



# New Patient Information

## Services

Delivering medical care to homebound patients saves costly and unnecessary ambulance trips, emergency department visits, hospitalizations and premature nursing home placement. Physician Housecalls works closely with Home Health and Hospice nurses, medical equipment companies, and pharmacies to assure that care is coordinated and timely.

The following is a partial list of services available through Physician Housecalls:

### ***Physician Visits and Assessments***

- Routine Primary Care Visits
- Acute Illness Visits
- Post-Hospitalization and post-Skilled Nursing Facility Visits
- Disease Management Visits
- Care Plan Oversight of Home Health Nurses and Hospice
- Wound Care Visits
- Dementia Assessments

### ***Other Services***

- Decubitus ulcer care and debridement
- Tracheostomy tube changes
- Gastrostomy tube changes
- Joint Injections
- Vaccinations/Flu shots
- Laboratory services, including blood draws
- X-rays (done by a service outside PHC)

## General Information

### ***Office Hours***

Monday through Friday - 8:00- 5:00 PM

Our physicians and nurse practitioners do not make house calls at night or on weekends and holidays.

During regular business hours, our physicians and nurse-practitioner are “out in the field”



visiting patients and our office is staffed with a nurse and support staff. Our nurses are very experienced and are available for any questions or need for assistance.

### ***Patient Scheduling***

Patients can contact our office at 405-896-8058. During the initial telephone call, our staff will request information from you and send you a new patient registration packet. Once the information is mailed or faxed back to our office, we can schedule the first appointment.

Our physicians are assigned specific geographic areas. Patients living in those areas are scheduled with those physicians who travel to those locations.

Unless otherwise requested, most new patients are seen within five business days of the initial call – many times the visit is sooner.

### ***On the First Visit***

Please have the following information readily available:

- A list of prescription medications, over-the-counter medications, and herbal or nutritional supplements you are currently taking. Please also have all the bottles out.
- Immunization records (Last Pneumococcal (Pneumonia) vaccination, Flu and Tetanus shot)
- Insurance cards for verification (we will need a copy of both the front and back of your insurance cards.)
- A list of all physicians' addresses involved with your care. along with their phone/fax numbers
- A list of all your medical equipment companies along with their phone/fax numbers

### ***Canceling an Appointment***

A last minute cancellation means that a patient who could have been seen by our providers may not have that opportunity. If you do need to cancel an appointment, please contact us 24 hours prior to your scheduled visit. This allows us to offer the time to another patient.

### ***Fees, Billing and Co-Pays***

As a courtesy to you, we will gladly bill your insurance company for your house call visit and any associated charges. Your insurance coverage is an arrangement between you and your insurance company and, as with most health policies, payment (including any deductibles or other balances not covered by your insurance) is your responsibility.

When you have a house call visit with us, we will ask you if you are responsible for any office visit co-pays. If a co-pay is part of your insurance plan, it should be paid prior to the time of the visit. We are happy to accept credit card payments over the phone if that is more convenient.

Your cooperation with co-pays and any associated insurance questions is greatly appreciated.

***Please contact our office immediately if your insurance carrier changes at any time.***



### **Telephone Calls**

When you call our office, we will try our best to have a “real” person answer your call each and every time and take care of whatever needs you may have. During times of high call volumes, such as Monday mornings, your call may be answered by voice mail. Be assured we will return your call as soon as possible.

### **Test Results**

Tests results are always called to patients or caregivers within 24 business hours of receiving them. It sometimes takes 3-7 days for certain tests results to come back. If you do **NOT** hear from our office within one week of having a test done, please call our office. We will track down the result and contact you.

## **Frequently Asked Questions**

If you have a question that you can't find the answer for in this section, please call our office at **(405) 896-8058** or **1-844-765-3339**.

### **Q: What happens if there is an emergency?**

A: Physician Housecalls is not an emergency service. ***If you ever experience a life-threatening emergency you should call 911 immediately.*** If you go to the hospital please let us know so we can send appropriate records to assist in your care. For urgent medical problems we will see you as soon as possible, always within five business days and our goal is within 1-2 days. The doctor may also start some treatment over the phone or have a home health nurse go out prior to seeing you.

### **Q: Can I choose which doctor or nurse practitioner I want to see?**

A: Due to the nature of our practice and to ensure efficiency and cost-effective care, our physicians and nurse practitioner are assigned specific geographic territories where they provide care. Patients are assigned to our providers based on where they live. However, if you have a preference, every effort will be made to honor that request if at all feasible.

### **Q: How often will you visit me?**

A: At each visit the provider will give you a time frame for the next follow-up visit, based on what is medically needed. You will be notified of the follow-up visit date 3-4 days in advance and then called 1-2 days before the visit with a specific time. If you develop a problem and need to be seen sooner, please contact our office and an earlier appointment will be scheduled. Physician Housecalls does not make visits evenings or on weekends.

### **Q: What happens during the typical home visit?**

A: A physician house call is just like a regular doctor visit only it occurs in the convenience of your home. One advantage of a house call is the doctor can see how the patient is functioning in their own environment and can also better review the patient's diet, medication and look for any safety concerns.



**Q: Do I need a doctor's order to receive a home visit?**

A: No. Any patient, family member or health care personnel can make a referral for a house call. The only requirement is that the patient must be "homebound" which means it is difficult for him/her to leave the home and he/she leaves the home infrequently. You do not need to be completely homebound. Medicare even allows patients who attend adult day care to be considered "homebound" for home health and physician house call visits.

**Q: The visit is for my parent who lives with a caregiver. Should I be present for the visit?**

A: It is greatly appreciated for family members to be present at the first visit. The more accurate information we receive on patients the better we can care for them. If family are not able to be present we try to get any needed information over the phone prior to the visit. It is not as important for follow up visits for family members to be there. We ask that they call our office with any concerns prior to the visit if they will not be able to be present.

**Q: What hours is my doctor or nurse practitioner in?**

A: The providers are generally making house calls between 8:30 M and 3:30 PM. The office nurse can reach them at any time for emergencies throughout the day. Non-emergency patient call-backs are generally done at the end of the day between 4-6 PM.

**Q. How long will it be until the doctor returns my call?**

A. Calls are virtually always returned at the end of the day the call came in. For non-emergencies, the call may be returned the next day. The doctor will either return the call or instruct the nurse what should be done. If you do not hear back within 24 hours please call back.

**Q. Do you see patients in Nursing Homes or Assisted Living Facilities?**

A. We are currently taking new patients at Assisted Living Facilities in our area. We do not serve nursing home patients at this time.

**Q. Will you visit me if I am in the hospital?**

A. It is our mission to see patients who otherwise would not be able to see a doctor. Should you need to be hospitalized, arrangements are made with your previous primary care physician or a hospitalist. With your consent, we will provide recent health care information to the physician treating you.