

# Frequently Asked Questions

## About Evergreen At Home - Home Health

### **Q: Who needs home health care?**

**A:** A variety of patients at a variety of ages with a variety of medical conditions may qualify for home health care. For example:

- Older Americans who have chronic health problems, with recent exacerbation of symptoms or symptoms not well controlled, who are at high risk for hospitalization.
- Patients of all ages who return home after surgery, and need therapy and nursing services to return to their prior level of functioning.
- Patients who have complex treatments that require use of medical equipment and/or medication monitoring.
- Mothers and newborns, home from the hospital after 24 or 48 hours who are in need of further education, support and clinical assessment skills of a trained nurse.
- Mentally ill adults who need support to remain in the mainstream of their community

### **Q: What kind of medical conditions does Evergreen Home Health treat?**

**A:** Generally, any recent exacerbation of a chronic condition will trigger Home Health services, such as a recent hospitalization. Some common medical conditions Evergreen Home Health treats are:

- heart disease
- diabetes
- chronic obstructive pulmonary disease (COPD)
- pain management
- wound care
- chronic kidney disease
- psychiatric services

### **Q: What is Home Health Care?**

**A:** The goal of Evergreen Home Health care is to treat an illness or injury to help you get better, regain your independence, and become as self-sufficient as possible through:

- Professional nursing: Nursing services provided skilled assessment, hands on care, and teaching/education.
- Professional therapy: Therapists providing skilled assessment, hands on treatments, and teaching/education.
- Professional Social Worker: Social worker who provides assistance with community resources, advance directive assistance, and counseling.

Evergreen Home Health Care IS NOT:

- 24-hour-a-day care at home
- Meal delivery service
- Home helper services
- Personal care (custodial care)

**Q: What should I expect from my home health care?**

**A:** Evergreen Home Health care is a wide range of health care services that can be given in your home for an illness or injury.

- Doctor's orders are needed to start care. Once your doctor refers you for home health services, the home health agency will schedule an appointment and come to your home to talk to you about your needs and ask you some questions about your health.
- The home health agency staff will also talk to your doctor about your care and keep your doctor updated about your progress.
- It's important that home health staff see you as often as the doctor ordered.
- Examples of what the home health staff should do include:
  - Check what you're eating and drinking.
  - Check your blood pressure, temperature, heart rate, and breathing.
  - Check that you're taking your prescription and other drugs and any treatments correctly.
  - Ask if you're having pain.
  - Check your safety in the home.
  - Teach you about your care so you can take care of yourself.
  - Coordinate your care. This means they must communicate regularly with you, your doctor, and anyone else who gives you care.