.0  
Amy Fuchs  
We actually have physicians who come in regularly and we show them all of this eye gaze equipment because they're they're, you know, meeting with a patient who is nonverbal and they're like, ohh, this 2 year old needs to use this technology and they don't really understand how the technology works.

0:46:5.10 --> 0:46:6.820  
Amy Fuchs  
And there's a lot of fatigue involved in eye.

0:46:6.970 --> 0:46:7.360  
Amy Fuchs  
Nice.

0:46:13.600 --> 0:46:13.850  
Michelle Dodge  
Cool.

0:46:8.410 --> 0:46:24.0  
Amy Fuchs  
And so we have them come in and try it themselves and and and let them feel kind of, you know, how how much it really can exhaust you and how much those people have to get used to to the movements and and build up that tolerance for it.

0:46:24.10 --> 0:46:25.860  
Amy Fuchs  
So it's it's very, very interesting.

0:46:25.870 --> 0:46:27.500  
Amy Fuchs  
We would love to share it.

0:46:27.900 --> 0:46:28.140  
Michelle Dodge  
Who?

0:46:27.570 --> 0:46:34.560  
Amy Fuchs  
Please just let us know and and we'll we'll make it work because you know we love being able to provide that kind of education.

0:46:45.90 --> 0:46:45.290  
Michelle Dodge  
Umm.

0:46:34.570 --> 0:46:48.240  
Amy Fuchs  
And again, depending on where you live, there may not be a single person that uses that kind of technology near you, but we are fortunate that we we have, we have a lot of those, a lot of those here because of the medical community really.

0:46:48.880 --> 0:46:51.70  
Michelle Dodge  
So our team is based.

0:46:51.80 --> 0:46:52.910  
Michelle Dodge  
We have, umm, we're all remote.

0:46:53.0 --> 0:46:58.850  
Michelle Dodge  
One lives in the New Jersey, the tri-state area, another lives in Pennsylvania.

0:46:59.710 --> 0:47:2.20  
Michelle Dodge  
Umm, the third one lives in Michigan.

0:47:4.40 --> 0:47:14.30  
Michelle Dodge  
That's a third of the next one lives in Denver, Co, and you know, so I think it's interesting we all have.

0:47:14.220 --> 0:47:19.50  
Michelle Dodge  
And the last one lives in Cary, NC, around the Raleigh Durham area.

0:47:19.340 --> 0:47:19.720  
Amy Fuchs  
Uh-huh.

0:47:19.380 --> 0:47:26.610  
Michelle Dodge  
So you know, so you've got Duke Medicine, Yale, new, you know, Yale, New York, Presby area.

0:47:26.760 --> 0:47:32.400  
Michelle Dodge  
Have University of Michigan and northwestern up in that area.

0:47:33.60 --> 0:47:33.440  
Michelle Dodge  
Uh.

0:47:33.450 --> 0:47:37.450  
Michelle Dodge  
And then our guy from Denver, he handles a lot of California hospitals.

0:47:38.70 --> 0:47:38.610  
Amy Fuchs  
Umm.

0:47:37.880 --> 0:47:47.80  
Michelle Dodge  
So I think what would be intriguing is that we all can relate to a hospital in a community like that would have those kinds of resources available.

0:47:47.760 --> 0:47:47.980  
Amy Fuchs  
Umm.

0:47:48.270 --> 0:47:48.660  
Michelle Dodge  
Umm.

0:47:49.170 --> 0:47:52.590  
Michelle Dodge  
And I feel like I could probably talk to you guys for days.

0:47:53.80 --> 0:47:54.150  
Amy Fuchs  
I know, I know.

0:47:54.70 --> 0:47:54.330  
Michelle Dodge  
Yeah.

0:47:54.160 --> 0:47:54.630  
Amy Fuchs  
I'm sorry.

0:47:54.640 --> 0:47:55.10  
Amy Fuchs  
We.

0:47:54.340 --> 0:47:55.470  
Michelle Dodge  
I'm so sorry I didn't.

0:47:55.480 --> 0:47:56.670  
Michelle Dodge  
I've been dragging on our call, but.

0:47:55.480 --> 0:47:57.790  
Amy Fuchs  
No, no, it's fine.

0:47:57.800 --> 0:47:59.210  
Amy Fuchs  
Fridays are really easy for me.

0:47:59.220 --> 0:48:1.110  
Amy Fuchs  
I actually have zero calls.

0:48:1.120 --> 0:48:4.710  
Amy Fuchs  
The rest of the day, Fridays are ketchup days, so I don't mind.

0:48:4.720 --> 0:48:13.690  
Amy Fuchs  
I hope that I didn't keep you from something else, but this has been really great and like you said, we could sit and talk forever for sure, so please let us know.

0:48:13.700 --> 0:48:17.390  
Amy Fuchs  
Let us know how we can help if you want us to do something with the retreat, that would be great.

0:48:17.540 --> 0:48:24.380  
Amy Fuchs  
And then again, you know, if you know if you have some money in mind that might want to talk to us about the telehealth that would be really interesting to hear.

0:48:25.190 --> 0:48:25.830  
Amy Fuchs  
So it was.

0:48:25.290 --> 0:48:25.940  
Michelle Dodge  
Yeah, I do.

0:48:25.950 --> 0:48:26.540  
Michelle Dodge  
I do.

0:48:29.110 --> 0:48:29.620  
Amy Fuchs  
OK.

0:48:29.830 --> 0:48:30.270  
Amy Fuchs  
Yeah.

0:48:26.550 --> 0:48:30.580  
Michelle Dodge  
I I'm pretty sure she'd be engaging as well, no?

0:48:30.280 --> 0:48:31.190  
Amy Fuchs  
Thank you so much.

0:48:31.200 --> 0:48:32.780  
Amy Fuchs  
It was so nice to meet you.

0:48:32.790 --> 0:48:34.410  
Amy Fuchs  
I hope that you have your camera fixed.

0:48:38.440 --> 0:48:39.80  
Michelle Dodge  
Absolutely.

0:48:34.420 --> 0:48:40.300  
Amy Fuchs  
So next time we can like say hi and make eye contact, but again, I'm glad you were able to speak.

0:48:44.140 --> 0:48:44.570  
Michelle Dodge  
Wonderful.

0:48:40.310 --> 0:48:45.460  
Amy Fuchs  
At least you didn't have to type everything to me, so there's a silver lining there.

0:48:45.530 --> 0:48:45.830  
Amy Fuchs  
OK.

0:48:45.840 --> 0:48:47.250  
Amy Fuchs  
Well, thanks so much, Michelle.

0:48:46.220 --> 0:48:47.790  
Michelle Dodge  
Many thanks for your time. Mm-hmm.

0:48:47.450 --> 0:48:48.170  
Amy Fuchs  
Yeah, of course.

0:48:48.180 --> 0:48:48.960  
Amy Fuchs  
You have a great weekend.

0:48:49.550 --> 0:48:49.880  
Michelle Dodge  
You too.

0:48:49.890 --> 0:48:50.90  
Michelle Dodge  
Bye bye.

0:48:50.250 --> 0:48:50.470  
Amy Fuchs  
Bye bye.