

Your Team

Housecall Providers uses a team-based approach to provide care. Visits may be face-to-face, by phone, or by video as allowed by your health plan and will take place between 8 a.m. to 5 p.m., Monday through Friday. If you need help outside those times, please call us at 971-202-5500. We'll connect you with someone who can help you. If you have family or others who help you make choices about your care, it's great for them to attend visits.

Your primary care provider (PCP)

PCP visits happen at least three times per year, and more often when needed.

Your PCP will review your overall health plan to make sure you're on track, and check in on your health — including measuring blood pressure, heart rate, breathing, etc. Your PCP can order and refill prescriptions, supplies and equipment and make sure your care plan is up to date.

Your nurses

Under the direction of your PCP, your nurse may check on your health, including medications and treatments, though they cannot order or change prescriptions. They may also respond if you have an acute care situation and your PCP is not available.

Your social worker

Your social worker may make a scheduled or urgent call to help you meet your non-medical needs and access resources or services. This might include food, transportation, housing, counseling or other needs that aren't handled by your PCP or nurse.



Your spiritual counselor

Spiritual Counselors are trained to help you sort through any feelings that might as you continue to deal with your illness. They can explore and support your beliefs and offer encouragement. Spiritual Counselors often help people find meaning in difficult times.

[Continued next page](#)

Types of visits

Yearly wellness visits

The yearly wellness visit is our chance to assess your health and make a care plan for the next year. We update your plan based on your goals and risk factors, and to help prevent larger health problems. The yearly wellness visit happens in two parts — you'll talk to a nurse first and then see your PCP. During this visit, you'll be screened for safety issues, discuss needed vaccines and have some routine tests (blood tests, urine tests, etc.). We always encourage your family or health care proxy to attend so everyone involved in your care can talk about your health together.

Cognitive test visits

If there are changes in your outlook, memory or behavior, a cognitive test can help find causes, provide treatments and make a plan for support. Cognitive tests may be needed for legal situations like appointing a guardian for a patient or granting someone Power of Attorney.

Before these visits, a social worker may ask some questions and get some details from you. During these visits:

- ▶ We may ask you standard questions about your mood and how life is at home.
- ▶ Your PCP may observe you doing common tasks like standing up or repeating words from memory.
- ▶ We may ask for some details on your health background.
- ▶ You can talk with your PCP about medicine and treatment.

Cognitive tests may be needed for legal situations like appointing a guardian for a patient or granting someone Power of Attorney.

Urgent visits

If you have urgent symptoms or a change in your health, please call our office. We may schedule an urgent online, phone or in-person visit. Examples of urgent events include throwing up multiple times a day, blood in your urine or stool, or a medication not working like it should. These visits focus only on the urgent issues. Any other topics will be discussed at your next normal visit.

If the problem can't be treated at home or might get worse before we can see you, we may suggest you visit Urgent Care or the Emergency Department. Our goal is to make a plan with you within 24 hours of your call.

Post-hospital visits

There may be times when your provider advises you that the hospital is the best place to get the care you need for a medical problem. While you're there, our team will talk with the hospital staff so we can keep track of changes or developments in your health. A few days after you're discharged, a member of our team — either a nurse or a social worker — will call you. They'll ask about changes in your health or medicine and make a plan for follow-up care. They'll also talk about the plan for your next in-person visit.

If you decide that you do not want to return to the hospital for care, we can discuss different ways to support your care in the home including possible support from Hospice.