



## **ABOUT US**

GRACE AT HOME is a primary care medical practice delivering services for those who are homebound, disabled and/or it is a taxing effort or medical risk to get out for medical care. We will become your primary care Provider or work with an existing ambulatory primary care Provider.

**MAIN OFFICE: 317.429.0120**

**OFFICE HOURS: MONDAY – FRIDAY, 9AM TO 4PM**

## **OUR PROVIDERS**

GRACE AT HOME Providers include well trained and highly qualified physicians, nurse practitioners and physician assistants. Most follow up visits and acute visits will be made by your assigned Provider, however, there may be times when you will be seen by another Provider.

## **OUR SERVICES**

Our services include not only diagnostic testing, x-rays, labs, EKG, echocardiogram, and ultrasound but our staff also assists with many issues affecting a person's health such as access to community resources. These services may be provided in part by agencies other than GRACE AT HOME (such as a mobile x-ray company, a lab company or a home health agency).

## **APPOINTMENT TIMES**

GRACE AT HOME Providers have appointment times available Monday through Friday between the times of 8:30am and 4:00pm. You will also have access to our 24-hour emergency phone line. Our Providers generally see patients on a routine basis of every 4-8 weeks.

## **PAYMENT**

GRACE AT HOME accepts Medicare assignment, Medicaid, and most commercial insurances. We will file with your insurance on your behalf. There are no travel fees related to your GRACE AT HOME Provider visit. We also accept patients that have other supplemental insurances. It is the patients' responsibility to update the GRACE AT HOME staff of any insurance changes. The patient will be responsible for any co-payments or deductibles that are not covered by your insurance. GRACE AT HOME will send three (3) statements for all uncovered balances, as is required by law.

## **WHAT TO EXPECT DURING OUR VISITS**

- **INITIAL VISIT**

The initial visit is to summarize medical history and to establish a health care baseline. The Provider will also need to see all your medications and have a list of all surgeries and other physicians/specialists participating in your care.

- **FOLLOW UP VISITS**

Most of our patients are scheduled for follow up visits every 4-8 weeks based on medical needs. The GRACE AT HOME Provider will let the patient know when they can expect to see them again. Patients do not need to call and schedule follow up appointments (except for acute problems or changes).



Patient's appointment will be confirmed two days prior to scheduled visit. If you have a scheduling conflict in the week your Provider is due to come back to see you, please contact the office at (317) 429-0120.

- **ACUTE VISITS**

If a patient has a follow up visit scheduled but has an acute problem and needs to be seen by a GRACE AT HOME Provider, the patient should call our office to schedule a visit. We will make every effort to see the patient if not same day, then within 24 – 48 business hours.

- **MEDICAL ORDERS**

Any referrals, medical equipment, labs or diagnostic tests that need to be ordered are discussed with the patient. Your GRACE AT HOME Provider does not draw labs or perform diagnostic tests; however, we coordinate these services for you. Test results will be discussed or delivered by the ordering Provider. Results cannot be given over the phone by Medical Assistants or non-medical office staff.

- **MEDICATION REFILLS**

Medication refills should be taken care of during your visit with your Provider. If you need a refill before your next visit, please contact or have responsible party contact your pharmacy. If the prescription needs physician/Provider authorization this process may take up to 3 business days. Please contact your pharmacy in advance of the need.

- **APPOINTMENT NOTIFICATION**

Patients will be scheduled for routine follow-up as is deemed medically necessary and appropriate by the Provider. Two days prior to a visit you will receive notification with an approximate appointment time. Arrival times are flexible and may be adjusted to allow for changes or adjustments to the provider's schedule.

## **FREQUENTLY ASKED QUESTIONS**

- **SHOULD I CONTINUE TO SEE MY CURRENT PRIMARY CARE PHYSICIAN?**

In most cases, the GRACE AT HOME Provider will become your primary care Provider. However, in rare occasions our patients continue to see their former physician every 6 months. In these situations, we send a letter to your existing physician to help clarify GRACE AT HOME's role in your care and are happy to forward any requested records from our routine visits to your primary care provider. The patient should inform the GRACE AT HOME Provider of scheduled appointments with an ambulatory primary care doctor/provider.

- **WHAT IF I NEED TO GO TO A SPECIALIST?**

If you are currently being seen by a specialist, you will continue to see that physician. However, if you require a specialist, we will be happy to make that referral for you.



- **WHAT IF I'M HOSPITALIZED?**

As with most primary care physicians, we do not go to the hospital, but we collaborate with excellent hospital groups. Patients (or family members/caregivers) should notify GRACE AT HOME if the patient is hospitalized or has an emergency room visit as it is our policy to schedule a follow-up visit within 5 business days of discharge.

- **WHAT IF I HAVE AN EMERGENCY?**

GRACE AT HOME does not provide Emergency Care. However, we are available to provide advice on the urgency of any concerning medical issue by calling our After Hours/On-Call Line (317) 426-1119 after normal business hours. The After Hours/On-Call Line is for urgent medical questions and concerns ONLY. Prescription refills and administrative concerns will not be addressed on this line. Those questions should be directed to our office during normal business hours (Monday-Friday 9am-4pm). GRACE AT HOME makes every effort to see patients with acute issues if not same day then within 24 – 48 hours. When either option is not available, our advice is that the patient proceeds to the nearest ER for evaluation.