



Get hospital-level care with Optum Acute Care at Home

This program brings care to the comfort of your own home. Get hospital-level care with a care team that comes to you.

Optum



Answers to your questions

What's the difference between at-home care and hospital care?

We offer the same personalized care you'd get in a hospital. The difference is that it comes to your home. Our care team is there for you 24/7. They'll offer video visits and daily care, as needed. Our services include:

- Screenings and tests
- Medical equipment (like oxygen)
- Special care like IV (medicine that's given in the veins)

Am I qualified for this program?

Each person is different. Talk to your doctor to see if you're a good fit.

Will you work with my doctor or specialist?

Yes. Our goal is to offer the best care plan for you. We'll work closely with your doctor or specialist while you're in our program.

If I join, what happens next?

If you join, your care team will work with your doctor to help you sign up.

What technology will be set up in my home?

Someone will come to your house to set up:

- A computer or tablet for video visits. This lets you talk to your care team, explore health topics and see your daily schedule.
- A phone that links you directly to your care team
- A medical alert bracelet
- Devices to check your vital signs (like heart rate and blood pressure)
- Power backup for your equipment

When you've completed the program, we'll come back to remove the items.

How often will people visit my home?

Your care plan will include both virtual and in-home visits. You can talk to your care team wherever you're most comfortable. Depending on your needs, your care team may come to your home one or more times a day. We'll schedule these visits ahead of time. That way you can plan to have someone else there with you.

Will the people that live with me need to know about this program?

Yes. It's very important to let them know that you're getting care at home. Sometimes people don't do well with frequent visitors. Your household should be included in your choice to join this program.

Can I leave my home during my time in the program?

To make sure you're safe and healing quickly, you'll need to stay home while you're in the program. Just like a hospital stay, how much you can do will depend on how well you're healing. Your care team will decide what's best for you. When you're done with the program, you can go back to your everyday life.

How long will I be in this program?

There's no one size fits all. Your care team will decide how long your program lasts. It's usually the same length as a hospital stay. Once you've reached your care goals and wellness, you'll be done.

What if I don't like the program?

You can leave the program at anytime. Your care team will help you find another care choice, such as going to a hospital.

What happens after I'm done?

When you're well enough, your care team will work with your doctor on next steps. We'll remove our equipment and technology from your home.

How to reach us



Call **1-425-304-1113**, TTY **711**
24-hours a day/7-days a week



Or visit optumwa.com/careathome

With this personalized program, you'll get:

- In-home, video and phone visits with your care team
- A care team you can reach 24/7
- Screenings and tests done at home (like blood draws, X-rays and ultrasounds)
- Checked for vital signs (like heart rate, temperature and blood pressure)
- Care for pain
- Medicine, antibiotics and IV infusions (medicine or fluid given in the veins)
- Results shared with your primary care doctor

You'll work with a care team that includes:

- Doctors and specialists
- Nurses
- Therapists (as needed)
- Schedulers

Why get at-home care?

People who get hospital-level care at home are more satisfied than those who stay in the hospital. Those with at-home care are more likely to:

- Fall less
- Have fewer health problems

This program also helps people that need end-of-life care. They can get care in the comfort of their own home instead of in the hospital.

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