

# Types of visits

Housecall Providers uses a team-based approach to provide care. So, as a Housecall Providers patient, you'll see and get to know different members of your care team. You'll be visited by your primary care provider (PCP) when you have a medical need, and you might also talk to nurses, social workers and/or a spiritual counselor (chaplain).

All visits by your team 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.

Below, you'll find some helpful details about different types of visits.

## Primary care provider (PCP) visits

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

- ▶ PCPs will help review your overall health plan to make sure you're on track.
- ▶ Check in on your health — including measuring blood pressure, heart rate, breathing, etc.
- ▶ PCPs can order and refill prescriptions, supplies and equipment.
- ▶ Visits may be face to face, by phone, or by video as allowed by your health plan.
- ▶ If you have family or others who help you make choices about your care, it's best for them to attend the visit.

## Nursing visits/calls

Nurses visit or call to check on your health, including medicine and treatments, though they cannot order or change prescriptions. They may also visit or call if you have an acute care situation and your PCP is not available.



## Social worker visits/calls

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

## Spiritual counselor visits/calls

Our spiritual counselors are trained to help you through the feelings that come up when you live with chronic illness. They explore and support your beliefs and mindset, offering support without trying to change your mind. Spiritual counselors often help people find meaning in difficult times. For example, if you're having a hard time with news about a new diagnosis, spiritual counselors can help talk you through it and help you adjust or cope.

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## Types of visits (continued)

### 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, so we can help prevent larger health problems. This yearly wellness visit happens in two parts — you'll be seen by or have a call with 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. These tests can measure if your cognitive skills are declining and may also provide support for legal or financial issues. 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 medicine 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 might suggest you go to the ER. 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.