

## RUSH Patient FAQs

*Reliable Urgent Supportive Healthcare*

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### **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.