



Contra  
Costa  
County

To: Board of Supervisors  
From: Anna Roth, Health Services Director  
Date: January 15, 2019

Subject: Contract #23-618 with West Interactive Services Corporation for TeleVox Software

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**RECOMMENDATION(S):**

APPROVE and AUTHORIZE the Health Services Director, or designee, to execute a Software and Service Agreement #23-618 with West Interactive Services Corporation, in an amount not to exceed \$234,075 for TeleVox software appointment reminder system at Contra Costa Regional Medical Center, for the period from August 1, 2018 through March 31, 2020.

**FISCAL IMPACT:**

100% funding is included in the Hospital Enterprise Fund I Budget.

**BACKGROUND:**

Televox HouseCalls Automated Messaging Software and appointment reminder system provides meaningful use services to the Ambulatory and Mental Health Service Departments for appointment reminders to CCRMC patients pertaining to mammography reminders, mammography no-show/follow-up, pediatric immunization and

☒ APPROVE

☐ OTHER

☐ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

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Action of Board On: **01/15/2019** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

**VOTE OF SUPERVISORS**

AYE: John Gioia, District I Supervisor  
Candace Andersen, District II Supervisor  
Diane Burgis, District III Supervisor  
Karen Mitchoff, District IV Supervisor  
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: January 15, 2019

David Twa, County Administrator and Clerk of the Board of Supervisors

By: Stacey M. Boyd, Deputy

Contact: Patrick Wilson,  
925-335-8700

cc: Marcy Wilhelm

BACKGROUND: (CONT'D)

ad hoc canceled appointments reminders. Televox interfaces with the CCRMC electronic records system.

Approval of Software and Services Agreement #23-618 will allow the vendor to continue providing services through March 31, 2020. These services were previously provided under a Purchase Order. The Agreement obligates the County to indemnify the vendor for breaches of the agreement or claims arising from County materials used with the system.

CONSEQUENCE OF NEGATIVE ACTION:

Failure to approve the agreement and pay for the services would interrupt the messaging system reminders and fail to remind patients of important appointments or cancellations.