

dispatchhealth®



Urgent Care at Home



AmeriHealth Caritas
District of Columbia

Stay home. Feel better.

You can receive urgent medical care at home with DispatchHealth. DispatchHealth is an AmeriHealth Caritas District of Columbia (DC) provider that offers access to health care professionals for urgent care. A care team from DispatchHealth will visit you in the safety of your home and treat your illness or injury.

Urgent care is medical care you need within 24 hours that might not be for an emergency. Many types of urgent care can be delivered at home. DispatchHealth can help with conditions and symptoms* including:

- Asthma
- Back and neck pain
- Bed sores and pressure ulcers
- Breaks, sprains, and bruises
- Bronchitis
- Congestive heart failure exacerbations
- Constipation
- Copd exacerbations
- Coronavirus (COVID-19)
- Cough
- Crohn's disease
- Cuts, lacerations, and abrasions
- Dehydration
- Diarrhea
- Edema
- Excessive vomiting
- Fatigue
- Flu
- Food poisoning
- Head injury
- High fevers
- Migraines
- Pneumonia
- Shingles
- Shortness of breath
- Sinus infection
- Skin infections
- Strep throat
- Upper respiratory infections



BOOK AN
APPOINTMENT

 www.dispatchhealth.com
 [1-844-228-0154](tel:1-844-228-0154)

*If a DispatchHealth representative determines you are having a medical emergency, they will advise you to call 911 or go to the nearest emergency room.



How DispatchHealth Works

- 1 Book an appointment.**
DispatchHealth is available seven days a week, including holidays, from 7:00 a.m. to 9:00 p.m. To schedule an appointment, call **1-844-228-0154** or book online at **www.dispatchhealth.com**. A representative will ask about your symptoms and give you a time frame for arrival, typically within three hours.
- 2 Receive expert medical care at home.**
Your DispatchHealth care team will arrive at your home with everything needed to treat your illness or injury.
- 3 Relax and recover.**
DispatchHealth will call in any needed prescriptions, update your primary care provider, and handle billing. You can focus on rest and healing where you're most comfortable — at home.

DispatchHealth is an option for getting urgent care when it's not an emergency and your primary care provider is not available.

If you have a life-threatening emergency, call 911 or go to the nearest emergency room.

For a complete list of AmeriHealth Caritas DC urgent care providers, contact Enrollee Services at **1-800-408-7511 (TTY 1-800-570-1190)** or visit **www.amerihealthcaritasdc.com/pdf/member/walk-in-after-hours-care.pdf**.

AmeriHealth Caritas District of Columbia complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

English: If you do not speak and/or read English, please call **1-800-408-7511 (TTY 1-800-570-1190)**, available 24 hours a day, seven days a week. A representative will assist you.

Español: Si no habla y/o lee inglés, llame al **1-800-408-7511 (TTY 1-800-570-1190)**, línea disponible las 24 horas del día, los siete días de la semana. Un representante le ayudará.

አማርኛ፣ ኢንግሊዝኛን መናገር እና/ወይም ማንበብ የማይችሉ ከሆነ፣ እባክዎ በ **1-800-408-7511 (TTY 1-800-570-1190)** ይደውሉ፣ በቀን 24 ሰዓታት፣ በሳምንት ሰባት ቀናት ይገኛል። ተወካይ ይረዳዎታል።

Tiếng Việt: Nếu quý vị không nói và/hoặc đọc Tiếng Anh, vui lòng gọi **1-800-408-7511 (TTY 1-800-570-1190)**, 24 giờ một ngày, bảy ngày một tuần. Sẽ có người đại diện hỗ trợ quý vị.

繁體中文: 如果您不會講或讀英文，請致電 **1-800-408-7511 (TTY 1-800-570-1190)**，此電話每天 24 小時，每週 7 天開通。您將得到一位服務代表的協助。

한국어: 영어를 말하거나 읽지 못하는 경우, 365일 24시간 이용 가능한 **1-800-408-7511 (TTY 1-800-570-1190)**번으로 전화하십시오. 직원이 도와드릴 것입니다.

Français: Si vous ne parlez, ni ne lisez anglais, veuillez appeler au numéro **1-800-408-7511 (TTY 1-800-570-1190)**, disponible 24 heures sur 24, 7 jours sur 7. Un représentant pourra vous aider.

All images are used under license for illustrative purposes only. www.amerhealthcaritasdc.com
Any individual depicted is a model.
