



Provider FAQ

- ▶ **Who is instED?** instED is an on-demand, in-home medical urgent care provider headquartered in Massachusetts.
- ▶ **What does instED do?** instED provides in-home urgent medical care. instED is staffed with nurses and physicians supporting a mobile paramedics network, providing care as an alternative to the Emergency Department (ED). An instED paramedic will travel to eligible Point32Health plan members seeking non-emergent medical attention and treat them in the comfort of their own home.
- ▶ **Why should a provider request an instED visit?** As part of a discharge and care plan, or when your patient has a sudden onset of acute symptoms that do not warrant the resources of an ED visit and when an office visit is not timely, available, or accessible.
- ▶ **When is an instED visit NOT appropriate?** When your patient can be seen in their doctor's office promptly or when the onset of acute symptoms does require 911 rapid response.
- ▶ **Is there a cost for using instED?** instED is covered through your patients Tufts Health Plan or Harvard Pilgrim Health Care Medicare Advantage StrideSM (HMO)/(HMO-POS) plan member urgently needed services benefit and their urgently needed services copay will apply.
- ▶ **How can my patient or I request a visit?** Your patient can request a visit — or you can do so on their behalf — using the patient and provider portals available on the instED Now online platform at www.insteded.us or by calling **833-946-7833**. Additionally, you or your patient can download the dedicated instED Provider App or instED Patient App and request a visit via smartphone.
- ▶ **What is Point of Care (POC) testing?** POC testing provides real-time results during the visit without the need for a lab send-out. The VMC physician will order based on clinical presentation.
- ▶ **What time can I request an instED visit?** You can request an instED visit 24/7 on our instED Now provider platform at www.insteded.us or mobile Provider App. You can also call instED directly at 833-946-7833, from 9:00am to 10:00pm. Visits take place from 10:00am to 10:00pm, 7 days a week, 365 days a year, including weekends and all holidays.
- ▶ **Does the patient/member have to be in their home for a visit?** No, the visit can take place in another appropriate location (e.g. a friend or relative's home, an assisted living facility, or shelter). However, the visit location must be within the service area.
- ▶ **What type of vehicles do the paramedics arrive in?** Your patients should be aware that paramedics will arrive in a sedan or SUV — no lights or sirens. They do not arrive in an ambulance!
- ▶ **What resources do the paramedics have?** EKGs, IVs, Nebulizer, first dose medication, point-of-care testing. For more information please refer to the Provider Resource Sheet.
- ▶ **Will I be notified when my patient's visit is complete?** Yes, you will get an auto-generated email and, if using the app, you will get a notification on your smartphone.
- ▶ **What is the ETA for a visit?** Response times are determined by urgency. Usual estimated wait times are between 3 to 8 hours for the paramedic to arrive at your patient's home. We are not a rapid response 911 service.



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- ▶ **What is the CRC?** The Clinical Resource Center (CRC) is the communication hub of instED, staffed by clinicians responsible for triaging visit requests.
- ▶ **What is the VMC?** Virtual Medical Control (VMC) is an instED MD that collaborates virtually with the paramedic during the instED visit, to diagnose and develop a treatment plan.
- ▶ **What are some of the common reasons for visit requests?** instED treats a wide variety of symptoms, including urinary tract infections, cellulitis, shortness of breath, COVID & flu-like symptoms, migraine/headaches, back/joint pain, abdominal pain, weakness/lethargy, dehydration, nausea/vomiting, edema, fever/chills, anxiety/depression, and more.
- ▶ **What happens if an instED paramedic arrives and the patient needs 911?** Our team does not transport patients, but we will activate 911 and wait with the patient until EMS arrives.
- ▶ **Do we have to order labs?** The VMC physician will order labs pertinent to the visit. If you want to order labs outside the scope of the visit reason, the lab order must be uploaded to the instED Now platform. Please note that limited send out lab tests are available.
- ▶ **What is instED's service area?** All of Massachusetts except Cape Cod, Nantucket and Martha's Vineyard, and Rockingham and Hillsborough counties in New Hampshire.
- ▶ **Can instED prescribe medication?** Yes, if needed.
- ▶ **Does instED collect patient consent?** Yes. instED collects a Consent to Treatment form signed by the patient. The patient receives a link to the form through text or email. They only need to submit this form once.
- ▶ **How do I add myself to a patient's Clinical Care Team?** When you request a visit for your patient on instED Now, you have the option of adding yourself to the Clinical Care Team.
- ▶ **How do I get notified when my patient has a visit I did not request?** You can add yourself to a patient's Clinical Care Team on instED Now to receive email notification when they have an instED visit scheduled. By doing so, you will also gain access to the provider dashboard.
- ▶ **Why is there an option for sharing baseline medical information when submitting a visit request?** Baseline medical information is optional. It is helpful for the VMCs and paramedics when making treatment decisions.
- ▶ **If the visit has started, can I still upload lab orders and documents?** Yes, documents and lab orders can be uploaded until the visit status is dispositioned as "Fulfilled" or "Unfulfilled".
- ▶ **Can I change the VMC assignment once a visit request has been submitted?** You can change the VMC assignment until the visit status is dispositioned as "Fulfilled" or "Unfulfilled".

Have any questions?

For instED Now user access and general questions, please contact us at customersupport@instED.us. For clinical questions, please contact us at clinicalsupport@instED.us

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