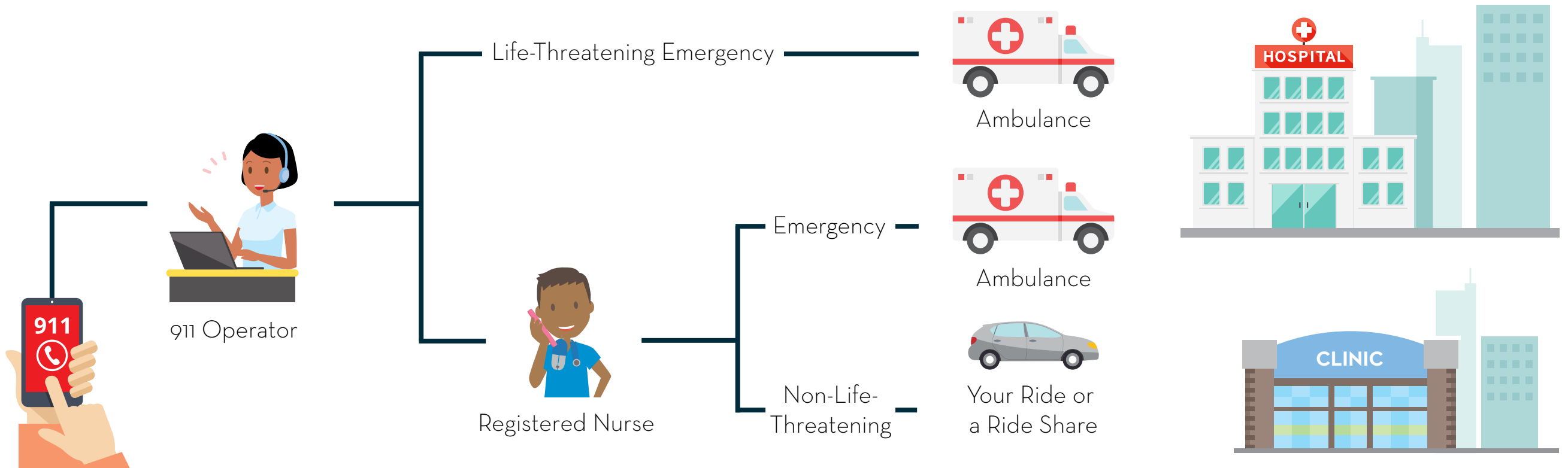


# WHAT HAPPENS WHEN YOU CALL 911

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 registered 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 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

With the launch of the Right Care, Right Now program, callers to 911 with non-emergency injuries or illnesses may be transferred to a nurse. The nurse will ask the caller questions and assess his or her symptoms, connecting the caller with the most appropriate level of care, and taking into account the existence of a pre-established primary care provider (if any). The nurse will then refer the caller to the most appropriate non-emergency medical care available, most likely a clinic in the caller's neighborhood if the caller does not have a primary care provider. Medicaid and DC Healthcare Alliance enrollees will be provided with free transportation to and from the clinic. Upon arrival at the healthcare site, patients will be seen as soon as possible.

ALMOST  
**70%**

of 911 medical calls  
responded to involve  
patients with conditions  
that are *not* emergencies  
according to fire  
department officials.



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WASHINGTON  
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