



## **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

## With this personalized program, you'll get:

- In-home, video and phone visits with your care team that includes doctors and specialists, nurses, therapists (as needed) and schedulers
- A care team you can reach 24/7
- Screenings and tests done at home (like blood draws, X-rays and ultrasounds)
- Vital signs checked (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



## 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)

## Why get at-home care?

People who get hospital-level care at home are more satisfied than those who stay in the hospital.\* This program also helps people who need end-of-life care. They can get care in the comfort of their own home instead of in the hospital.

## Am I qualified for this program?

Talk to your doctor to see if you're a good fit.

## How much does it cost?

You may have copays, coinsurance or a deductible with your health plan. To find out, call the number on your health plan card.

## 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?



Photo courtesy of Medically Home.

## **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.

## **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, you'll be done.

## **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.

## **What if I don't like the program?**

You can leave the program at anytime. Your care team will help you find another choice, like 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.



*"My sister and I were very impressed and happy with our provider and the nurses we met in person and on the tablet system. We loved having 24/7 access and the safety and monitoring system provided. They made us feel that we could contact them at any time with any question or concern."*

**Dana and Jody, daughters and caregivers of  
Acute Care at Home patient**

*"Acute Care at Home has pharmacy courier services, so we did not have to leave my dad at home by himself to pick up his prescription. They did blood draws, performed CT scans and X-rays for my dad in our home. They also sent a home health aide to help us bathe him. The program is fantastic."*

**Anne, daughter and caregiver of  
Acute Care at Home patient**

*"I feel that being cared for at home was healthier for me. I was not surrounded by a bunch of people and exposed to infections in the hospital. It was the best thing for me, I appreciated what the care team did for me. I was very surprised by the program, really swept off my feet."*

**Jim, Acute Care at Home patient**

# How to reach us

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24 hours a day, 7 days a week

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Any person depicted in the stock image is a model.

\* Centers for Medicare & Medicaid Services, HHS. Report on the Study of the Acute Hospital Care at Home Initiative. [qualitynet.cms.gov/files/66fae9162702fb414b540545?filename=AHCAH\\_Study\\_092724.pdf](https://qualitynet.cms.gov/files/66fae9162702fb414b540545?filename=AHCAH_Study_092724.pdf). 2024.

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