



Dear Provider,

DispatchHealth brings same-day acute medical care to your patients' home for urgent illnesses and injuries. Their integrated healthcare service extends the capabilities of your team and helps improve access to medical care. They strive to deliver a better patient experience, prevent unnecessary visits to the ER or urgent care and help reduce the total cost of care.

DispatchHealth works with you to extend your reach after hours, on weekends, holidays or during capacity constraints. They can provide prompt medical intervention for your patients and thoroughly document the visit and send clinical notes directly back to you, something that a standard urgent care likely doesn't provide.

For patients, DispatchHealth is a welcomed alternative to the ER or urgent care. In fact, the service consistently receives a net promoter score (NPS), or patient satisfaction score, of 95 or higher.

This service is in-network for Christus/USFHP members and is often the same out-of-pocket cost of an in-network urgent care center.

We encourage you to refer your patients for this service if appropriate. DispatchHealth is available from 8 a.m. – 10 p.m. seven days a week including holidays.

Experienced providers

Each DispatchHealth medical team arrives with either a nurse practitioner or physician assistant, along with a medical technician. An ER physician is always available by phone for consultations.

Treatment capabilities

DispatchHealth treats a wide range of common to complex illnesses and injuries. The medical kits that DispatchHealth brings to your patients contain nearly all of the tools and technologies typically found in an ER. Medical teams are ready to perform a variety of advanced tests and treatments including on-scene laboratory testing, a 12-lead EKG, IV fluids and more.

Follow-up with you and your patients

DispatchHealth documents each patient visit and sends clinical documentation back to you within 48 hours of the visit. Additionally, DispatchHealth follows up with your patients within three days of their visit and refers them back to you for additional care as needed.

Want to learn more?

To learn more, visit dispatchhealth.com. If you have questions, please call 1-855-705-2793.

For life-threatening and time-sensitive injuries and illnesses, 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. Visit www.DispatchHealth.com/non-discrimination-statement to learn more. ©2022 DispatchHealth. All Rights Reserved.

Open 7 days a week | 8 a.m. - 10 p.m. | DispatchHealth.com