

QUICK TRANSITIONS = BETTER HEALTH!



FREQUENTLY ASKED QUESTIONS HOME HEALTH CARE



Home Health Care is short-term skilled health care services wherever you call home.

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Q Why should I connect quickly with my home health care company?

A Patients who transition to home health care within 48 hours after leaving a hospital or nursing facility:

- typically recover faster, with fewer complications
- reduce avoidable (and expensive) return trips to the hospital or emergency room

Q What services does home health care provide?

A Some of the services you MAY be offered include:

- Skilled nursing care
- Home health aides
- Physical therapy
- Occupational therapy
- Speech therapy
- Medical social work
- Pain management
- Medication management
- Wound care

The specific services you receive will be determined based on your health condition, your doctor's orders, an initial evaluation by a home health nurse, and what your insurance plan covers. Your healthcare team will work with you to set realistic, common goals and develop a personalized care plan.

Q What services does home health care NOT provide?

- A**
- Ongoing help with everyday tasks *
 - Ongoing help with using the toilet and moving around *
 - Meal preparation or delivery
 - Cleaning, laundry, or other household chores
 - Prescription medication delivery service
 - Transportation **

If you need help with bathing, dressing, meal preparation or your normal activities of daily living to remain independent within your home, talk with your doctor or case manager about whether **personal home care services** might be available to you.

* Staff can educate you during their scheduled visits and help you create a plan to address these needs.

** Your insurance may provide this benefit.

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Q When will I hear from my home health care company?

A A home health care staff member will contact you in person or by phone while you are in the hospital or nursing facility. Soon after you are discharged home, a nurse or therapist will call you to schedule your first in-home visit. It is very important that home health staff members can reach you by phone, so make sure you provide a working phone number!

If you don't hear from your home health care company within 48 hours, call:

_____.

Q When will my home health care visits start?

A Your initial home health care visit should happen within 24-48 hours (one to two days) after you're discharged from a hospital or nursing facility.

Q What can I expect during the first home health care visit?

A During the first home health care visit, a nurse or therapist will:

- Conduct an interview and health assessment
- Educate you on your condition
- Review your medications, discharge plan, and upcoming doctor's appointments

Q How often will I receive home health care visits?

A The number, frequency, and type of home health care visits are based on your personal care plan and insurance coverage. Your doctor may change your care plan as necessary, increasing or decreasing the number of visits or services provided.

Q Who pays for my home health care services?

A Many insurance plans cover home health care services when ordered by your doctor. Your home health company will help you understand what your insurance plan covers, as well as any potential out-of-pocket costs.

Q How long will I receive home health care services?

A Based on your health status and your insurance coverage, your doctor will determine how long you will receive home health services, and when they should end.

IMPORTANT INFORMATION

HOME HEALTH CARE

IN CASE OF EMERGENCY, CALL 911



PATIENT NAME: _____

MY HOME HEALTH COMPANY:

Company Name: _____

Phone Number: _____

Home Health Liaison: _____

Phone Number: _____

MY HOSPITAL CASE MANAGER:

Name: _____

Phone Number: _____

MY DOCTOR:

Name: _____

Phone Number: _____