



# Medical Care at Home

## Overview

Cleveland Clinic Medical Care at Home is a new service for you and your patients. Part of Cleveland Clinic at Home, Medical Care at Home provides high-quality medical care for patients in the comfort and convenience of their homes. These visits are provided by physicians and advanced practice clinicians, such as nurse practitioners (NPs) who specialize in geriatrics and home-centered care for the elderly.

## Our Role

Cleveland Clinic Medical Care at Home offers you and your patients both one-time comprehensive geriatric consults and ongoing primary medical care. Geriatric consults are appropriate for patients who can be managed in an office-based practice, but whose care can be enhanced by a better understanding of the home situation. We assess the function and safety of your patients and their caregivers in their own home environment, including adherence to your plan of care, medication regimens, mobility and falls risk, among other areas. Our goal is to complement your plan of care by ensuring that your patients with serious chronic illnesses and/or physical/mental limitations have access to resources and conditions needed for them to succeed at home.

Ongoing primary medical care offers frail, home-limited seniors – those who find it particularly difficult to be cared for in a traditional office-based practice – convenient, timely access to care in the comfort of their residences. We become the primary care physician for the patient, using a collaborative, team approach of a physician and nurse practitioner. The physician makes the initial intake visit and follow-up visits at key junctures. Ongoing care is provided by the NP. Most patients are visited every six to eight weeks.

In addition to providing primary care, the team will coordinate other necessary healthcare and psychological/social support services. The goal is to enable the patient to remain at home as long as is feasible.

## Our Patients

Patients who could benefit from Cleveland Clinic Medical Care at Home include those who:

- Are at risk, older and live in the community
- Have serious chronic conditions
- Do not respond to an exclusively office-based plan of care
- Have difficulty getting to or from your office and may have missed or cancelled appointments
- Were recently discharged from a hospital, skilled nursing facility or rehabilitation facility
- Have fall, balance or mobility problems
- Have late-life depression, memory disorders or behavioral health concerns

We welcome the opportunity to discuss with you the appropriateness of Cleveland Clinic Medical Care at Home for specific patients.

## Services Available

Our services are diverse and meant to complement your practice:

- Geriatric assessment, chronic illness consults and ongoing case management
- Care plan development to address medical, functional, nutritional, behavioral health and social concerns
- Assistance with advanced directives, end-of-life discussions and goals of care decisions in the privacy of the home
- Ongoing primary medical care
- Assistance arranging for other health services, such as mobile X-ray, blood work, portable EKG or specialist visits, etc.

*Other services can be considered on a case-by-case basis. Please note that we do not provide emergency care.*

## Collaborative Care

While Cleveland Clinic Medical Care at Home places the care of patients first, we honor and respect collaboration with our colleagues. You know your patients best, and our goal is to complement your knowledge and involvement during periods of difficulty or for ongoing conditions if office-based care no longer meets patient needs. Of course, we will work closely with the other services and programs within Cleveland Clinic at Home, as well as with community professionals and service agencies. Through collaboration, we will ensure patients have the resources necessary to remain in the community.

## Paying for Care

Cleveland Clinic Medical Care at Home accepts assignment for Medicare beneficiaries. If appropriate, we will bill secondary insurance for the co-pay. For those with private insurance, we will verify benefits and inform the patient/guardian of any responsibility for charges.

## How to Contact Us

For more information about Cleveland Clinic Medical Care at Home, to arrange a time to discuss a patient or to make a referral, please call **216.636.8742** or visit **[clevelandclinic.org/athome](http://clevelandclinic.org/athome)**.