

## Our services and benefits

Patients receive quality medical care in the residence of their choice, be it in a private home, residential setting or an adult care home. Our model makes it easier for assisted living communities to care for their residents, and for family caregivers to support their loved ones.

In addition to our primary care practice, we offer palliative care and hospice services so our patients can have the support they need to navigate serious illness and live each day to the fullest.

## Types of visits:

As a Housecall Providers patient, you'll see and get to know different members of your care team. You'll be visited by your primary care provider (PCP) Monday through Friday, 8 a.m. to 5 p.m., when you have a medical need, and will have access to an on-call provider should a phone consultation be needed. Additionally, you may also talk to nurses, social workers or a spiritual counselor.

In the initial visit we'll hear about your health history and perform a physical exam. A PCP or another member of your care team will visit you monthly (more or less depending on your need).

Our clinicians can perform minor procedures in the home but also connect patients with other services such as in-home blood draws, X-rays, ultrasounds, electrocardiograms (EKGs) and referrals to specialists.

## Patient portal

We are pleased to offer our patients — and their loved ones and caregivers — access to our FollowMyHealth Patient Portal. The portal is a free, secure website that lets you view your health info and connect with your care team if questions arise.

## Next steps

Please call our intake office at 971-202-5500 to see if you qualify to receive primary care from Housecall Providers. Once we determine that you live within our service boundary, we will send off an application and give you an estimated date for your initial visit.

We serve Medicaid and Medicare-eligible patients and accept many of the larger insurance plans in our region.

We look forward to talking with you and seeing if in-home primary medical care can help improve the quality of your life.



5100 S Macadam Ave, Ste 200  
Portland, OR 97239

Phone: 971-202-5500  
Fax: 971-202-5555

[housecallproviders.org](http://housecallproviders.org)

HCP-22456403-EN-0117

# In-home medical care

Bringing **primary care, palliative care and hospice care** right where you live.



## Who we are



Housecall Providers is a pioneering nonprofit reviving a classic and necessary approach to medical care: the house call.

Since 1995, we've provided excellent, patient-centered, in-home medical care to seriously ill or homebound members of the Portland tri-county community. Our team-based model of care is available to all — regardless of income level — and includes primary care, community-based palliative care and hospice.

**Spend less time driving back-and-forth to medical appointments and more time in the company of your loved one.**

We're here to make your experience as a caregiver easier. By treating patients wherever they call home, our clinicians can consider and assess patients' living conditions, functional status, overall quality of life and care needs.

This big-picture view is at the heart of our holistic approach to care, which includes individualized care plans that reflect a patient's life circumstances and treatment wishes.

We understand the impact that integrated in-home medical care can have on the lives of people with serious illness and those who love and care for them. As experts in geriatric care and the oldest and largest in-home primary care provider in the Portland area, we strive to offer the best person-centered care to our patients and their loved ones.

## Who we serve

Our patients range in age from 18 to 104 and are either:

- ▶ Living with serious chronic illness (congestive heart failure, COPD, diabetes, Alzheimer's disease or other forms of dementia, cancer and more), or
- ▶ Have difficulty leaving their homes due to mobility or functional issues.



## Our team

In-home primary care is best delivered through a team-based model. Members of your care team may include:

- ▶ Primary care providers
- ▶ Social workers
- ▶ Registered nurses
- ▶ Spiritual counselors
- ▶ Schedulers
- ▶ Care coordinators



When you call our office with questions or concerns, you'll speak with a care coordinator who can assist you by:

- ▶ Answering your questions.
- ▶ Helping you receive supplies or equipment.
- ▶ Connecting you with other care team members.
- ▶ Referring you to specialists or home health agencies.