

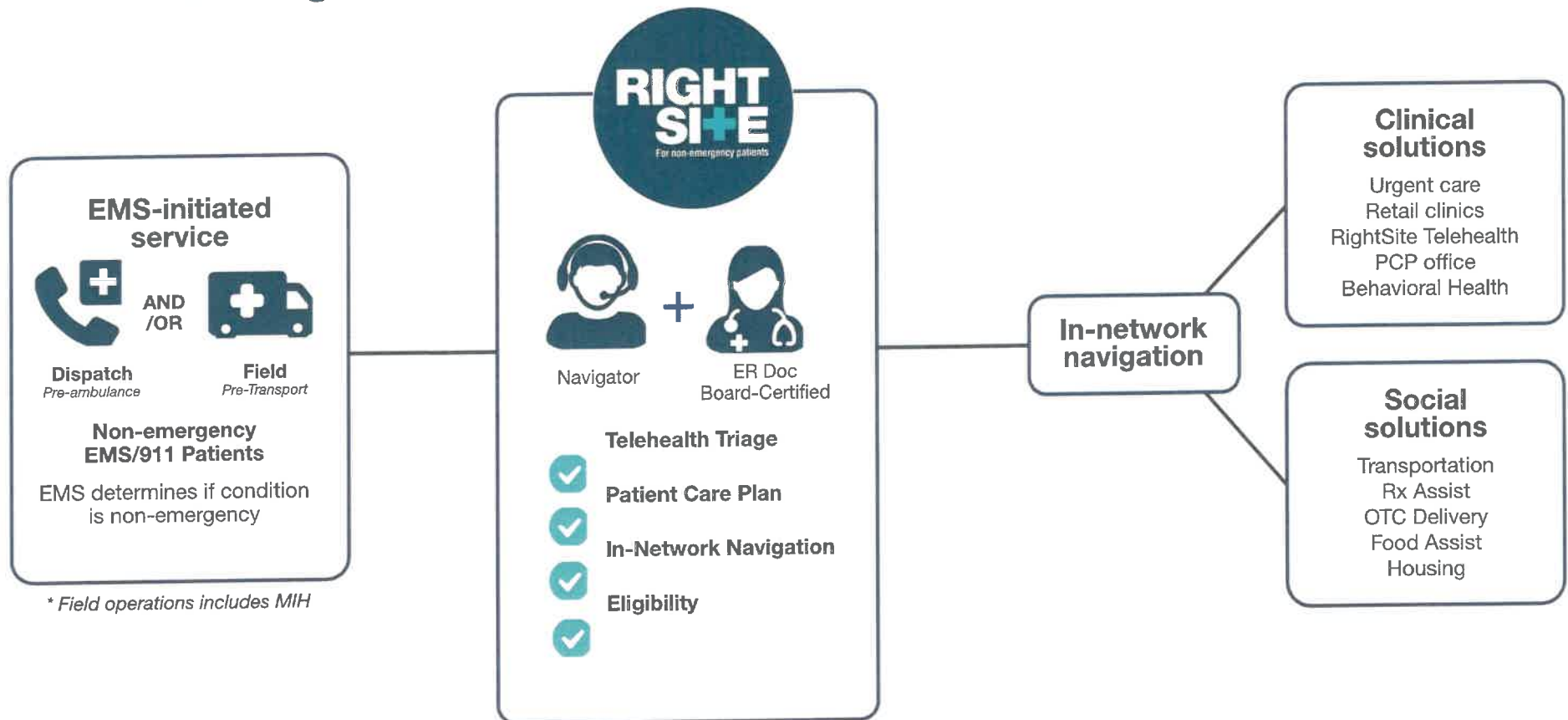
A healthcare provider with curly brown hair and glasses, wearing blue scrubs, is holding a tablet and showing a video call on the screen to two medical students. The students, a man and a woman, are wearing black scrubs with a red and white circular logo on the chest. They are gathered around a glass table in a clinical setting.

RIGHT SITE

For non-emergency patients

+ SOLUTION: RIGHTSITE CONNECT™

**EMS-initiated - Telehealth by ER doctors -
Social navigation and follow-up services by navigators**



+ RIGHTSITE BY THE NUMBERS - AGGREGATE

>20,000

Total Activations

91%

Acceptance Rate

(Non-Emergent Patients who agree to speak with RightSite ER Doctor)

89%

ED Diversion Rate

No transport, no ER
Patient receive care in-home, urgent care or PCP

9.7 / 10

Patient Satisfaction Score

(Patients Love RightSite)



9 min

Average EMS Release Time

(Dispatch and Field)

1

Unit Hour Preserved

for every successful
RightSite Activation

SDOH Assistance
Provided

50% of Patients

SDOH
Resolution Rate

80% Addressed

Patient Follow Up
Reach Rate

70%

EMS Field Release
Time

11 minutes

EMS Dispatch
Release Time

2 minutes

+ RIGHTSITE BY THE NUMBERS - GEORGIA

8,403

Total Activations

93%

Acceptance Rate

(Non-Emergent Patients who agree to speak with RightSite ER Doctor)

89%

Redirection Rate

RightSite arranged Alternate site care (telehealth, urgent care, ride share to care - ER, etc.)

9.8 / 10

Patient Satisfaction Score

(Patients Love RightSite)



9 min

Average EMS Release Time

(Dispatch and Field)

1

Unit Hour Preserved

for every successful RightSite Activation

Non-Clinical Social
Barriers Provided

50% of Patients

Non-Clinical Barriers
Resolution Rate

80% Addressed

Patient Follow Up
Reach Rate

67%

EMS Field Release
Time

14 minutes

EMS Dispatch
Release Time

2 minutes

+ RIGHTSITE PARTNERS IN GEORGIA

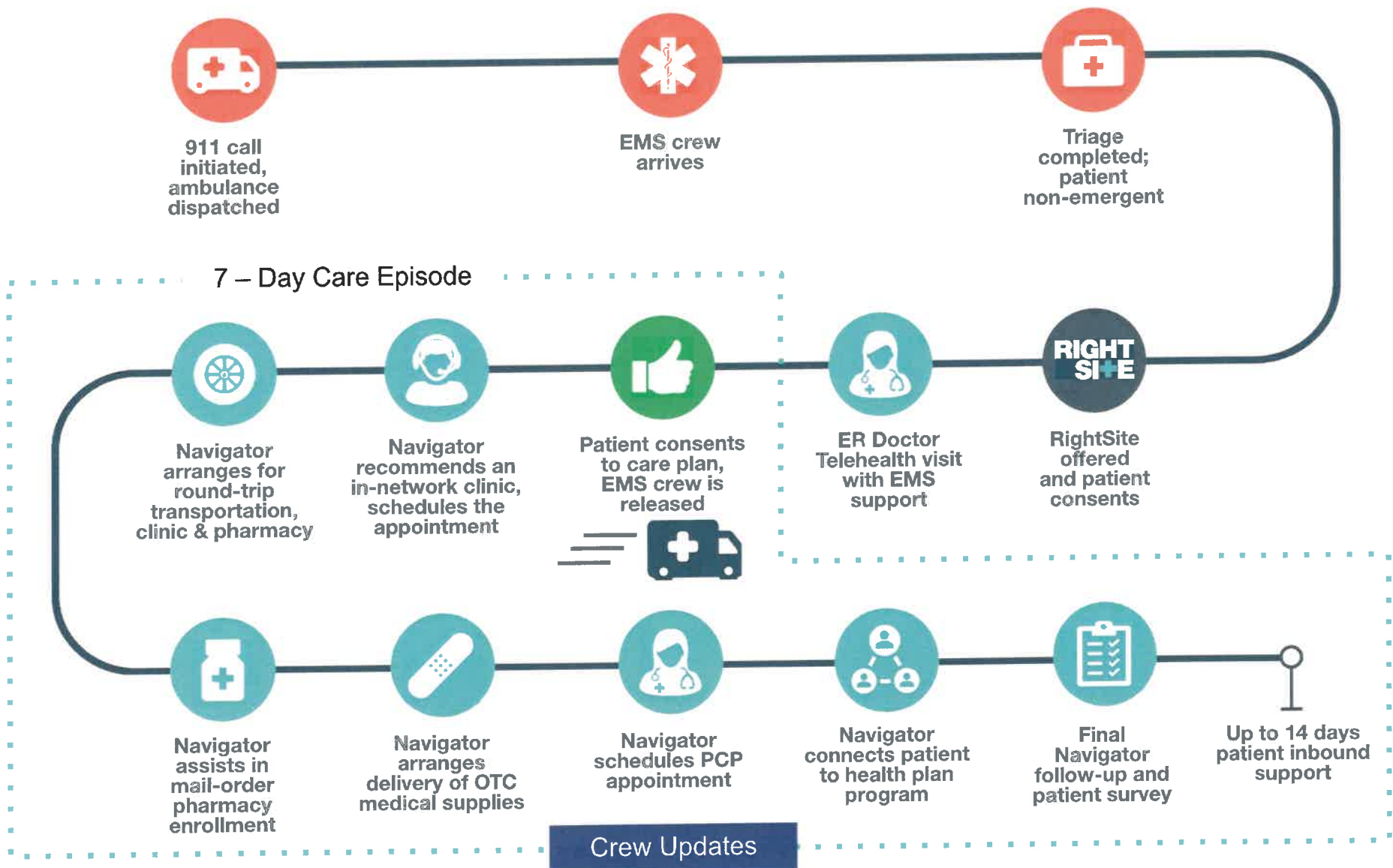


**RIGHT
SITE**

**Want to
see an
ER doc
right now?**

RightSite Care Episode Example

EMS/Ambulance On-Scene



+ PATIENT EXPERIENCE



A 23-year-old female called 911 for a sore throat

THE PATIENT: Patient began to feel sick the night before and woke up with a severe sore throat. She reported head and body aches, and her 5-year-old son had also developed a cough. The patient was home alone with her children and lacked transportation. She had car seats for her children.

THE CARE: EMS (On-scene, Patient home)

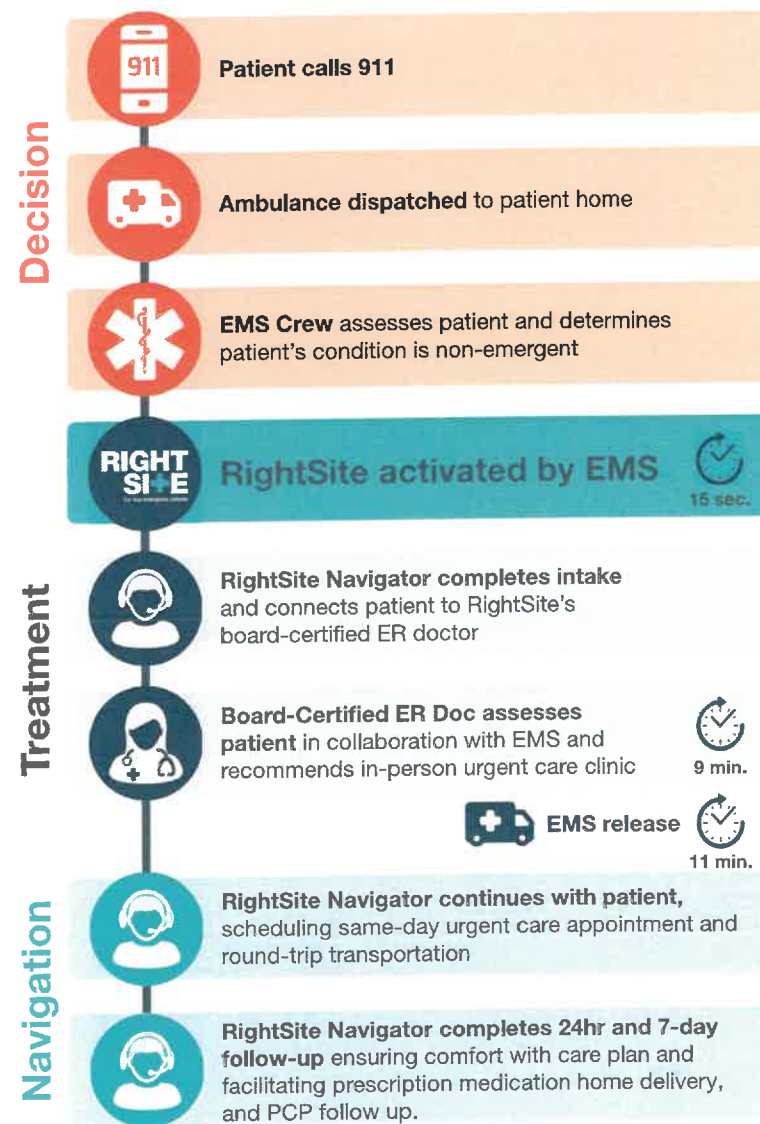
- After the initial assessment as non-emergent, EMS activated RightSite to find non-ER care options for the patient.
- EMS assisted RightSite ER Doctor with a real-time, virtual exam, including positioning the camera to visually inspect the patient's throat.

RIGHTSITE ER DOCTOR

- Collaborated with EMS to examine patient, including throat exam.
- Recommended in-person urgent care, and shared advice on managing the condition when returning home.

RIGHTSITE NAVIGATOR

- Initiated patient call, providing guidance on expectations and gathered patient SDOH barriers.
- Found and scheduled an in-network, nearby, and affordable urgent care appointment for the patient.
- Arranged round-trip, non-ambulance transportation for patient and her children to urgent care visit.
- Completed 24hr follow up, post urgent care visit, and assisted patient in by having DoorDash deliver prescriptions to the home.



CONTACT INFORMATION



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