

A close-up photograph of two elderly women smiling warmly at the camera. The woman on the left has short, wavy grey hair and is wearing a dark blue zip-up jacket. The woman on the right has short blonde hair, wears glasses, and a blue lace-trimmed top. The background is softly blurred, suggesting an indoor setting.

dispatch
HEALTH

Home is Where Your Health is

Transforming the Facility-Based Care Model

OUR VISION

Create the World's Largest
System of Care...in the home.



dispatch
HEALTH

Healthcare is Rapidly Moving to the Home

\$4 Trillion Healthcare System is Unsustainable

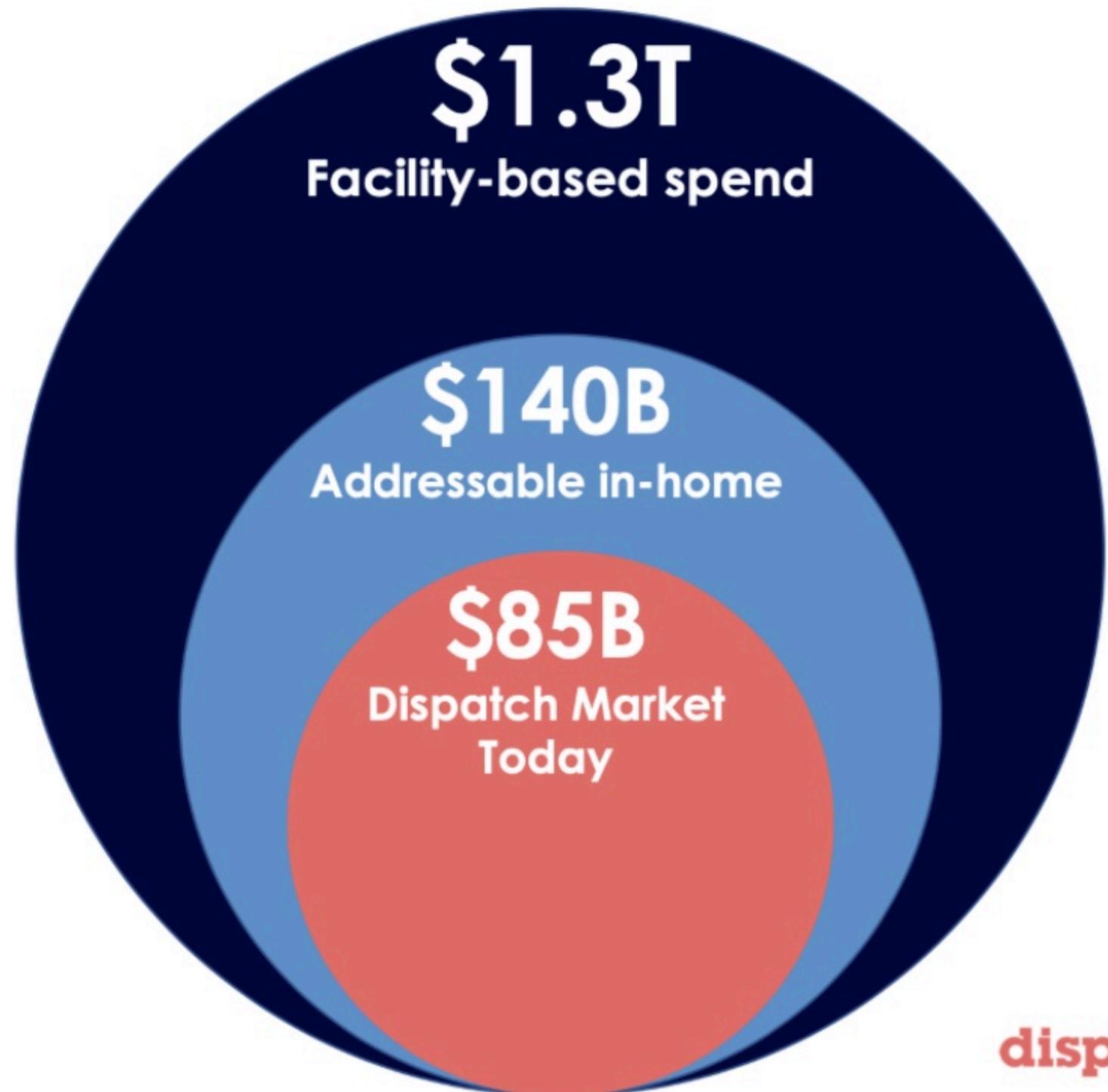
In-home hospitalizations save **\$5,000 – \$7,000** per episode

Consumers increasingly expecting convenience

Virtual care utilization **increased +4x** during COVID, with **+70%** of users expecting to continue using more convenient care

Opportunity to improve clinical outcomes

A **20%** mortality reduction for in-home hospitalizations



Enabling At-Home Care at Scale



Extending beyond the legacy brick and mortar infrastructure to deliver care to patients when, where, and how they need it



Leveraging a purpose-built, flexible platform that optimizes care delivery and enables rapid scaling



Driving improved patient experience and clinical outcomes that create alignment across all stakeholders

31 Markets live today

174% YE Run-Rate Revenue CAGR since 2017

96 Net Promoter Score (Healthcare average <30)

+\$350M Total Savings Generated for Customers to date, with an average savings of +\$1,200 per Acute Care Visit

Highest Acuity and Most Complete System of Care in the Home



Clinic Without Walls

Virtual Visit Augmentation

- Allows providers to extend practice to home or Senior Communities for lower complexity complaints
- Allows treatment of medically complex patients - hands-on support and tele-presentation.



Acute Care

Emergency Room Alternative

- On-demand high acuity care in the home
- Diagnostics
- CLIA certified lab (Moderate Complexity)
- Procedures
- Medications
- Coordination of ancillary services
- PCP integration



Advanced Care

Hospital Alternative

- Example Conditions: HF, COPD, Respiratory Illness, Pneumonia, Complex UTI, Metabolic Disorders
- Milliman admission criteria
- Up to 30-day post-acute management
- Referral: Dispatch Acute Care Service, Physician Clinics, Partnered Hospital ERs,
- Payment through contractual bundle with payers



Extended Care

Nursing Facility Alternative

- Support for complex medical and post-surgical patients after discharge from the hospital who require additional skilled services.
- Provide 24/7 care with a focus on physical and occupational therapy
- Payment through contractual bundle with payers



Bridge Care

Hospital to Home

- Focused medical intervention – 24 to 72 hours post discharge
- Evidenced-based pathways
- Medication reconciliation and Social Determinant issues addressed result in reduced hospital recidivism



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