

# How healthcare professionals can request care for patients through DispatchExpress

## A step-by-step guide for healthcare professionals

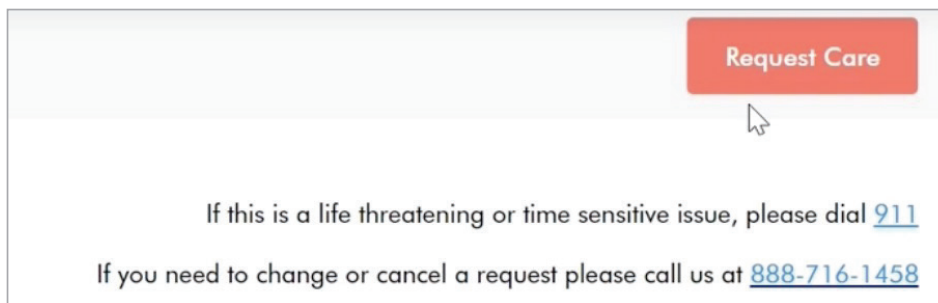
### 1. Log-in to your DispatchExpress account

Visit [express.dispatchhealth.com](https://express.dispatchhealth.com) to log-in to your account.

If you don't have an account, you can request one at [dispatchhealth.com/dispatchexpress](https://dispatchhealth.com/dispatchexpress).

### 2. Once logged in, select request care

Click the red request care button in the top right corner of your screen.



### 3. Enter the patient

Select source then search for the patient.



To request care, visit:  
**[express.dispatchhealth.com](https://express.dispatchhealth.com)**

#### 4. If the patient does not appear in the search, select create new patient

Input the patient's address into the address field. If the patient resides outside of one of our serviceable markets a message will pop up and other accommodations for that patient's care should be made.

There was a problem verifying the service area.

Address

🔍 2213 Lafayette Road, Holland, KY

The address is not serviceable within the closest market

If your patient resides in a serviceable market, you will see a green check mark appear confirming this.

Address

🔍 2213 Lafayette Street, Denver, CO [edit](#)

✓ Care teams are available in the Denver market.

Apartment / Suite (Optional)

I

Be sure to include any pertinent information about the patient's location, such as directional markets, where to park, gate codes, if they live inside a retirement home, etc. then click continue.

Additional Location Notes (Optional)

Gate code, parking, etc I

Input the patient's name and demographic information and click continue.

**Create New Patient**

Patient Details

First Name  Last Name

Legal Sex  
 Male  Female

Date of Birth  
MM  DD  YYYY

Phone Number

In the Plan drop down, you'll be able to see a full list of insurance types that are considered in-network with DispatchHealth. If your patient's plan is not listed, please select self-pay. The self-pay cost is \$275. If their insurance plan is listed, select it and add in the member number in the appropriate box, then click Continue.

**Insurance**

Policy Holder  
 The Patient  Someone Else  Insurance unknown

Plan

- AARP Medicare Advantage - Optumcare
- Advanced Care (do not pick this plan - it is for billing use only)
- Aetna Commercial**
- Aetna Medicare Replacement
- Allegiance (GWHC/Cigna)
- All Savers UHC
- AMN - American Medical Network
- BCBS Commercial (All States)

If you do not know the patient's insurance information, please select Insurance Unknown under Policy Holder and our team will collect that information from the patient when we call them to continue onboarding.

On the next screen, input the patient's Medical Power of Attorney information, then click continue.

### Create New Patient

Medical Power of Attorney

Who makes decisions about the patient's care?

The Patient  Someone Else  I don't know the MPOA

First Name

Last Name

Phone Number

Relationship

### 5. Finalize and submit your care request

Select the type of care your patient needs under the drop down labeled, Service Line. Include details regarding their Chief Complaint (fever, UTI, stuffy nose, etc.) in the box below that. If you have a Bridge Care patient, please be sure to add their discharge date and diagnosis. For all care types, be sure to include a callback number.

To submit, click Submit Care Request.

Callback Number  
Specify who DispatchHealth should call to complete onboarding for this care request.

Patient (Michele Cox) - (615) 822-9444

Source (Always Best Care Denver) - (303) 555-1234

Requester (Michele Cox) - (615) 490-2257

Someone else

Relationship

Name

Phone number

Let the patient or person you requested to be called back on behalf of the patient know to expect a call from DispatchHealth. DispatchHealth will quickly risk stratify to make sure the clinical scenario is appropriate to treat and obtain verbal consent for our visit. During this call, the visit time will be scheduled.

### 6. Follow updates on the visit

Your request has now been submitted and will show in your dashboard and you'll be able to track the patient's care path, by clicking "Show Details."

To view past case records, click "View Past Care Records."

Show my requests only

If this is a life threatening or time sensitive issue, please dial [911](#)  
If you need to change or cancel a request please call us at [888-716-1458](#)

[View past care requests](#)

Patient	Legal Sex	Age	DOB	Created by	Created date	Status
ENGINEERING TEST1220221202	Female	57	12-03-1965	Patrick Stone	Jan 4	RESOLVED <a href="#">Show Details</a>

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