

In-home care for your patient



Blue Shield of California is now contracting with DispatchHealth to provide on-demand, high acuity care in the patient's home. 60-70% of care that happens in an emergency department can be performed in the patient's home or place of residence.

Improve access to care:

- Reduce unnecessary ER visits, hospital admissions, and readmissions.
- Gain valuable insight into social determinants of health.
- Reduce overall healthcare costs.

1 Getting care for patients

DispatchHealth is available for certain Blue Shield members in eligible ZIP codes from 8 a.m. to 10 p.m., seven days a week. Request care by visiting dispatchhealth.com/bsca or calling (855) 226-3525.

2 Patient care team

The patient care team is made up of a physician assistant or nurse practitioner and a medical technician. The team will arrive at the patient's home with virtual support from a board-certified emergency medicine or internal medicine physician.

3 Services include:

CLIA certified moderate complexity lab:

- Electrolytes, blood count, lactate
- Urinalysis
- Culture send outs
- Integration with external labs
- Rapid infectious disease POC testing

Procedures:

- Laceration and wound kit
- Catheter placement
- Epistaxis treatment
- I&D abscess

Diagnostics:

- EKGs
- Ultrasounds
- X-rays

Pharma:

- IV antibiotics
- Antiemetics
- Lasix
- Nebulizers
- Steroids
- IV fluids

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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