

## Hospital at Home

### What is Hospital at Home?

Many patients would rather be at home than in the hospital when they're sick. This program brings the same high level of care you get at the hospital to the comfort of your home.

### How does it work?

If your doctor says you need to be in the hospital, we can decide if you can get your care at home instead. If you use this program, we take you home from the hospital and set up a schedule for home visits. You do not have to use this service. You can stay in the hospital if you prefer. We want you to get your care where you're most comfortable.

### Who will take care of me?

A full care team will come see you every day, just like if you were in the hospital.

- **A doctor** will see you in the hospital and decide if you can get your care at home. The doctor will also watch over your care with the rest of the team when your care is moved to your home.
- **A physician assistant or nurse practitioner** will see you in your home every day.
- **A nurse** will see you in your home twice a day. They can also answer your questions any time of the day or night.
- **A pharmacist** will call you at home to go over all your medicines.
- **A phlebotomist** (someone who takes your blood) will come to your home to take blood if your provider orders it.
- **A caregiver**, who could be a family member or friend, will be part of your team and stay with you during your time in the program.

### What services are included with Hospital at Home?

Your program may include:

- checking your vital signs (heart rate, blood pressure, oxygen level, temperature)
- lab tests
- medicines
- IV (intravenous) fluids
- oxygen
- telemedicine (where you talk to your provider using a tablet or over the phone)
- nursing care
- learning about your disease and medicines
- physical therapy
- occupational therapy.

### How do I reach my care team?

Your nurse will give you a smart device and teach you how to use it to reach out to us for help. We'll also give you a phone number to call if you have any questions or problems. We can take your calls 24 hours a day, every day.

### What does my caregiver do?

Their main job is to stay with you while you're in the program. They can help call us if you need anything. We also teach them things they can do to help with your care.

## **What if I have an emergency?**

Call us right away if you have any problems. If it's an emergency, we'll send an ambulance right away.

## **What about my medicines?**

All the medicines you need during the program can be delivered straight to your home. We'll teach you how to take them.

## **What if I need special tests like an x-ray, EKG, or ultrasound?**

We can do some tests in your home. If one can't be done at home, we can take you to the testing center and then back home.

## **What if I need special medical equipment?**

We deliver it to your home.

## **How will you check my vital signs?**

We come to your home with any devices or smart tools that we need and then connect them to another device that you wear on your arm. We use these devices to watch your vital signs from a distance. If we see any problems, we'll call you right away. You should also call us if you have any questions, or if there are problems with the devices.

## **What if I start to feel worse?**

Tell your provider. If we decide you need to be in the hospital, someone will come pick you up and bring you here.

## **How do I pay for this?**

The bill is sent to your insurance. You may have co-pays or other costs, depending on your insurance. If you have any questions or need help, call our financial help line at (615) 936-3938.

## **What about meals?**

Let us know if you cannot make your own meals. We can have up to 3 meals a day delivered to your home.

## **When will I be done with the program?**

Your time in the program ends when we feel that you're healthy enough. At this time, these things will happen:

- Our team will give you care instructions that explain your medicines and what to do next.
- We help you set up an appointment to see your regular provider, who will order any other medicines you need.
- We send all your care instructions to your Vanderbilt Health medical record and share them with your regular provider.
- If you need more care, we can help you arrange for more nursing or therapy help.