

Welcome to Homeward Bound:

Bringing Primary Care to Your Home

We welcome you to use this handy reference sheet when you have questions about your care, need phone numbers where we can be reached, and information about referrals to other providers or services.

Homeward Bound:

Bringing Health Care Home



Allow us to introduce you to our Staff:

- *Medical Assistants:* Jennifer Lemery
Sonja Ayers
- *Nurse Practitioners:* Lisa Greenwald, NP
Patricia Auer, NP
- *Social Worker:* Cairenn Young, LMSW
- *Physician:* Suzanne Blood, MD

When you need to get in touch with us:

Emergency Care: If you need help right away, **call 911**. The ambulance is the best way to get emergency care. If you go to the emergency room, please tell them you are a Homeward Bound patient and the name of your nurse practitioner. If necessary, they can then call us for information .

Routine Care: **798-1859** (Homeward Bound office phone)
Monday through Friday, 8:00am-4:30pm, except holidays

This number is the best way to contact us for non-emergencies during regular office hours. This number is dedicated to our Homeward Bound patients and our staff who knows you. This is also where the most recent information about your health care and prescriptions is kept. Your needs will be taken care of much more efficiently by calling Homeward Bound directly rather than your previous health center number. It is possible that from time to time you may need to leave a message, but you may be assured that someone will listen to your message within two hours.

Social Worker: **761-0300, extension 222**
to leave a voicemail message for Cairenn Young

Prescriptions refills: Please call the Homeward Bound phone **798-1859**. Leave the patient's name, date of birth, medication and pharmacy. We will fax your prescription to the pharmacy.

Over 

Acute illnesses: Please call the Homeward Bound phone **798-1859**. We will call you back with individualized advice or schedule a time to come and see you. We will make every effort to visit you on the day you call, but in the event this is not possible, we will have to schedule a visit later that week. If your need is urgent and we are unable to come that day, we may advise you to go to urgent care at one of our health centers or to the hospital emergency room. This may depend on your medical issue and your mobility. If you leave a message but the problem becomes an emergency, PLEASE call 911.

Weekend care: We do not provide home visits during weekends. If you need to be seen on a weekend, we recommend you go to urgent care at one of our health centers or to the hospital emergency room. For all Hudson Headwaters' patients, there is a provider on call during weekends who can be reached by calling **798-6400**. This on call provider will help you decide whether to come in or to wait until regular office hours.

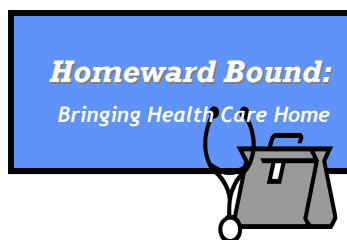
Routine follow-up visits: Please call the Homeward Bound phone **798-1859**. When your nurse practitioner comes to see you, she will tell you approximately how long it will be until the next visit. As the time for a follow-up visit approaches, our medical assistant will call to make an appointment with you. If you require advanced notice, please let us know. You will receive a reminder call shortly before the visit. If you need to cancel, we will really appreciate it if you call so that we may use that time to visit another patient in need.

Other Important Information:

Blood tests: During a routine visit, your nurse practitioner may take a blood sample. Medicare and insurance rules do not allow us to make house calls for this purpose alone, including frequent blood draws to measure protimes, or adjust coumadin levels. If we do take a blood sample or obtain urine, it must be done at a morning visit.

X-Rays and other diagnostic tests: Some x-rays can be done in the home with a portable x-ray service. The type of x-ray you need and its urgency will determine whether it can be done in your home or if you must go to the hospital or imaging center. All other tests such as a CT scan or EKG cannot be done at home, thus requiring you to make arrangements to leave your home.:

Referrals to specialists: If you need to see a specialist, our medical assistant will call to discuss the arrangements.



Phone: (518) 798-1859 • Fax: (518) 798-1863