

# Commonly Asked Questions About Complex Care For Seniors

## **Complex Care Team**

Your complex care team includes you, your care circle (family, friends and others close to you) and health care providers.

Your team will be led by a doctor (geriatrician) and nurse practitioner who specializes in the health care needs of seniors. Together, they will help you live as independently as possible.

## **Commonly Asked Questions**

### **What is the difference between complex care and home care?**

Your complex care team will work with home care agencies that provide nursing, physical therapy, occupational therapy or speech therapy. While home care is usually temporary, complex care is long-term care. You may receive care from complex care and home care at the same time.

### **Can I see my other health care providers?**

You will continue to see your specialists but your primary care will be provided in your home.

Call 612-262-7800 if you have any questions about your care. You can call 24 hours a day, 7 days a week.

### **Do I have to be ‘homebound status’ to be in the program?**

You do not have to be “homebound status” to be enrolled in the program. You are encouraged to continue to leave the house to do your regular activities. By having health care visits in your home, you may have more energy to do the things you enjoy.

## **How often and long are the health care visits?**

How often or long your health care visits are will depend on your needs. Your complex care team can spend more time with you than you could have in a clinic visit.

## **Whom do I call if I am not feeling well?**

Call 612-262-7800 if you are not feeling well, and for all of your questions and concerns.

## **Do I have to pay for this service?**

Visits from your complex care team are billed the same as for your primary care provider.

If you usually have a copay, you will have the same copay for your visit from your complex care team. The only difference will be that your primary care provider will see you in your home instead of the clinic.

## **Do I keep the same pharmacy?**

The pharmacy from which you receive your medicines will not change. You will continue to call your pharmacy to get medicine refills.

## **For the Safety and Health of Your Care Team**

- Do not smoke.
- Keep pets in a secure place.
- Keep all firearms in a safe, secure location.

## **For More Information**

Call 612-262-7800 for more information.