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# Let care come to you

DispatchHealth brings same-day,  
in-home medical care to you.



Getting the medical care you need can be inconvenient and expensive. That's why Blue Shield of California is bringing you a new way to receive medical care. DispatchHealth® offers safe, convenient, and affordable care in your home for urgent health needs that do not require an emergency room (ER) visit if you reside in one of the eligible zip codes. When you can't visit your doctor, you can still get the care you need.



## How it works

- 1. Request care:** You can check eligibility and request DispatchHealth's services by calling **(888) 791-2380**, 8 a.m. to 10 p.m., seven days a week, including holidays. You can also visit **DispatchHealth.com**. No pre-registration is required.
- 2. Explain your symptoms:** Share a few details about your illness, injury, or other information to the DispatchHealth provider.
- 3. Receive care by a medical team you can trust:** DispatchHealth will arrive within a few hours to provide treatment. Each team includes a nurse practitioner or physician assistant, plus a medical technician. An on-call emergency medicine physician is always available by phone for consultations.
- 4. DispatchHealth takes care of the rest:** DispatchHealth calls in any prescriptions you might need, updates your doctor, and processes billing.



For non-life-threatening injuries and illnesses, call DispatchHealth at **(888) 791-2380**, 8 a.m. to 10 p.m., seven days a week, including holidays.



## What DispatchHealth treats

DispatchHealth treats simple to complex illnesses and minor injuries – all from the comfort of your home. These may include:

- Bronchitis
- COVID-19
- Croup
- Diarrhea, nausea, or vomiting
- Dehydration
- Fever
- Flu
- Headaches or migraines
- Nosebleeds
- Respiratory infections
- Pneumonia
- Shortness of breath with COPD
- Significant skin infections
- Strains, sprains, and minor fractures
- Urinary tract infections
- Weakness
- And more

Procedures DispatchHealth performs may include:

- EKG
- IV fluids, medications, and antibiotics
- Stitches
- Splinting
- Lancing of abscess (boil)
- Advanced on-site blood testing
- Urinary catheter insertion
- Rapid infectious disease testing for flu, COVID-19, strep, mono, and more



## What DispatchHealth does not treat

Call 911 if you are experiencing any of the following symptoms:

- 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



## An affordable healthcare solution

We've got you covered. DispatchHealth is in the Blue Shield network and billed at the same cost as an urgent care visit. The percentage of the total bill you're responsible for is determined by your insurance plan.

"DispatchHealth's medical team listened to my issues, thoroughly went through the diagnosis, wrote a prescription, and advised on recovery – all from the comfort of my couch. DispatchHealth is amazing!"

– Andrea W.



For more information or to request a visit, call DispatchHealth at **(888) 791-2380**, 8 a.m. to 10 p.m., seven days a week, including holidays. Learn more about in-home care at **DispatchHealth.com**.

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

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#### Language Assistance Notice

For assistance in English at no cost, call (866) 346-7198. Para obtener asistencia en español sin cargo, llame al **(866) 346-7198**. 如果需要中文的免费帮助, 请拨打这个号码 **(866) 346-7198**.

#### Nondiscrimination Notice

The company complies with applicable state laws and federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, ethnic group identification, medical condition, genetic information, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, mental disability, or physical disability. La compañía cumple con las leyes de derechos civiles federales y estatales aplicables, y no discrimina, ni excluye ni trata de manera diferente a las personas por su raza, color, país de origen, identificación con determinado grupo étnico, condición médica, información genética, ascendencia, religión, sexo, estado civil, género, identidad de género, orientación sexual, edad, ni discapacidad física ni mental. 本公司遵守適用的州法律和聯邦民權法律, 並且不會以種族、膚色、原國籍、族群認同、醫療狀況、遺傳資訊、血統、宗教、性別、婚姻狀況、性別認同、性取向、年齡、精神殘疾或身體殘疾而進行歧視、排斥或區別對待他人。