

## Housecall Providers FAQ and Primary Care Referral Instructions

### What is Housecall Providers (HCP) Primary Care?

HCP is a “medical clinic on wheels”. We make primary care house call visits to people who have a hard time getting to their PCP appointments. Once on service, we help with referrals, coordinate care with other doctors, provide transitions and palliative care support as needed. We also offer pharmacy, nursing and social work support so that everyone has the support they need, right in the comfort of where they live.

### Does the member keep their current PCP once they are on Housecall Providers Primary Care services?

Once they have their initial visit we do replace their current PCP. Their new PCP will be either a NP, PA-C, or MD depending on the area they live in. If they have a specialist involved in their care, they can continue to see them.

### How does the member reach Housecall Providers?

Staff are available by phone 24/7, and you can reach them in person Mon-Fri 8:30 a.m. – 5:00 p.m. Calls after hours and on the weekends, will be directed to the answering service, which will page the provider on call. We ask that after-hour and weekend calls are for urgent matters only.

### How often does the PCP visit?

Visit frequency is based on care needs, which will be discussed at the member’s first visit with their new PCP. However, when urgent needs arise, PCP’s or a member of the care team will see them as soon as possible.

### Where does the member see their Housecall Providers PCP?

All visits are completed in the members’ home or within an appropriate area if they live in a building and are uncomfortable with someone entering their home. They must have a safe, reliable place for visits.

### What if a member needs home health or physical or occupational therapy?

Housecall Providers does not provide home health services (HHS). If a member is currently receiving HHS, they will stay in place. If they need additional support and qualify for home health, Housecall Providers can refer out to another agency.

### What about lab work or similar services?

If needed, phlebotomy, urine samples, and X-rays can be completed in the home. Labs can be either done by one of our nurses or an outside agency. Radiology services (e.g. X-rays, ultrasounds) are completed by an outside agency.

### Does the member have to change their pharmacy?

Members typically can stay with their pharmacy, unless it is at their current doctor’s office, (e.g. county clinics.) Some pharmacies deliver to private homes and facilities. If this is needed, they may need to switch. Please note, the VA medication refills are often delayed, if the member is willing to switch to a different pharmacy that would be helpful to ensure quicker turnaround on refills.

### How long is the HPC waitlist?

It depends where the member lives and the PCPs current panel size. Great effort is made to enroll patients as quickly as possible. There are situations when the waitlist times discussed change due to unexpected matters.

### What should I do if I am not sure if someone is appropriate for Housecall Providers Primary Care?

Call our Intake Team, 971-202-5260.

# Referral Process

## Step 1- Discuss Housecall Providers (HCP) Primary Care services with member

- Discussion points with a member should include:
  - What Housecall Providers Primary Care services includes. (See FAQ)
  - Member acknowledges that they will have a new PCP and no longer be able to see their current PCP.

## Step 2 – Complete HCP Referral Form

- **Link to HCP Referral Form:**  
[http://www.careoregon.org/docs/defaultsource/providers/formsandpolicies/outpatient\\_palliative\\_care\\_referral\\_form.pdf?sfvrsn=740522d9\\_2](http://www.careoregon.org/docs/defaultsource/providers/formsandpolicies/outpatient_palliative_care_referral_form.pdf?sfvrsn=740522d9_2)
- **Information required on the referral form:**
  - i. Referral source
  - ii. Member SSN and CareOregon ID#
    - COA Star not accepted
    - Members with CO secondary may take longer to get on service
  - iii. Current phone number
    - Must have a working phone to coordinate visits in their home
  - iv. Alternative contact and language barriers
    - List appropriate person to communicate/schedule appointments with
    - What language barriers exist, if interpreter requirements
  - v. Member address where visits will take place
    - Must have an address to visit
    - Service area includes most of the metro area
      - a. Call HCP at 971-202-5260 with questions about service area
  - vi. Reason for referral
    - Explain why you are making the referral, include what is going on with the member and what was discussed with the member regarding the referral
  - vii. Primary diagnosis and co-existing disease or complications
    - Include as much information as possible
  - viii. Psychosocial/Safety concerns
    - Include ALL relevant information for staff to understand risks and determine if a safe visit plan is needed. HCP staff visit members in their home, primarily alone. If there are safety concerns, we ask they be identified up front
  - ix. Current and/or previous PCP information, including any past/present specialists
  - x. Pharmacy name and phone number if possible
    - If member uses a county clinic for refills, they will need to select a new pharmacy.
  - xi. Additional information
    - Include any information that will help with outreach and support of the member.
- **Additional information needed to process referral:**
  - i. Recent chart notes and labs.
  - ii. Admission H&P/discharge summary from recent hospitalizations
  - iii. Current medication/supplement list including allergies
    - This list should include dose strength and frequency taken

## Step 3 - Fax referral form and additional information to HCP Intake at 503-416-1323 once everything is completed

- HCP Intake will reach out to you if information is missing or additional information is needed to process the referral.

**Step 4 – HCP reviews referral and verifies member is eligible for services. If eligible, they assign the referral to the PCP or place them on the waitlist for that area**

- Referrals that may not meet primary care eligibility are all reviewed to determine if they meet HCP Advanced Illness Care eligibility.
- If the member is placed on the waitlist, intake will do their best to let the referral source know approximately when the PCP can do an initial visit.

**Step 5 – HCP Intake contacts CareOregon to discuss next steps.**

**If at any time the member's health status changes or they move to a new location (e.g. admission to hospital, hospice, SNF/ICF), please call HCP Intake at 971-202-5260.**