

House Call Service Frequently Asked Questions

Harris Health House Call Service is a partnership between Harris Health System, The University of Texas Health Science Center at Houston, and Baylor College of Medicine. We provide medical and palliative services to patients with life-limiting diseases or debilitating medical conditions who are home-bound. We also prevent unnecessary suffering, frequent emergency center visits and hospital readmissions.

What types of Services do you provide?

- Geriatrics
- Palliative
- Internal Medicine
- Family Medicine

What types of visits or referrals do you take?

- Transition of Care/ Post Hospitalization Visit
- Home Safety Evaluation
- Permanent House Call

How can a patient make a request for someone to be seen by the House Call Service?

- A request can be made by family, friends, patient, home-health agency and insurance companies, etc. A patient can even have their provider at Harris Health System make a referral.

How soon can someone be seen by the House Call Service?

- Routine (seen in 7 business days of the referral being clinically approved)
- Urgent (seen in 3 business days of the referral being clinically approved)

What qualifies me to be seen by the House Call Service?

- Home bound (Considerable and taxing effort to leave the home, requires assistance)
- Life-limiting illness
- High risk of emergency center visits and hospital readmission due to severe symptoms
- Missed 2 or more clinic appointments in a row
- Care to manage symptoms (palliative care)
- Home safety evaluations
- Two or more deficiencies in activities of daily living

Are there any specialty referrals that can be done by outside vendor at home?

- Podiatry
- X-ray
- Wound Care
- Swallow study
- PEG replacement
- Sleep Study

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What type of patients can the House Call Service NOT see?

- Ventilator
- Left Ventricular Assistive Device (LVAD)
- Total Parenteral Nutrition (TPN)
- Compassionate Dialysis
- Out of Harris County
- Out of Network

Once the patient is established in the House Call Service how can we contact the care team?

- My Health

<https://myhealth.harrishealth.org/MyChart/>

For additional assistance, contact the MyHealth Help desk at **713-634-1661**

- Contact Us 24/7 at **713-814-4505**
- Office Hours: 8am-4:30pm

Who is on the House Call Team?

- Support Center
 - Medical Doctors and Nurse Practitioners
 - Case Managers
 - House Call Service Nurse
 - Medical Assistant
 - Operation Coordinators
 - Administrative Leadership (Nurse Program Manager & Sr. Operations Manager)