

---

## What is DispatchHealth?

DispatchHealth brings on-demand and high quality acute services to the comfort of a patient's home. Working as an extension of the patient's existing medical team, DispatchHealth helps to improve access to care, deliver a better patient experience and prevent unnecessary emergency room visits. Their skilled providers arrive on-site with the tools necessary to administer advanced medical care for complex injuries or illnesses. The DispatchHealth integrated care delivery solution is supported by a technological infrastructure that ensures quality, reduces costs, and improves outcomes.

---

## What is the cost of a DispatchHealth visit?

DispatchHealth partners with leading insurance companies in addition to Medicare and Medicaid to provide high-quality and affordable care within a patient's home. Significantly less expensive than an emergency room visit, the cost of care varies and is determined by the patient's specific insurance plan. Following the in-home visit, DispatchHealth will bill the patient's insurance directly and the out-of-pocket cost is comparable to the cost of an urgent care visit.

---

## What does DispatchHealth treat?

DispatchHealth is able to treat medically complex acute care illnesses and injuries. Their clinical team arrives on-site equipped with medical kits containing tools and technologies that allow them to perform a variety of advanced tests and treatments ranging from on-scene laboratory testing, a 12-lead EKG, IV fluids and more. They also carry a pharmacy with oral and IV medications that can be administered on-scene. Common conditions treated include respiratory infections, COPD and CHF exacerbations, gastrointestinal illnesses, urine and skin infections, minor trauma, lacerations, nosebleeds, and dehydration.

### What Our Patients Are Saying

“

My 96-year-old mother was very ill as the result of a stomach virus. Her doctor recommended DispatchHealth. It meant that we didn't have to get in the car (or ambulance) and go get on a gurney to wait in line at an emergency room. She was in her bed until two medical professionals brought their equipment and immediately made us feel taken care of. We are so grateful.

— Deanne K., Denver

## Contact DispatchHealth:

Phone: 775.439.1529 | Website: [DispatchHealth.com](https://DispatchHealth.com) | App: DispatchHealth



## How does DispatchHealth work?

Patients and their healthcare providers can request care through mobile app, website or phone call. Once a request has been made, a clinical team member will review the patient's symptoms over the phone to make sure it is appropriate for our services. The DispatchHealth medical team typically arrives at a patient's home within two hours with the equipment necessary to assess, diagnose and treat complex injuries and illnesses. DispatchHealth will call in any prescriptions, print out discharge paperwork, and send a detailed clinical summary to the primary care provider and any other pertinent care team members to ensure appropriate follow up care occurs.

---

## What hours does DispatchHealth operate?

DispatchHealth is available to see patients from 8 a.m. – 10 p.m. seven days a week, 365 days a year including all holidays.

---

## Who are the DispatchHealth providers?

DispatchHealth's providers act as an extension of a patient's healthcare team. The medical team consists of board-certified physicians, physician assistants and nurse practitioners with significant experience evaluating acute injuries and illnesses. DispatchHealth arrives on-scene with a physician assistant or nurse practitioner and a medical technician. There is always a board-certified emergency medicine physician available virtually to collaborate on the patient's care.

---

## How does DispatchHealth communicate with the patient's healthcare team?

To ensure continuity of care, DispatchHealth provides a detailed report to each patient's primary care physician and other pertinent care team members. The goal of DispatchHealth is to integrate urgent medical care with that of a patient's current healthcare team. Patients will always be directed back to their primary care provider for follow up.

### What Our Partners Are Saying

“

This mobile health delivery model enables our health system to carry out our vision of delivering optimal health care value and support population health management. The result is more people get the right care, at the right time, in the right place, for an affordable price.

## Contact DispatchHealth:

Phone: 775.439.1529 | Website: [DispatchHealth.com](https://DispatchHealth.com) | App: DispatchHealth

