

WELCOME TO THE HOSPITAL AT HOME PROGRAM.

A safe and proven program designed specifically with patients like you in mind.



Surveys consistently show that people prefer to be cared for in their home. As a result, Hospital At Home patients report higher levels of satisfaction with their physician, comfort and convenience of care, admission process, and the overall care experience. At our HMM Hospital At Home sites, patients have expressed high levels of satisfaction with the program and the convenience of receiving a hospital-level of care and monitoring in their home.



The JSUMC Hospital At Home program combines the best of hospital-level care with the comforts of home for patients with specific conditions that meet program criteria.

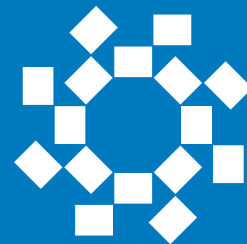
Patients who are otherwise healthy can relax comfortably at home and receive care from our own hospital nurses.

Hospital At Home is a care model that leverages at-home visits, telehealth, and other technologies to provide hospital-level care to patients in their homes.

Before starting care at home, individuals receive an in-person physician evaluation and determine together if the program is right for them. The evaluation process includes a screening of the home for clinical and non-clinical criteria that may impact success. These processes help provide a level of confidence that the patient would benefit from the program.

If the patient and family feel the program is right for them, they are connected to their care team through a combination of in-home visits and telehealth visits. Examples of services provided at home include:

- Physician care via telehealth
- In-person nursing care visits
- Medications (including IV and infusion therapy)
- Laboratory
- Meals & nutrition
- Care management/Social work services
- EMS, including community paramedicine transport for urgent care as needed
- Courier service
- Rehabilitation services (including physical, occupational and speech therapy)
- Durable medical equipment and oxygen
- Diagnostic imaging (x-ray and other mobile scans)
- Remote patient monitoring
- 24/7 access to communication and dispatch center



**Hackensack
Meridian
Jersey Shore
University
Medical Center**

1945 Route 33
Neptune, NJ 07753

FREQUENTLY ASKED QUESTIONS

1. *Why was I selected as a potential patient for this program?*

You were identified because your condition meets a specific criteria of conditions where hospital-level care can be provided and monitored by our hospital nurses from your home in conjunction with your physician.

2. *Is it safe for me to receive this care at home?*

Yes, this program is designed to ensure patient care and safety as the highest priority. If your condition and overall health did not meet specific criteria, you would not be eligible for the program.

3. *Can I decline to be treated at home and be admitted to the hospital?*

You can decline to receive care at home and be admitted to the hospital. In fact, if you choose to receive care at home now, but your condition changes and you need to be hospitalized, your admission will be expedited.

4. *Who determines if I can safely receive the care I need at home?*

The Hospital At Home clinical team will evaluate your medical history as well as certain elements about your home setting. Based on this evaluation, the clinical team and your physician work in collaboration to determine if your home is an optimal alternative to an inpatient admission. At any point, you can decide which setting is preferable for you. However, many patients prefer the comforts of their home.

5. *If I choose to receive care at home, will my family or loved ones have to help out and provide care? Won't this put some of the burden on them?*

No, our program and care team will handle everything. Your family and loved ones can keep you company, cheer you up or visit, but all of your medical care will be provided by us. Support from a family member or loved one may be needed for calls to the hotline.

6. *I understand there is some monitoring technology involved. I'm not tech savvy so is this going to be complicated and confusing?*

No. The technology is both hassle-free and free of charge. The technology is simple, and will be delivered and installed at no charge to you. The monitoring equipment is a tablet device and blood pressure cuff and related components. Our friendly service tech will install it for you, and patiently demonstrate and explain how to use it. Any questions later, just call our 24/7 toll free program support line.

7. *How will my doctor visit me?*

Your care will be managed by one of our board certified JSUMC hospital-based physicians (or hospitalists as they are known) or community-based physicians. Your physicians will assess you for eligibility for the program and visit you in person while at the hospital. Once transferred to your home, your physicians (general practitioners and/or specialists) will schedule a video visit with you daily.

8. *How will my nurse visit me?*

You will have two in-person nurse visits each day in your home. A nurse from our hospital staff will assist with medication administration or any other treatments needed. Additionally, you will have technology in your home to gather biometric screening data such as blood pressure, heart rate, etc.

9. *How will I receive my medications?*

Your Hospital At Home nurse will deliver a 24 hour supply of medications daily. In some cases, he or she will administer the medications to you or will provide assistance via telehealth. In other cases, you may self-administer.

10. *What happens if I don't feel well and have concerns about getting worse?*

We have a dedicated Hospital At Home program hotline available to you 24 hours per day, 7 days per week. The Hospital At Home hotline can be reached at 732- 375-4891 and is staffed by our registered nurses 24/7. The nurse will evaluate your condition to determine if you can remain at home or if you'll need to come to the hospital for a higher level of care. If you are experiencing a true emergency, such as a fire or some other threat to your safety, call 911.

11. *What happens if I need physical therapy or rehab as part of my recovery?*

If physical, occupational or speech therapy is needed as part of your treatment, a rehabilitation consultation will be scheduled to take place in your home, and therapy can be provided in the home in addition to your prescribed medical care.

12. *What happens after my Hospital At Home stay?*

During your Hospital At Home program care, a hospital social worker will remain in touch with you to determine if any services will be needed after the Hospital At Home stay. The social worker will help make arrangements for these services as needed.



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