

House Call Service Frequently Asked Questions

Harris Health System's 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, Geriatric and 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 I 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. You can even have your 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
- Transition of care
- Missed two 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

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

How do I get my medications?

Medication Notice - 340 B Rule for House call Services:

- The 340B Drug Discount Program is a US federal government program created in 1992 that requires drug manufacturers to provide outpatient drugs to eligible health care organizations and covered entities at significantly reduced prices when seen at one of their facilities
- House call patients do not qualify for this program, as the patients are not seen at a Harris Health facility (They are seen at their home)
- What does this mean? House Call Service patients cannot get their medications refilled at a Harris Health pharmacy. They can use CVS, Walgreens or other pharmacy facilities.
- How you can help - before referring the patient to House Call Service, please make sure the patient has at least a three month supply of medication ordered

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**
- Office Hours: 8 a.m.-4:30 p.m. We can be reached at **713-814-4505**
Afterhours, Weekends, Holidays:
Green team (BT House Call Baylor) – 713-816-9517
Orange Team (LBJ House Call UT) – 713-725-2946

Who is on the House Call Team?

- Support Center
 - Medical doctors and nurse practitioners
 - Case managers
 - House call service nurse
 - LVN
 - Referral coordinators
 - Administrative and operational support