



# Crosswalk to Care Program: Patient FAQ

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## What is the Crosswalk to Care Program?

It's a new program that helps 911 medical callers get the right kind of help, especially when it's not an emergency. Some callers may talk to a nurse on the phone instead of getting an ambulance. The nurse can help you find care that fits your needs, like a doctor's office, urgent care, or a video visit.

## Who will I talk to?

You'll still talk to a 911 dispatcher first. If it's not an emergency, they might connect you to a nurse. The nurse is trained and licensed to help you figure out what to do next.

## What kind of problems would be handled this way?

Things like:

- Mild pain or discomfort
- Minor injuries
- Fever, cold, or flu symptoms
- Tooth pain
- Feeling sick but not in danger

If it seems more serious, an ambulance will still be sent right away.

## Will I still get help if I need an ambulance?

Yes. If you're really sick or things get worse, 911 will send an ambulance right away. Safety always comes first.

## What happens if I talk to a nurse?

The nurse will ask questions to understand what's going on. Then they might:

- Help you set up a video visit with a doctor
- Direct you to an urgent care or clinic
- Give you tips to take care of yourself at home
- Help you get a ride to care if needed
- In some cases, connect you with mental health or dental care

## Will someone follow up with me?

Yes. If you didn't go to the hospital, the nurse will call you back in 24 hours to see how you're doing and help if you need more care.

## What if I don't want to talk to a nurse?

You'll always be asked before being connected to a nurse. And if you change your mind, or if your condition changes, you can always be transferred back for ambulance help.

## Will it cost me anything?

Talking to the nurse is free. If you go to a clinic or doctor, regular costs or copays may apply depending on your insurance. This program helps you avoid big ER bills when you don't need them.

## Why is this program being used?

Lots of people call 911 for problems that aren't emergencies. This program helps:

- Get you the right care faster
- Keep ambulances available for emergencies
- Make the system work better for everyone

## What should I do if I have questions?

Email us: [hi@crosswalk.health](mailto:hi@crosswalk.health)