

## HOME HEALTH SERVICES

### **What service(s) will be provided by this level of care?**

- Certified Home health: Nursing, Occupational, Physical & Speech therapy
- Support infusion therapy (excluding blood products and/or chemotherapy agents)
- Wound care
- Medical social work
- Home health aide

### **How is this level of care different from being in the hospital?**

- Short-term medical visits in your home under the guidance of a physician, no less than 30 minutes per visit. The goal of home health is to assist you to regain your previous level of independence.

### **How does the referral process work? Does this level of care require a physician order?**

- A referral is made by the hospital's case manager or social worker.
- Once the referral is received, a representative from the home health agency will connect with you in-person and/or by phone to explain services and expectations prior to discharge.
- Services will start within 48-72 hours from hospital discharge.
- A physician's order is required.

### **How long will I need to stay at this level of care?**

- This depends on medical necessity and is driven by your insurance. The home health provider will communicate the estimated length of services upon your first visit.
- Medicare allows for a 60 day service period and visits are approved based on medical necessity and insurance approval.

### **Will my insurance pay for this level of care? What happens when insurance no longer covers this level of care?**

- Medicare and Medicaid have a home health benefit. Most commercial insurance plans also cover home health services.
- If services are still needed, the home health agency will coordinate with your physician to get you transitioned to a more appropriate level of care.

### **What should I expect from this level of care? Who will take care of me? How often will I be seen by a physician or healthcare professional? What happens if I have medical issues?**

- Short-term medical visits in your home under the guidance of a physician, no less than 30 minutes per visit.
- The home health agency staff will provide teaching on how to manage your care at home. You and/or your family members will be expected to provide and support your care as well.
- The frequency of visits of length of need will be determined at the first home visit.
- The home health agency is available 24 hours a day, seven days a week for Customer service at the and clinical advice.
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### **Does one of my current doctors need to and agree to continue to manage my care?**

- Yes, home health agency will coordinate your care and any changes to services through communication with your physician.
- The hospital physician will handoff your continued care and oversight to your primary care physician or specialist.

**What is expected of me at this level of care?**

- You (patient)/or your family members will provide your on-going care and support
- Schedule and keep all follow up doctor's appointments
- Inform your clinician of any doctor visits, hospitalization or outpatient services
- Inform the home health company of any changes in your insurance coverage

**What must I be able to do on my own or with family support to safely discharge from this level of care?**

- You must meet clinical and therapy goals based skilled assessment from your home health clinician.

**What happens when I no longer need this level of care?**

- If you still need services at the end of the episode of care then the agency will re-evaluate for continued care and services. If your care needs are more than what can be provided at this level of care, the home health agency will collaborate and coordinate with you current physician.
- At time of discharge from home health, you primary care physician or specialist will become your primary contact for any medical care.