

**DISPATCHHEALTH PARTNERS WITH RENOWN HEALTH TO PROVIDE IN-HOME MEDICAL CARE TO COMMUNITY MEMBERS IN RENO**

*Hospital network brings high-quality, affordable, on-demand acute care to local residents.*



**RENO, Nev. (May 13, 2020)** – [DispatchHealth](#), a provider of in-home medical care, today announced a partnership with [Renown Health](#) to provide Reno/Sparks residents with high-quality medical care in the comfort of their homes. The partnership aims to provide patients with another option for safe access to medical care during the COVID-19 pandemic and beyond.

DispatchHealth and Renown’s goal is to offer the most vulnerable patients at-home care options if it is in the best interest of their health needs. DispatchHealth’s model is uniquely positioned to help treat an extensive range of common to complex injuries and illnesses, including but not limited to urinary tract infections, dehydration, fall injuries, nausea, sutures and more and is accepted by most major insurance plans. If a patient is uninsured, there is a flat fee of \$275, which includes all medications administered and lab tests on site.

“It’s more important than ever to be able to offer patients convenient, high-acuity medical care that is also cost-efficient,” said Bill Butcher, regional market director, DispatchHealth. “The partnership with Renown Health provides safe care for people without them having to leave their home, helping to ensure community members get the right care at the right place at the right time.”

Patients requiring medical services for sudden or urgent illness, such as sore throat or skin rashes, can request care by going to the DispatchHealth [website](#), accessing the free mobile [app](#) or calling 775-439-1529. Once contacted, the medical team arrives within a few hours to treat

the patient in their place of need and consists of either a physician assistant or nurse practitioner, along with a medical technician. DispatchHealth's medical teams wear appropriate personal protective equipment (PPE) during all visits, including masks, gloves, and protective eyewear. Additionally, kits and devices are sanitized during and between visits.

The medical team is able to perform a variety of advanced tests and treatments, ranging from blood tests to a 12-lead EKG, to IV fluids and more. To ensure continuity of care, DispatchHealth provides a detailed report to each primary care physician, living community, or a home health agency, in addition to electronically sending prescriptions to a patient's pharmacy if needed.

**For emergencies, including but not limited to, chest pain, signs of a stroke, allergic reactions or severe injuries, individuals are urged to call 911 and seek safe, acute care in one of Renown's emergency rooms. Renown has a variety of safety measures in place contributing to the overall health and safety of its patients and staff. [Learn more about Renown's commitment to keeping the community safe.](#)**

"Renown is focused on the well-being of our patients and community. Our goal is to improve health through proactive community-based prevention, while creating the best healthcare system for those with acute and chronic disease," said Dr. Tony Slonim, president and CEO of Renown Health. "We strive to find innovative ways to serve our community and are pleased to partner with DispatchHealth to bring affordable, on-demand in-home emergent and urgent healthcare delivery to patients in the Reno/Sparks area. In light of the COVID-19 pandemic, Renown and DispatchHealth worked diligently to accelerate the launch of this program in our community to help us continue fighting the good fight against the virus."

Renown accelerated the launch of DispatchHealth in order to help fulfil its mission of making a genuine difference in the health and well-being of the people and communities it serves. The first mobile medical vehicle arrived in-market on April 20 and a second vehicle will be operational May 19. DispatchHealth is available in 19 markets across the U.S., including Las Vegas and the [Reno](#) area from 8 a.m. to 8 p.m. local time, seven days a week, 365 days a year, including holidays. Hours of service will expand to 8 a.m. to 10 p.m. with the launch of the second vehicle on May 19.

**For visual assets to accompany this story, please see b-roll [here](#) and photos [here](#).**

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### **About DispatchHealth**

DispatchHealth has redefined healthcare delivery to offer on-demand acute care and advanced medical care for people of all ages in the comfort of their own home. DispatchHealth's emergency trained medical teams are equipped with all the tools necessary to treat common to complex injuries and illnesses. DispatchHealth works closely with payers, providers, health systems and others to deliver care in the home to reduce unnecessary emergency room visits, as well as hospital stays and readmissions. A visit with DispatchHealth typically costs 80-90 percent less than the average emergency room visit. Acute care medical teams are available during the day and also on weekends, evenings and holidays, and can be requested via app, online or a quick phone call. Advanced Care and Extended Care patients must be referred by a healthcare professional. DispatchHealth is partnered with most major insurance companies. For more information, visit [DispatchHealth.com](#).



### **About Renown Health**

Renown Health is a locally governed and locally owned, not-for-profit integrated healthcare network serving northern Nevada, Lake Tahoe and northeast California. Renown is one of the region's largest private employers with a workforce of more than 7,000. It comprises three acute care hospitals, a rehabilitation hospital, the area's most comprehensive medical group and urgent care network, and the region's largest and only locally owned not-for-profit insurance company, Hometown Health. Renown has a long tradition and commitment to continually improve the care and the health of our community. For more information, visit [renown.org](http://renown.org).

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