

Home is where your health is.™



Keep Hospice Patients Comfortable at Home

DispatchHealth's integrated care delivery solution extends the capabilities of your hospice team.

We bring same-day, in-home medical care to your patients for acute needs. This is a safe alternative to the ED and keeps the patient comfortable at home.

This is a safe alternative to the ED for your patients with acute medical needs and helps you deliver a better patient experience. Our follow-up protocols give you vital insight into the social determinants of your patient's health and ensure continuity of care.

How It Works

DispatchHealth has partnered with Humana for purposes of the Hospice Value Based Insurance Design (VBID) program to provide additional support to hospice patients. The co-pay for patients to use DispatchHealth services has been waived.

1

Request care for your patient: You or your patient can request care by calling 1-855-439-5053. DispatchHealth uses established triage protocols to ensure your patient can be safely treated at home.

2

Your patient receives professional in-home medical care: A physician assistant or nurse practitioner, along with a medical technician will arrive at your patient's home.

3

DispatchHealth handles the rest: We will handle any prescriptions your patient needs during our visit. To ensure continuity of care, DispatchHealth staff documents the visit and sends clinical notes to Humana's Hospice Centralized Team. The Humana team will send all visit notes back to you within 48 hours.

Call DispatchHealth at 1-855-439-5053 to request care or visit DispatchHealth.com.

Available 8 a.m. – 10 p.m., 7 days a week, including holidays.

What DispatchHealth Treats

- Bronchitis
- Cellulitis
- CHF exacerbation
- Constipation / Fecal impaction
- COPD exacerbation
- COVID-19 symptoms
- Diarrhea / Nausea / Vomiting
- Dehydration
- Evaluation of weakness
- Falls among the elderly
- Headache / Migraine
- Influenza
- Nosebleeds
- Pneumonia
- Strains, sprains and minor fractures
- Urinary infections
- Vertigo (dizziness)
- **And more**

Our advanced capabilities include:

- Administering IV fluids, medications and antibiotics
- 12 lead EKG
- Laceration repair (simple to complex): sutures or staples
- Incision and drainage of skin lesions
- Advanced blood laboratory testing on-site
- Catheter insertion: Foley, Coude, suprapubic
- Bronchodilator administration
- Rapid infectious disease testing (flu, COVID-19, strep, mono)
- **And more**

What DispatchHealth Does Not Treat

If a patient is experiencing any of the following symptoms, call **911**:

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

Extend the capabilities of your hospice team.

Available When You're Not

DispatchHealth supplements your care by providing high acuity in-home medical care when patients are unable to see you and/or require immediate medical attention.

Improves Patient Experience

DispatchHealth serves hospice patients to keep them in their residence when acute needs arise. We consistently receive a Net Promoter Score (NPS), or patient satisfaction score, of 95 or higher.

Lower Medical Costs

Your patients' out-of-pocket costs have been waived for purposes of the demonstration. Additional cost-share may apply for diagnostic services ordered with third party providers.

Prevent Hospital Admissions

Our services help prevent unnecessary visits to the ED, ambulance transport use, potential inpatient admissions/hospice revocations so your patients can remain comfortable in their home for their final days.

Close the Loop

DispatchHealth seamlessly tucks patients back into your hospice oversight to ensure continuity of care.

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1-855-439-5053 or DispatchHealth.com

*For life-threatening and time-sensitive injuries and illnesses, patients should call 911 or go to the nearest emergency room. DispatchHealth shouldn't be used in a life-threatening emergency and doesn't replace your primary care provider. DispatchHealth complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ©2021 DispatchHealth. All Rights Reserved.