Home Health Care – What to Expect

Home health care services are provided at the patient’s home. “Home” can be anywhere the patient is staying: a friend or relative’s house, an assisted living facility, a boarding home, or even a hotel. (“Home” cannot be a skilled nursing facility, which is a duplication of services.)

What our patients can expect:

Once your doctor refers you for home health services, the home health agency will schedule an appointment to come to your home to talk to you and your identified support person about your health and plan of care. A “support person” may be your power of attorney or anyone that may coordinate follow-up appointments with your doctors, assist you to manage your medications, learn and perform your basic procedures, or connect you with other supportive services in the community.

Your home health staff (either a nurse or therapist) will talk with your doctor and keep your doctor updated about your progress.

Doctor’s orders are needed to start care and it is important that home health staff see you as often as the doctor has ordered.

Visit lengths vary, depending on your status. The first visit is always longer. Here are some examples of what the home health staff will monitor during each visit:

- Check what you are eating and drinking
- Check your weight, blood pressure, temperature, heart rate, and breathing
- Check that you are taking your medications and any treatments correctly
- Ask if you are 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, your support person, and anyone else who provides care to you
- **Meet with the person you identify as your support person if needed and obtain their name and phone number.**
- **Review your emergency plan indicating when to call your nurse at 615-936-0336 or to call 911**

Most home care providers offer a full range of services which include registered nurses, physical, occupational, and speech therapists, social workers, and home health aides.

Most home care providers accept Medicare for patients that meet homebound criteria. Your home care provider may also accept TN Care, private insurance, private pay, and have contracts with insurance companies. Typically your insurance will be billed for your services. Should you have a co-payment due, most agencies will bill your secondary insurance if you provide them with the information. Medicare, TN Care and many HMOs may pay in full for your services.