Advanced Illness Care (AIC) Support

The Housecall Providers Advanced Illness Care (AIC) team provides community-based palliative care support to CareOregon and PacificSource (Medicaid) health plan members living with a serious illness.

The Advanced Illness Care team includes nurses, social workers, community health workers, a pharmacist and a chaplain who all have the flexibility to make home, clinic and hospital visits.

The AIC team works closely with patients and their health care team, focusing on the patients' goals of care, symptom management and care coordination. The team identifies and aligns additional community resources while providing support as the illness progresses.

How to describe the Advanced Illness Care program to patients

The Advanced Illness Care team will support your well-being in the home or in the clinic. They can help you manage your symptoms and help coordinate care while focusing on what is most important to you.

Enrollment considerations

Advanced illness conditions such as advanced cancer (lung, pancreatic, brain and ovarian), multiple chronic conditions (heart, lung, kidney, liver) or cognitive failure, with evidence of active decline are appropriate for AIC referrals.

Active decline is defined as **any** of the following:

- 1. One hospitalization or two emergency department visits in the prior 12 months.
- Progressive and significant decline in one or more activities of daily living (ADL) in the prior three months. ADL's are walking, eating, dressing, toileting, bathing and transferring.
- 3. Nutritional decline: albumin <3 g/d or 5% weight loss over six months.

To refer a patient

Call our intake specialist: 971-202-5504

Referral and enrollment process

Patient ID & referral

Referral source: clinic, hospital, CareOregon, other

- Identify patient based on general descriptions through usual care encounters
- Discuss referral with AIC intake or team member, or submit referral by phone or fax to Housecall Providers:

Fax: 503-416-1323 Phone: 971-202-5504

Assessment/triage/enrollment

Advanced Illness Care team

- Enrollment can take place in the home, clinic, hospital or community setting
- If patients do not qualify or enroll, the AIC team will coordinate with the referral source to collaborate on other available resources

Assessment/triage/ enrollment

Advanced Illness Care team

- Ongoing symptom management, education, care coordination, goals of care conversations, medication reconciliation, acute care and transitions support
- Coordination with the primary care provider, specialists and members of the health care team across the continuum of care
- Facilitation of smooth transfers to hospice or Housecall Providers primary care if appropriate

