

dispatch

HEALTH

Washoe County Senior Advisory Board



DispatchHealth Introductions



Joe Cummings
Reno Market Director



BJ Wright
Regional Director,
Community Engagement

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DispatchHealth is a mobile medical provider that offers simple to complex care for people of all ages in the comfort and safety of home.

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The DispatchHealth Provider Team



**Nurse Practitioner or
Physician Assistant**



**DispatchHealth Medical
Technician**



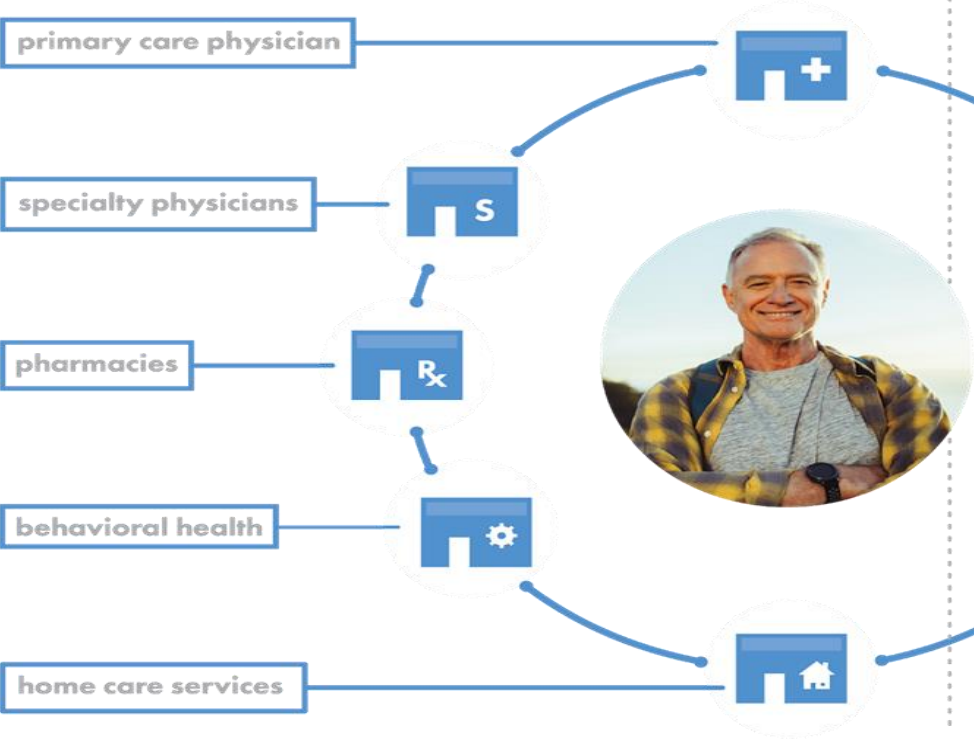
ER Doctor

The mobile provider team includes a physician assistant or nurse practitioner, along with an emergency-trained, medical technician. A board-certified, ER physician is always available by phone for consultation.

How DispatchHealth Supports the Healthcare Community

YOUR MEDICAL TEAM

You and your family's team of Healthcare Providers.



care coordination

DISPATCHHEALTH

On-Demand acute care in the Home.



case management

HOSPITAL CARE

Emergent Care, Hospitalizations, and Life-Threatening issues.



ADMISSION



DISCHARGE



DispatchHealth also works to prevent unnecessary hospital re-admissions.

The Purpose of the DispatchHealth Model



- **Providing personalized care to persons in the privacy, safety and comfort of their home, thus avoiding expensive and unnecessary visits to the Emergency Department.**
- **Working with Primary Care Providers and Specialist Physicians** to provide acute care, when needed, for their patients.
- **Assisting in the transition from an acute care setting into the home by evaluating the patient after discharge.**
This includes medication reconciliation, home assessment, document review, confirming follow up appointment, etc.
- **Serving as an adjunct to PCP, Specialists, Home Health, Wound Care Teams.** A “rescue” service for individuals with high medical and high social needs

Seniors are our most vulnerable population and they are facing very real social and economic issues.

The most pressing issues include:

1. **Access to Home Based Healthcare Services** (they fear exposure to Covid-19)
2. **Cost of Prescription Drugs** (not covered by insurance)
3. **Cost of Over-the-counter Medications**
4. **Lack of Transportation Options**
5. **Lack of Technology: Devices and Internet Service**
6. **Isolation – Depression**
7. **Need for PPE and other Supplies** (disinfectant, etc)
8. **Increased Cost of Basic Essentials** (food, shelter, utilities)

Seniors have the greatest need for **home based medical services**. DispatchHealth is doing its part to help seniors stay safe at home.

DispatchHealth is Doing its Part to Help Seniors Stay Safe in Their Homes



The DispatchHealth mobile medical team has the experience, tools and equipment to treat a variety of illnesses and injuries in your home (thereby reducing potential exposure to Covid-19 and avoiding unnecessary and expensive trips to the ER).

They can provide a first dose of medication, when needed, and send in a prescription to your pharmacy of choice.

They also communicate with your Primary Care Physician for any follow up needs.

COMMON AILMENTS

- Flu
- Weakness
- Falls
- Anxiety
- + More

EYE

- Eye injuries
- Skin infections around the eye
- Removal of objects in the eye
- + More

CARDIOLOGY

- Heart racing / Fluttering
- Worsening congestive heart failure
- + More

DERMATOLOGY

- Significant skin infections
- Boil or abscess
- Infected wounds / Ulcers
- Cuts requiring stitches or glue
- + More

URINARY

- Kidney Stones (with known history)
- Catheter problems or malfunction
- Inability to urinate
- + More

MUSCULOSKELETAL

- Strains or sprains
- Minor fractures
- + More

DIGESTIVE

- Diarrhea
- Nausea
- Vomiting (Dehydration)
- Severe constipation
- + More

NEUROLOGICAL

- Dizziness / Vertigo
- Migraine resistant to usual treatments
- + More

RESPIRATORY

- Shortness of breath with COPD
- Shortness of breath with asthma
- Pneumonia
- + More

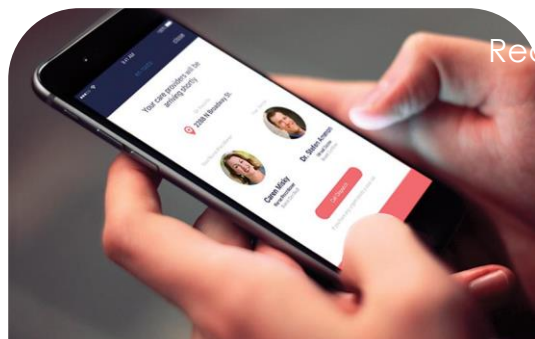
EAR, NOSE AND THROAT

- Nosebleed
- Removal of objects in the ear or nose
- Facial injuries
- + More

PROCEDURES WE PERFORM

- EKG
- IV placement
- IV fluids
- Stitches
- Splinting
- Advanced on-site blood testing
- Lancing of abscess (boil)
- Urinary catheter insertion
- + More

Unique Care Experience



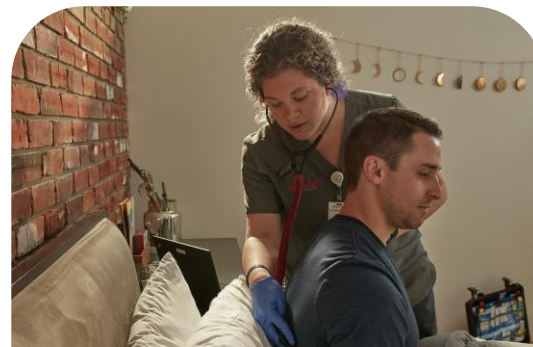
Request Care

Requesting care is easy; simply call us directly, use our mobile app or website.



Explain Your Symptoms

Our experts will talk through your symptoms over the phone to understand what's wrong and make sure DispatchHealth can help.



On average, our medical team will arrive at your home within a few hours. They're able to treat anything an urgent care can, plus more.



Rest Easy

They'll call in your prescriptions, update your family doctor and handle billing with your health insurance company so you can focus on feeling better, faster.

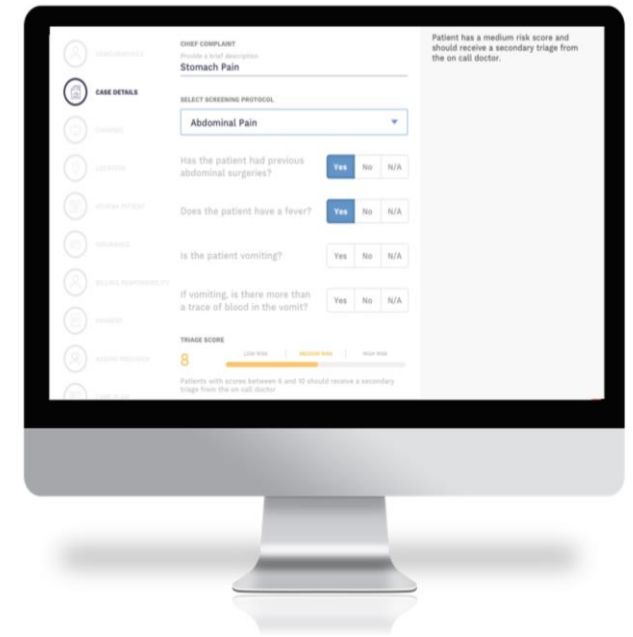
Risk Stratification: Right Care, Right Time

What is it?

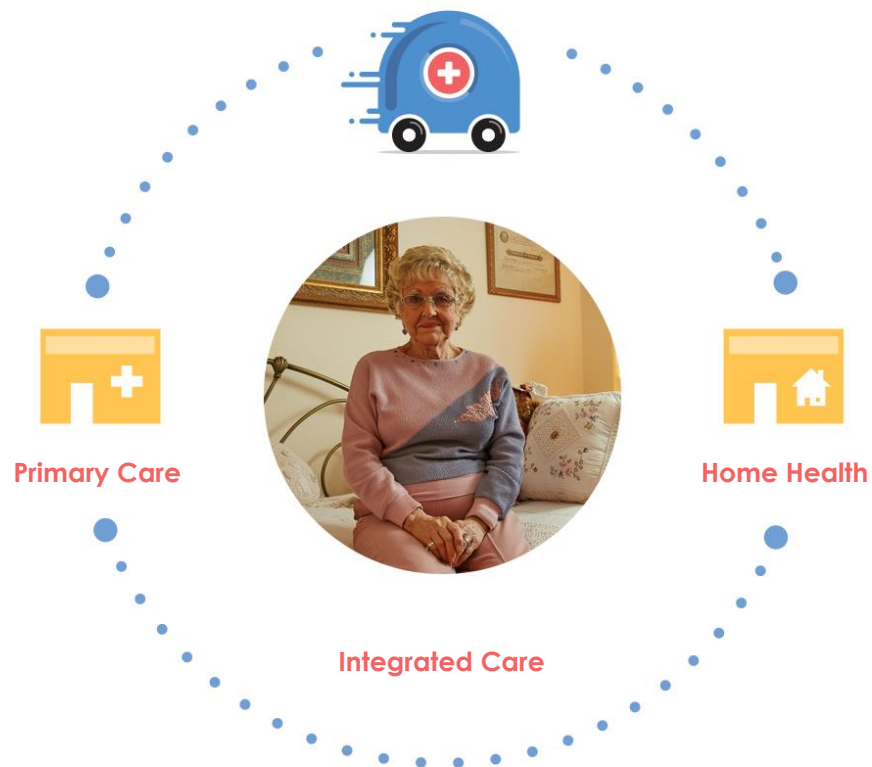
- Patent-pending proprietary tool that right-sizes acute care delivery
- 50+ risk protocols to guide decision-making for pre-acute and post-acute patients

How does it work?

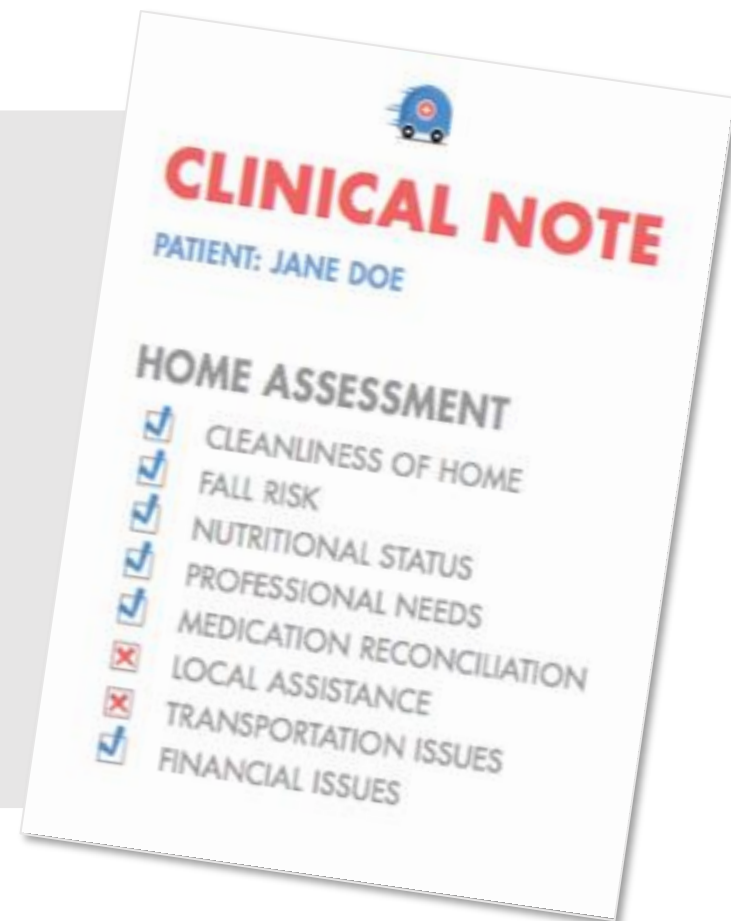
- Every patient requesting care is “risk stratified”
- Based on the patient’s chief complaint we apply natural language processing to pick the appropriate risk protocol to help screen the patient
- Based on the patient’s age and gender, appropriate follow up questions are presented by the DispatchHealth clinical support center staff to review with the patient
- Once all questions are answered a final “risk score” is developed, which guides next steps:
 - Green:** Continue onboarding patient for a visit
 - Yellow:** Secondary screening with a DispatchHealth NP/PA or MD
 - Red:** Safely escalate the patient to closest ER



Social Determinants / Gaps in Care Assessment



An acute care visit gives us insight into a patient's environment that is often not available to the traditional care team. Documentation of impediments to care is performed in the software and referrals are generated.



COVID Testing and Treatment



- **We are now able to test for COVID-19**
 - Testing is available for Asymptomatic and Symptomatic Patients
 - Samples are sent to a local lab for processing
 - Results can take 3-5 days
 - Costs are billed to an individual patient's insurance
 - Lab processing fees and co-pays may apply
- **We are able to treat and support COVID-19 patients**
 - Our teams can evaluate and treat COVID-19 symptoms and secondary conditions
- **We arrive with protective gear and sanitized equipment**
 - Our teams wear surgical masks, gloves, and protective eyewear for every patient encounter
 - For patients with COVID-19 symptoms our teams also wear N95 masks, gowns, and shoe covers

DispatchHealth KPIs

Largest Patient Age Band

70 – 79 years old

Avg. Time on Scene

54 min Medicare Advantage
42 min Commercial

On Scene Escalation

5-10% on scene escalation

Patient Satisfaction

Net Promoter Score **95**
(Healthcare average <30)

Care Integration

94% of visits result in clinical
note transfer to PCP or
Specialist

DispatchHealth Experience

2018 Patient Volume: **32,000**
2019 Patient Volume: **90,000**

Accepted by Most Insurance Plans

In Network with most Insurance Plans:

- Basic Medicare / Medicaid
- Medicare Advantage Plans including Senior Care Plus, Blue Cross/Blue Shield, Anthem, Cigna, AARP Complete, and others
- Commercial Plans including Hometown Health, Health Plan of Nevada, Sierra Health & Life, Prominence, and others

We also accept:

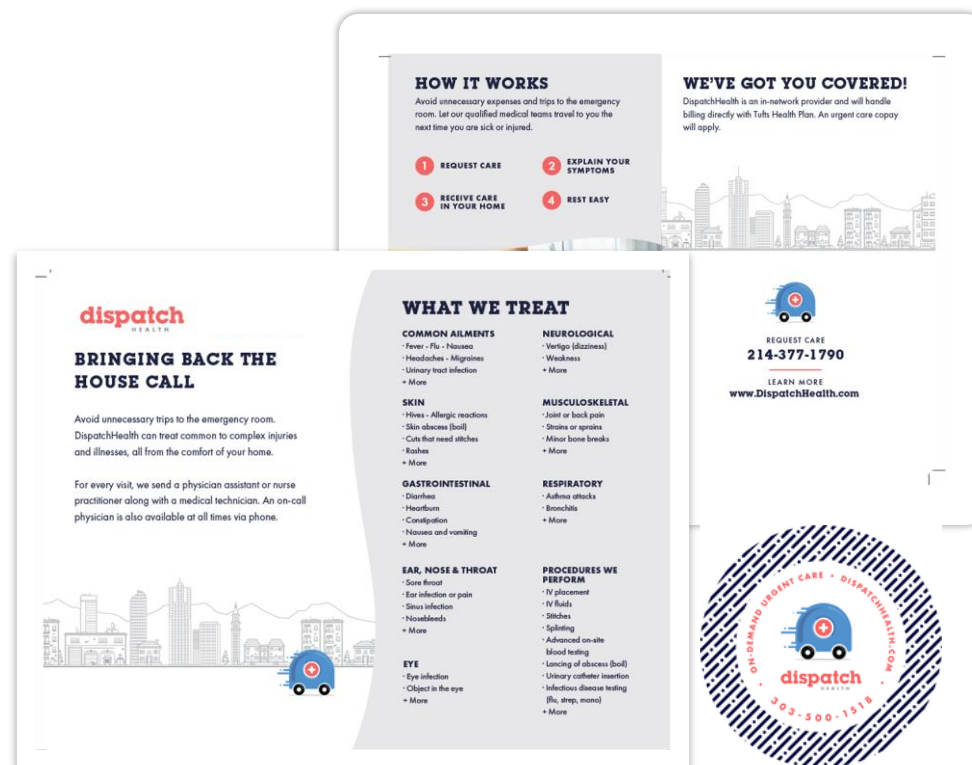
- FSA and HSA Plans
- Flat Fee of \$275 for those without insurance

Sample Patient Facing Materials

Introduce the program to patients



Patient Handouts and Clinic Posters



Sample Provider Practice Materials

reference one pagers

WHAT IS DISPATCHHEALTH?
DISPATCHHEALTH BRINGS HIGH-QUALITY HEALTHCARE TO YOUR HOME.

DispatchHealth is a healthcare delivery service designed to reduce ER visits for non-emergencies and ensure patients with acute healthcare needs get the care they need in a timely manner so they can return to primary care supervision quickly and conveniently.




HOW PROVIDERS PARTNER WITH DISPATCHHEALTH

1 REFER A PATIENT BY REQUESTING CARE
Request care for a patient by calling 405-213-0190. You can call after hours, on weekends and during holidays.

WHEN NOT TO CALL US:
IF THE PATIENT IS EXPERIENCING ANY OF THE FOLLOWING SYMPTOMS, WHEN IN DOUBT CALL 911:

- Chest pain
- Stroke symptoms: numbness or weakness on one side, difficulty speaking, swallowing or walking
- Vomiting blood
- Rectal bleeding
- Loss of vision
- Confusion
- Severe abdominal pain
- Intentional overdose or suicidal thoughts
- Moderate to severe shortness of breath
- Hallucinations

INJURIES & ILLNESSES WE TREAT

COMMON AILMENTS

- Influenza
- Evaluation of weakness
- Falls among the elderly
- Anxiety

OPHTHALMOLOGY

- Corneal abrasion
- Periorbital cellulitis
- Foreign body removal

DERMATOLOGY

- Cellulitis
- Abscess
- Advanced wound care
- Lacerations

RESPIRATORY

- COPD exacerbation
- Asthma exacerbation
- Pneumonia

CARDIOLOGY

- Palpitations
- CHF exacerbation

GASTROINTESTINAL

- Diarrhea / Nausea / Vomiting (Intractable / Dehydration)
- Constipation / Fecal Impaction

NEUROLOGIC

- Vertigo
- Headache / Migraine

EAR, NOSE & THROAT

- Nosebleed
- Foreign body removal (ear/nose)
- Facial trauma
- Croup

MUSCULOSKELETAL

- Joint or back pain
- Strains or sprains
- Minor fractures

GENITOURINARY

- Urinary retention
- Foley catheter malfunction
- Urinary infections
- Kidney stones (with known history)

PROCEDURES PERFORMED

- IV placement
- 12 lead ECG
- Administer IV fluids, medications and antibiotics
- Laceration repair (simple to complex); sutures or staples
- Incision & drainage of skin lesions
- Splint injured extremities
- Advanced blood laboratory testing on-site
- Rapid infectious disease testing (flu, strep, mono)
- Catheter insertion: foley, coude, suprapubic
- Nasal packing and cautery
- Gastroonomy tube replacements (feeding tube)

Service area maps

7/30/2019 DispatchHealth | Houston, TX | Map

DispatchHealth Houston Service Areas

DispatchHealth provides on-demand mobile healthcare for people of all ages, through the power of technology, convenience and service. This map and list of zip codes was last updated 07/30/2019. Check back to make sure this is the latest version by visiting <https://www.dispatchhealth.com/locations/tx/houston/map>

Where we serve

77002	77033	77057	77083	77429	77581
77003	77035	77063	77084	77433	77584
77004	77036	77064	77085	77449	
77005	77038	77065	77086	77450	
77006	77040	77066	77088	77459	
77007	77041	77067	77089	77469	
77008	77042	77068	77090	77477	
77010	77043	77069	77091	77478	
77014	77045	77070	77092	77479	
77018	77046	77071	77094	77487	
77019	77047	77072	77095	77489	
77021	77048	77074	77096	77493	
77024	77051	77077	77098	77494	
77025	77053	77079	77099	77496	
77027	77054	77080	77401	77497	
77030	77055	77081	77407	77498	
77031	77056	77082	77410	77545	



We've got you covered!

REQUEST MEDICAL CARE
713-422-2920

OPEN 7 DAYS A WEEK, INCLUDING HOLIDAYS
8AM - 10PM
dispatch HEALTH

We are in-network with Aetna, Blue Cross Blue Shield, Cigna, Humana, UnitedHealthcare and accept most Medicare and Medicare Advantage plans.

Also accepting credit, debit, health savings account (HSA), health reimbursement account (HRA) and flexible spending account (FSA) payments.

DispatchHealth's prices are competitive with conventional urgent care facilities and cost 80-90% less.

<https://www.dispatchhealth.com/locations/tx/houston/map/>

1/2

Operations and Service Area

Hours of Operation:

8 AM - 10 PM 7 days a week - including nights, weekends, and holidays

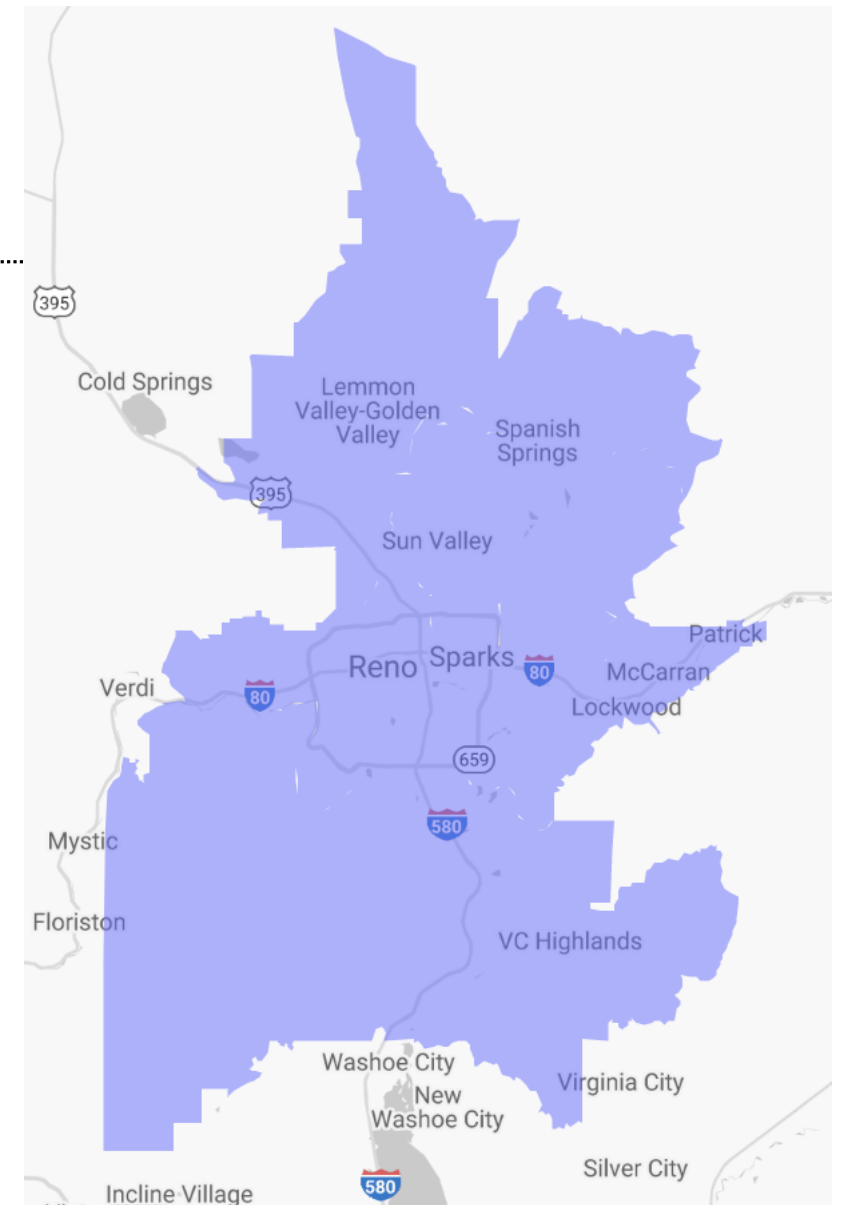
To Request Care: 775-442-5872

Zip Codes Served:

89431	89436	89504	89511	89520
89432	89441	89505	89512	89521
89433	89501	89506	89513	89523
89434	89502	89507	89515	89533
89435	89503	89509	89519	89570

<https://www.dispatchhealth.com/locations/nv/reno/map/>

Future Expansion: Carson City



Thank You for Your Time Today

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