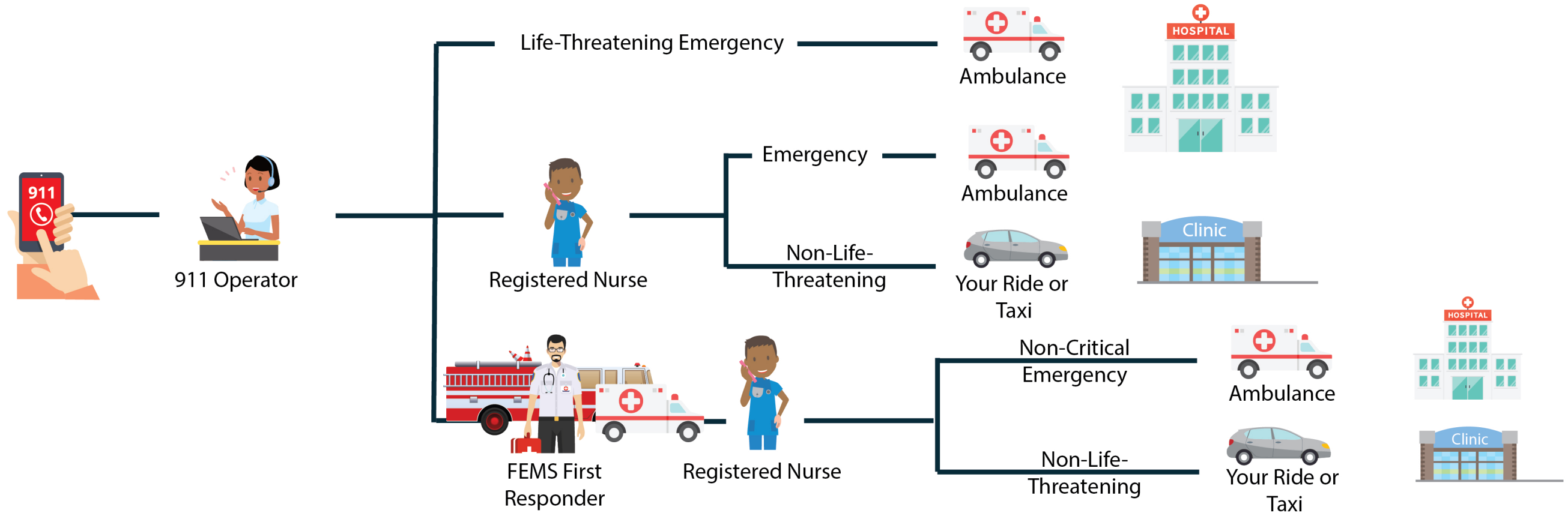


What Happens When You Call 911 For a Medical Need

We provide every 911 caller with the most appropriate and responsible path to improved health outcomes. Based on a caller's description of their symptoms, a caller may be transferred to a nurse in order to determine the most appropriate path for treatment.

Text DC RIGHTCARE to 468311 for more information.



D.C. Fire and Emergency
Medical Services Department

fems.dc.gov
(202) 673-3320



RIGHTCARE
RIGHTNOW



GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

Right Care, Right Now

Quick Facts

The goals of the Right Care, Right Now program are to improve patients' health outcomes and to preserve the DC Fire and EMS Department's (FEMS) resources for those patients with life threatening injuries and illnesses. This should also free up beds in crowded hospital emergency departments, which will benefit all critically ill emergency patients. The District has one of the highest per capita EMS call volume in the nation. Our high non-emergency call volume strains the Department's resources for emergencies.

How it Works

Under the Right Care, Right Now program, callers to 911 with non-emergency injuries or illnesses are transferred to a nurse, either by the 911 center or by a FEMS first responder. The nurse asks the caller questions and assesses his or her symptoms so that the nurse can refer the caller to the most appropriate non-emergency medical care available, most likely a community clinic or urgent care clinic in the caller's neighborhood. Medicaid and DC Healthcare Alliance enrollees are provided with free transportation to and from the clinic.

ALMOST
70%

of 911 medical calls
responded to involve
patients with conditions
that are not life-
threatening emergencies.



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