dispatchhealth

We bring the power of the hospital to the comfort of home
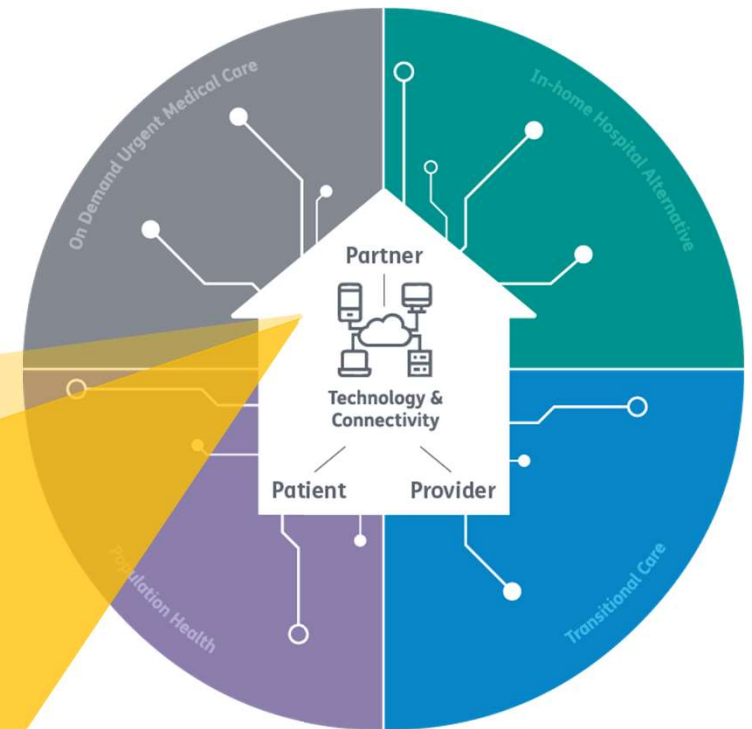
Mission Control

DispatchHealth System of Care in the Home

DispatchHealth Connectivity

DispatchHealth ensures each patient receives the appropriate level of care in the comfort of home, providing support across the patient journey –

- Connecting them with resources to address social determinants

- Coordinating after care

- Providing the option to engage in ongoing virtual monitoring with 24/7 nurse support as needed

dispatchhealth

DispatchHealth: The broadest and deepest at home care

Pre-Hospital Care

ER Alternative

On-demand high acuity care in the home

Post-Acute Care

Hospital to Home

Focused medical intervention to reduce readmissions: 1 day to 1 week post transition

Extended Care

SNF Alternative

Support for complex medical and post-surgical patients after transition from the hospital

Clinic Without Walls

Virtual Visit Augmentation

Allows providers to extend practice; more comprehensive than virtual care with physical hands-on support and telepresentation

Advanced Care

Hospital Alternative

High-acuity hospital level care with up to 30-day active management

Services

- Mobile Imaging
- Virtual Nursing Support
- Point of Care lab testing
- Remote Patient Monitoring
- and more

Mission Control

dispatchhealth

Healthcare is rapidly moving to the home

dispatchhealth

$4 Trillion healthcare system[1] is unsustainable: Lower cost alternative

Consumers want care in the comfort of home

Improved clinical efficacy in the home

DispatchHealth facts:

- Acute care visits **save $1,100-1,500[2]** per visit on average
- Advanced care (hospital alternative) episodes **save $5,000 – $7,000[3]** on average
- At our current growth rate, we are expected to generate over $2 billion in total medical cost savings by 2023

DispatchHealth facts:

- Demand exists: **100-200% YoY visit growth rate**
- Insurance contracts covering **175-200M[4]** or **50-60% of Americans** in markets across the US (US population >330M)
- Homebound adults 70+ reached **13% (4.2M) in 2020[5]**
- **NPS = 97[6]**

DispatchHealth facts:

- **20% mortality reduction[7]** with hospital at home programs
- Unnecessary hospitalization can be harmful to seniors: **33% over age 75** and **50% over age 85[8]** are unable to return to their home after a hospital admission

DispatchHealth Experience

dispatchhealth

Patient Satisfaction

95 NPS

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

Medical Cost Savings

$$$

Medical Cost Savings:
$1,100-1,500 net savings per acute care visit
$5,000–$7,000 net savings per
in-home hospitalization

Largest High Acuity In-Home Provider

100s of thousands

Of patients treated in their home
By nearly 2k employees

Our Happy Partners

Kaiser Permanente Cigna. United Healthcare BlueCross. BlueShield.

Humana AdventHealth InnovAge UCI Health

RUSH MultiCare American College of Cardiology FirstLight HOME CARE

Alerislife Christian Living Communities Encompass Health. aetna

BROOKDALE AARP Texas Health And more!

Care Coordination

94%

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

Market Expansion

Active Markets Acute Care
Opening Soon Advanced Care
Ancillary Services

Insurance contracts covering **175-200M**
or 50-60% of Americans in markets across the US
(US population >330M)

Who we partner with

dispatchhealth

Anthem.

UnitedHealthcare®

aetna

Cigna.

Humana.

innovAge
Life on Your Terms

bright
HEALTH™

CareMore
HEALTH

mercy care

HCSC
Health Care Service Corporation

KAISER PERMANENTE®

AMERICAN
COLLEGE of
CARDIOLOGY®

MultiCare

Texas Health®

Baystate
Health

BON SECOURS
MERCY HEALTH

Kindred
at Home

Valley
Health
System

RUSH UNIVERSITY
MEDICAL CENTER

Centura
Health®

AdventHealth

LEE HEALTH

Waterbury HEALTH

UHS
UNIVERSAL HEALTH

ECHN
Eastern Connecticut Health Network

TMC
HEALTHCARE

Billings
Clinic

UC Irvine
Health

THE OHIO STATE UNIVERSITY
WEXNER MEDICAL CENTER

INOVA
HEALTH
SYSTEM

DispatchHealth's Core Technolog

Our technology platform is core to enabling a system of care in the home

Technology is the engine that powers our foundation at the core – keeping patients at the center, enabling providers to deliver excellent care and ensuring partners are satisfied with their experience. Our technology is designed to deliver value in four key areas:

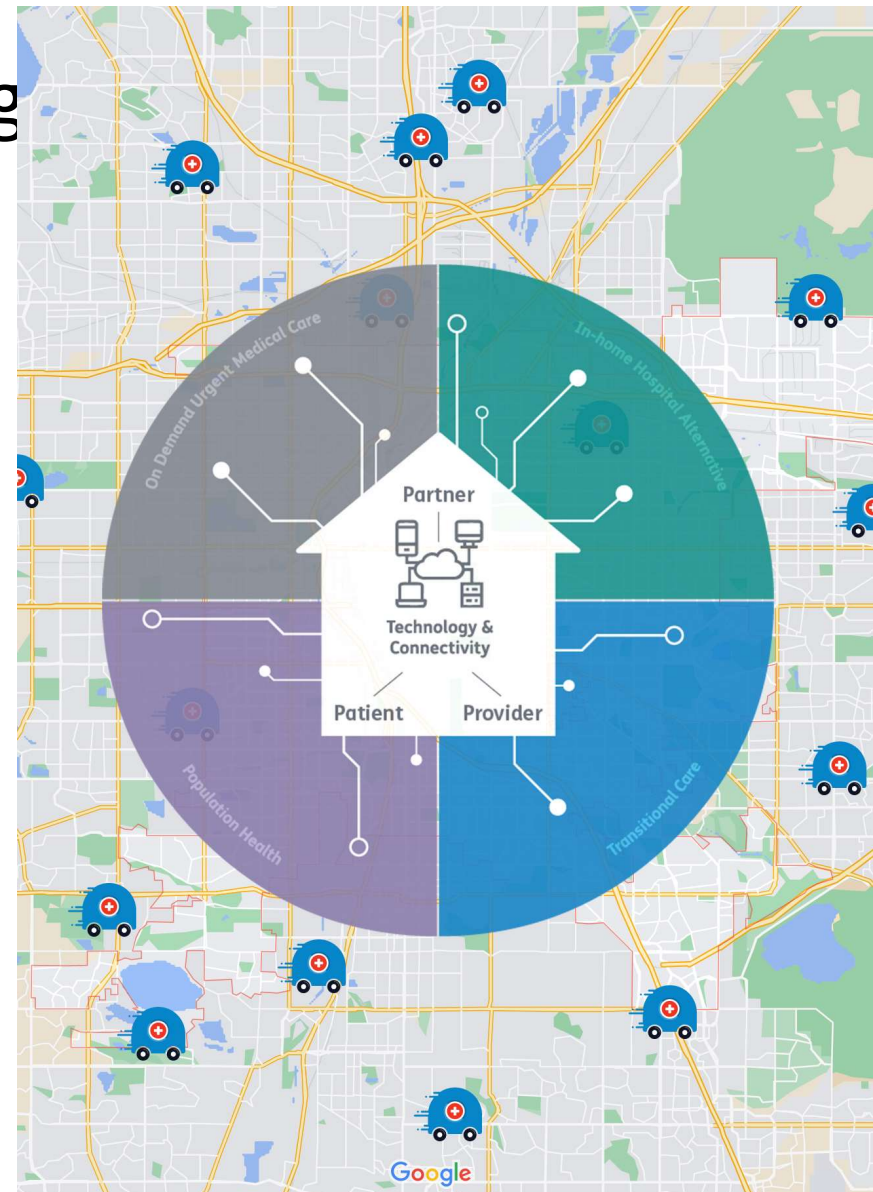|	
Flexible Experiences	**Seamlessly connecting** patients, providers and partners through customized experiences that tackle the unique challenges of in-home healthcare.
Healthcare on Wheels	Bringing the power of the hospital to the comfort of home, merging complex supply chain and **logistics** – with over 150 labs, virtual monitoring technologies & portable x-ray, ultrasound and more.
Intelligent Decision Making	Maximizing the efficiency and safety of our **risk stratification**, logistics and insurance eligibly decisions to match the right care team with the right patient.
Data Platform	Facilitating rapid software development with patient security, **data science backed decision making**, and business scalability at the forefront.

dispatchhealth

Our teams can perform much of the care available in ER in the comfort of a patient's home

Not comprehensive

Procedures:

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

Pharma:

- IV Antibiotics
- Antiemetics
- Lasix
- Nebulizers
- Steroids
- IV fluids

CLIA Certified Moderate Complexity Lab:

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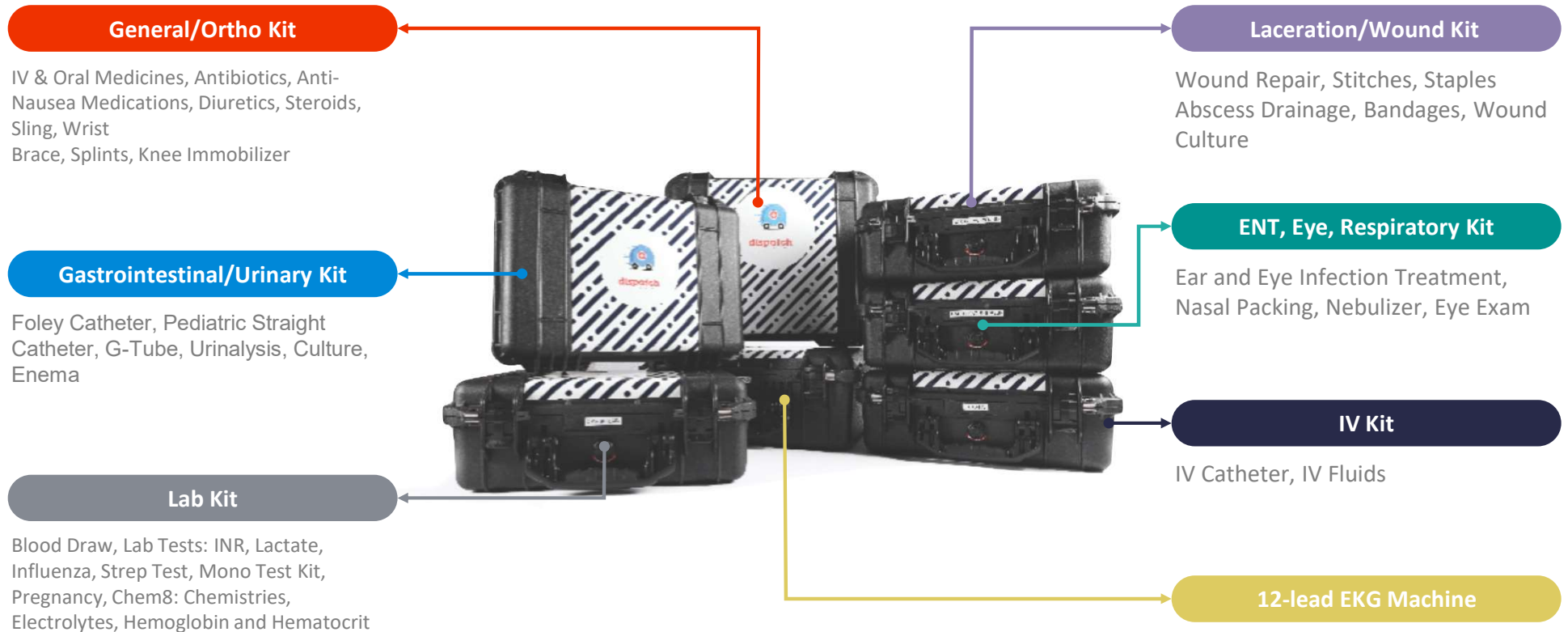- Rapid infectious disease POC testing

Diagnostics:

- EKG
- Ultrasound (partner services)
- X-Ray (leverage owned and partner services)

dispatchhealth

Standardization and scalability...

General/Ortho Kit

IV & Oral Medicines, Antibiotics, Anti-Nausea Medications, Diuretics, Steroids, Sling, Wrist
Brace, Splints, Knee Immobilizer

Gastrointestinal/Urinary Kit

Foley Catheter, Pediatric Straight Catheter, G-Tube, Urinalysis, Culture, Enema

Lab Kit

Blood Draw, Lab Tests: INR, Lactate, Influenza, Strep Test, Mono Test Kit, Pregnancy, Chem8: Chemistries, Electrolytes, Hemoglobin and Hematocrit

Laceration/Wound Kit

Wound Repair, Stitches, Staples Abscess Drainage, Bandages, Wound Culture

ENT, Eye, Respiratory Kit

Ear and Eye Infection Treatment, Nasal Packing, Nebulizer, Eye Exam

IV Kit

IV Catheter, IV Fluids

12-lead EKG Machine

Hospital
admission alternative