



Montgomery County Fire & Rescue Service

Division of Operations

Emergency Medical and Integrated Healthcare Services

Alternative Destination Program Talking Points

Things to say

We have the opportunity to transport you to see a health care provider at an urgent care center rather than an emergency room.

Based on my assessment, you fit the criteria to safely be assessed and treated at an urgent care center.

This program is completely voluntary and you can still choose to go to an emergency department if you prefer.

Just like you would if you were transported to the ED, you should make sure you have a way to get home from the urgent care center.

Considerations for the patient

While there are no guarantees, it is likely that you will be seen much faster at an urgent care than you would at an emergency room.

You will still be receiving quality care from a trusted provider.

There may be a reduction in out of pocket costs and it may cost less overall than going to an emergency room.

Choosing the destination

It is okay to ask the patient about their medical insurance for the purposes of offering transport to an alternative destination. Only Kaiser patients should be transported to the KP Advanced Urgent Care in Gaithersburg.