



instED
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instED is Ready to Help Ease Care Disruptions from Health System Closures

BOSTON – instED, a leading on-demand, acute care in-place organization, is prepared to support our clients and their members during the [closures of Massachusetts hospitals](#). Other area facilities already report longer wait times for appointments and Emergency Department treatment, making it difficult for patients to access care. instED is ready to support patients with on-demand acute care services in the home. By bringing hospital-level evaluation and care to patients in their homes, instED helps eliminate barriers and provides access for patients who have relied on the closing hospitals for care.

The nurses at instED triage each visit request and dispatch specially trained paramedics to the patient's home. All instED visits include an in-home history and physical by a mobile health provider. Visits may also include but are not limited to point of care blood and urine testing, EKG, phlebotomy for send-out labs, IV fluids, and first-dose medication administration. All treatment is directed by a virtual physician who interprets test results and orders medication electronically as needed.

Treating patients in Massachusetts, Rhode Island, and Southern New Hampshire, instED brings acute care capabilities to patients' homes without the stress of an ED visit. Members of participating health plans, their caregivers, and associated providers can request instED visits directly by calling **833-946-7833**; using our online platform, instED NOW[®] at www.insted.us; or by using the instED NOW[®] Provider and Member mobile apps (available free in the [App Store](#) and [Google Play](#) stores).

instED's Chief Medical Officer, Dr. Evan Berg, commented on the current situation, saying, "instED is prepared to support any needs in the community for on-demand, acute care in place. We know that access to acute care services remains problematic across our healthcare ecosystem and will only be exacerbated by the closure of acute care facilities. instED has cared for tens of thousands of patients who need acute care, and we have seen the positive impacts for patients, caregivers and risk-bearing entities. We will continue to provide this high-quality service to our existing clients, and we are ready to expand our capacity and be available for patients, caregivers and referring clinicians alike."

With instED, our health plan and provider partners are prepared to ensure their members' and patients' access to care. For information on partnering with instED, please contact us at sales@insted.us.

For more information about instED, please visit www.insted.us.

About instED

instED[®] provides member-centric urgent medical care in the comfort of a patient's home, utilizing a network of highly trained paramedics to provide high-quality and compassionate care, including for members with complex health needs. An instED visit is an effective alternative to an Emergency Department visit, for non-emergency acute medical situations.

Based in Boston, Massachusetts, and serving members in several other states, instED has been providing in-home urgent care for more than 10 years. instED serves members 365 days a year, including weekends and holidays.

Visit www.insted.us for more information.