



ETHAN Health Meeting Minutes

Date: 4/25/25

Time: 8:30-9:30AM

Location: The Ion – 4201 Main Street, Houston, Tx 77002

Facilitator: Dr. Tran/Gaby Rowe

Note Taker: Jessica Coffey, Brittany Sutton, Hima Brahmbhatt

Attendees:

Dr. Theresa Tran, Lindsay Lanagan, Lori Upton, Raamel Mitchel, Dr. David Persse, Gaby Rowe, Varun Garg, Hima Brahmbhatt, Brittany Sutton, Jessica Coffey

Absentees:

Dr. Esmaeil Porsa, Chris Newport, LaShonda Holcomb

Agenda

1. Call to Order
2. Ratify 3/25/25 ETHAN Health Board Meeting Minutes
3. Discussion and Possible Action Concerning:
 - a. Live Demo of ETHAN
4. Other business
 - a. Other Business
 - b. Set date for next board meeting
5. Adjourn

2. Key Discussion Points

1. Call to Order
2. Ratify 03/25/25 ETHAN Health Board Meeting Minutes
 - a. All in favor - No discussion - minutes passed
3. Ethan Marketing Video -
 - a. Slides will be added to the beginning of the video to visualize facts and information.
 - b. Screens of Synapse have been intentionally left out to ensure the secret sauce is kept secret.
 - c. Board Members will share feedback for a NDA video that will be produced in the future.



- d. As we move forward, we can think of using different videos for different audiences. Along with different lengths of the video for various promotional uses.
- e. Mental Health video - Lawyers can draw up language to ensure we do not trigger and cover us with a waiver on these types of materials to ensure we are explicitly clear.
 - i. Privacy act release form may be needed

4. Live Demo of ETHAN

- a. Any board member who would like to have a full Demo of ETHAN can be arranged privately.
- b. Working with Microsoft to manage patients on hold with a new API.
- c. Storage of Teams calls is possible, but is not currently happening.
 - i. COH had concerns about costs and privacy of storage
 - ii. Lawyers have confirmed that we can store safely and securely and will share their recommendations with us.
 - iii. Each client would need its own storage vault.
- d. The average length of a call is 5.5 minutes.
 - i. Call is coded to ETHAN, basically the same as a refusal - not a transport.
- e. The crew leaves after the call but if there is a higher risk patient, elderly, the physician may ask the crew to stay with the patient until the ride arrives.
- f. Ride is paid for by flat fee by ETHAN
 - i. UBER will work in a similar way.
- g. ER rides are one way. Clinics have the option to schedule a ride home for a patient, paid by ETHAN.
- h. If a call is accidentally disconnected, EMS will need to call back.

5. Other Business

- a. ETHAN Promotional Items
 - i. Table Covers, Signs and Banners have been purchased for events and for the upcoming Medical Directors conference.
 - ii. Promotional Swags to give away.
 - iii. Created ETHAN Health Business Cards.
 - 1. Business cards for board members can be created as requested.
 - iv. Created a flyer with the QR Code to go to the ETHAN website.
- b. Synapse 2.0
 - i. API for zTrip needs to be redone to internal changes
 - ii. ImageTrend to COH connection
 - 1. As we map out each step we are developing a road map for future clients.
 - iii. The plan is to be finished and ready to Launch by End of July 2025.
 - 1. We will have one Dr. working in Synapse 2.0 to ensure that everything is working properly.
- c. Budget for next fiscal year



- i. Board Approved Dr. Tran to participate in budget discussions and approve the budget on behalf of the board.
 - ii. Will be reviewed by Dr. Persse early next week and then sent to Dr. Tran.
 - iii. Total budget number is \$300,000 less than what was previously signed off on by the City Council.
 - d. Changing Shifts in ShiftAdmin
 - i. If shifts aren't officially changed in Shift Admin, EMS will continue to call a Dr. who is not online. Conversations have been had with physicians to ensure the customer experience is not affected and that physicians understand expectations around shift admin.
 - e. Hiring Update
 - i. CEO Job Listing is posted - Recommended to have a CEO in place by next fiscal year - about 8 weeks.
 - 1. Gaby/Grow will do Preliminary discussions.
 - 2. Once candidates are narrowed down after initial discussions, the Acting CEO/Strategic Advisor & Board Chair will schedule and perform an initial interview.
 - 3. Lawyers have written us a NDA and it has been shared with one candidate and will be shared next week with two additional candidates.
 - f. Set date for next board meeting -
 - i. May 29, 2025 at 8:30-9:30AM
 - ii. SETRAC - 1111 N Loop W #160, Houston, TX 77008
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3. Motions and Decisions

The board discussed the following Motions and Decisions and voted in favor of each action as follows:

- **Ratify 3/25/25 ETHAN Health Board Meeting minutes**
 - Board Vote
 - **For:** Dr. Theresa Tran, Ms. Lindsay Lanagan, Ms. Lori Upton, Mr. Raamel Mitchell
 - **Against:** None
 - **Abstain:** None
 - **Motion Passed:** 4-0-0



- **Board Chair to review the ETHAN Budget and approve/submit to the City of Houston on Behalf of the Board**
 - Board Vote
 - **For:** Dr. Theresa Tran, Ms. Lindsay Lanagan, Ms. Lori Upton, Mr. Raamel Mitchell
 - **Against:** None
 - **Abstain:** None
 - **Motion Passed:** 4-0-0
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5. Next Steps & Future Meetings

- **Next Meeting:**
 - June 11, 2025, 8:00-8:45AM - Virtual
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Meeting Adjourned: 9:31AM

Minutes Submitted by: Jessica Coffey