

Healthcare Services in the Comfort of Your Home

A New Option for Eligible Patients



Reliant Medical Group, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 508-453-8850 (TTY: 1-800-439-2370).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 508-453-8850 (TTY: 1-800-439-2370)



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Reliant has a range of in-home care services that your primary care provider may recommend for you. Increasingly, medical evidence is showing that in certain situations caring for patients in their homes is safer and can lead to better medical outcomes. For example, being in the hospital can often put patients at risk for conditions like hospital-acquired infections and loss of muscle tone and strength.

Not all patients are eligible for our at-home care services and it is not appropriate for all situations. However, there may come a time when your Reliant care team feels that at-home care is the best option for your personal care needs.

For eligible patients, in-home services are generally covered by insurance, and include various levels of care – including **same day urgent care, emergency care, and even hospital-level care.**

All in-home care services require a referral from a Reliant provider during regular business hours: Monday - Friday, 8:00am to 5:00pm.

In order to be considered for these services, patients must call their Reliant primary care provider prior to seeking urgent or emergent care.*



Urgent care nurses come to you

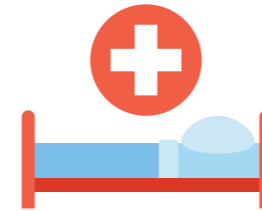
Sometimes, your provider may feel the best and safest option for you is to avoid a trip to an urgent care facility or the emergency room (ER) and will recommend that a nurse come to your home to address urgent and non-emergent* medical issues. In our **Patient Acute Care (PAC) Nurse** program, specialized PAC nurses make same-day home visits where they assess your health situation and collaborate with your Reliant provider on a care plan that meets your individual needs. **If you have a medical concern during business hours**, contact your provider's office and you may be considered for this service.



Emergency care without a trip to the emergency room (ER)

Even when patients are experiencing very concerning medical issues, the ER may not be the best option. ERs can have long waits that delay important care, and ER visits can be very expensive for some patients. With our **PAC Paramedic** service your Reliant provider can arrange for a specialized paramedic to go to your home within one hour.

These professionals are skilled in helping patients with serious symptoms, and they can perform many of the activities that happen in the ER, including: start IV fluids, check and insert catheters, dispense emergent medications, perform tests such as EKGs and preliminary imaging, and more.



Hospital-level care in your home

In some cases, we can provide the same level of care you would get at the hospital right in your own home. In partnership with Medically Home, a healthcare organization specializing in providing comprehensive in-home, inpatient-level care, the **Hospital at Home** service brings a wide range of healthcare resources to you, helping you to avoid a hospital stay and allowing you to recover at home.

With Hospital at Home services, you'll receive **care and health monitoring 24-hours-a-day, seven-days-a-week from a physician-led care team** that will respond to your medical needs through frequent in-person visits, video visits and telephone contact.

While you are receiving Hospital at Home services, your vital signs will be monitored constantly using the latest in-home health technology. Lab tests, EKGs, IV therapies, and imaging like X-rays and ultrasound, are performed in your

home. **The registered nurses who visit you one or more times a day** can also dispense vital medications, bring necessary medical equipment to you, provide oxygen therapy, and much more. Even your meals will be provided, if necessary.

With Hospital at Home, you are never alone.

At all times – with just a push of a button – you can contact Medically Home's Medical Command Center, which is staffed by doctors and other healthcare professionals. And 24/7 personal emergency response services are always at the ready.

Throughout your in-home hospital stay, the Hospital at Home caregivers work in constant collaboration with your Reliant primary care and/or specialty providers.

To learn more about at-home care services at Reliant, please visit reliantmedicalgroup.org/homecare.



***CALL 911 at any time – day or night – if you are experiencing chest pain for more than a few minutes, have sudden numbness, weakness, confusion, difficulty breathing, or have sustained a serious injury.**