HouseCalls Virtual Visit
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Objective To help members continue to receive their HouseCalls visit due to COVID-19 national emergency

Members who have an email and proper webcam capability will be offered a virtual visit

Scheduling Coordinator calls Member to offer virtual visit

Member agrees to a virtual visit; has or can obtain email and webcam

Virtual link sent to member via email or text

Member connects to virtual platform to complete HouseCalls virtual visit

Visit completion documentation reported & submitted
HouseCalls Virtual Visit Assessment

- Complete health history review
- Comprehensive medication review
- ICD-10 diagnoses
- Environmental assessment
- Identifying health risks and closing gaps in care
- Providing member education
- Developing and communicating plan of care
- Communicate visit results to the PCP
- Visit summary provided to the member
- Identify and triage members to a registered dietician, social worker, or pharmacist for support, as needed

Unable to be completed within HouseCalls Virtual Visit:

- iFOBT: Leave-behind fecal occult blood test kits with instructions and mailers
- HgbA1c: Blood sample via finger-stick
- Monofilament: Sensation testing of the foot
- Urine test: Urinalysis for protein and glucose
- QuantaFlo: Screening to test blood flow
- Conducting a physical exam including health screenings

HouseCalls is able to perform urgent and emergent referrals, if applicable.