Chronic disease management and support

24/7 emergency medical dispatch (911)

Rapid response, medical assessment and treatment

Emergency and critical care transport

Post-discharge follow up, preventive care

Chronic disease management and support

Alternate disposition or referral to community health or social services resources

Patient-centered, data-driven

Nurse advice

Our nation’s healthcare system is transforming from a fee-for-service model to a patient-centered, and value and outcomes-based model, known as “Healthcare 3.0.” Emergency Medical Services (EMS) can contribute to this transformation by filling gaps in the care continuum with 24/7 medical resources that improve the patient care experience, improve population health, and reduce healthcare expenditures – this is “EMS 3.0.”

EMS is uniquely positioned to support our nation’s healthcare transformation by assessing and navigating patients to the right care, in the right place, at the right time. EMS 3.0 can help our nation achieve its healthcare goals.
EMS 3.0 can help transform our nation’s healthcare system by filling gaps in the care continuum with 24/7 medical resources that improve the patient care experience, improve population health, and reduce healthcare expenditures. Here’s how:

Integration

EMS is available in every community.

Prevention

EMS is fully mobile.

24/7

EMS can address patient needs 24/7.

Assessment

EMS is an expected, respected and welcomed source of medical assessment and care in people’s homes and throughout the community.

Emergent

EMS provides highly reliable patient assessment and treatment in response to emergency, urgent or unscheduled episodes of illness or injury.

Navigation

EMS is a practice of medicine provided under the medical direction and oversight of specialized physicians with unique knowledge of the delivery of healthcare in the out-of-hospital environment. EMS medical directors frequently coordinate with physicians of other specialties to enhance patient care.

Navigation

Services provided as part of EMS 3.0 can effectively navigate patients needing urgent or unscheduled care through the healthcare system to ensure they receive the right care, in the right place, at the right time.

Navigation

EMS 3.0 agencies fill gaps in patient care, preventing new or recurrent medical episodes to reduce ambulance transports, emergency department visits, hospital admissions and readmissions.

Assessment

EMS 3.0 agencies coordinate and collaborate with a variety of community healthcare providers/agencies to deliver a broad spectrum of patient-centered preventive, primary, specialty, and/or rehabilitative care outside of medical facilities.