



MedStar Health

Home Care services - Frequently Asked Questions

The questions and answers below help patients know **what to expect** if their doctor or other provider prescribes in-home healthcare services.

When will someone from the MedStar Health Home Care contact me?

- A homecare nurse or therapist will contact you within two days after receiving the completed homecare order from your doctor.
- If you do not hear from MedStar Health Home Care within two days, or if you have a concern, call us at **800-862-2166**.

How often will a homecare nurse, therapist, or aide visit me?

- The weekly number of visits depends on your needs and your doctor's orders.
- On average, a homecare team member visits one to two times a week. A patient may need less or more visits.
- After the first visit to your home, you and/or your caregiver will actively participate with your nurse, therapist, and doctor to determine the number of visits needed each week.

What can I expect during home visits?

The first visit may **take up to two hours**. The average visit lasts **30-45 minutes**.

You can expect a team member to:

- Ask for photo ID to verify your identity.
- Check your blood pressure, temperature, heart rate, and breathing.
- Make sure you understand when and how to take your medicines.
- Teach you and/or your caregiver to care for your wound or IV.
- Develop an exercise plan to build your strength and improve your balance.
- Wear a mask; ask you and others in the room to wear a mask for your safety.
- Teach you how to keep bad symptoms under control.

What do I need to do to receive care at home?

- **Provide a safe place** for homecare team members to provide care. We must leave your home if we feel unsafe. Unsafe conditions may include harassment, verbal abuse, violence, illegal drugs, firearms or weapons that are not secured, or loose household pets.
- **Answer phone calls, texts**, and respond to your voicemail promptly. We need to reach you so that we can talk about your home visit schedule.
- Tell a home healthcare team member about **changes** like phone number, address, patient condition, medications or treatments, re-admission to the hospital, and doctor's appointments. Also tell us if you need to change the home visit schedule.

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- Know your doctor's name and phone number.
- **Participate in your care** or have a loved one (caregiver) assist in your care.
- Be prepared to show us a copy of your insurance card(s).

How does my doctor know about my care at home?

The doctor provides MedStar Health Home Care with orders that describe your care needs. We talk with your doctor regularly and tell them if there are any changes in your condition. Home Care team members also talk with each other to ensure your needs are met.

Where can I get more information?

When you begin homecare services, you will receive a Patient Guide folder with more details about homecare services and what you can expect. You can also get more information at [MedStarHealth.org/HomeCare](https://www.MedStarHealth.org/HomeCare).