

RUSH Patient FAQs

Reliable Urgent Supportive Healthcare

What is RUSH?

RUSH is an on-demand healthcare service that sends licensed nurses and certified professionals to your home to provide non-emergent medical care, support, and follow-up services.

What kinds of services can I book through RUSH?

RUSH providers offer a variety of non-emergency services, including:

- Wound care
- Medication administration
- post-surgical follow-up
- Lab draws (coming soon)
- Wellness checks
- Vital signs monitoring
- Chronic disease support (e.g., diabetes, hypertension)

Note: RUSH is not for emergencies. If you're experiencing life-threatening symptoms, please call 911.

How do I schedule a visit?

You can book care in three simple steps:

1. Download the RUSH app, visit our website or call 1-800-677-1790
2. Create your patient account
3. Choose your service, time slot, and confirm the visit

Do I need insurance to use RUSH?

No! RUSH is available currently via cash payments only insurance options will be available soon. Transparent pricing is shown before you confirm your visit.

How much does it cost?

Costs vary by service. You'll see all prices before booking. RUSH also accepts HSA/FSA payments.

Can I request a specific provider?

Yes, if multiple providers are available in your area, you can choose based on experience, ratings, or availability. Otherwise, the first available licensed professional will be assigned.

Who are the providers?

All RUSH providers are licensed nurses or certified professionals. They undergo:

- Background checks

- License verification
- Ongoing training in safety and ethics

Is my personal and health information secure?

Yes. RUSH is HIPAA-compliant. All personal, health, and payment data is encrypted and securely stored.

What if I feel uncomfortable or unsafe during a visit?

If you feel unsafe for any reason, you may refuse care. You can also report any concern directly in the app or through our support team. Your safety is a top priority.

Can I cancel or reschedule an appointment?

Yes. You can cancel or reschedule in the app. Please try to give an immediate notice. Late cancellations will incur a fee. Because this is an on-demand platform. Services are generally booked immediately!

Can I schedule recurring care?

Yes. For chronic care, post-op recovery, or regular check-ins, you can set up recurring visits. Reach out to our care coordination team or set it in your app profile.