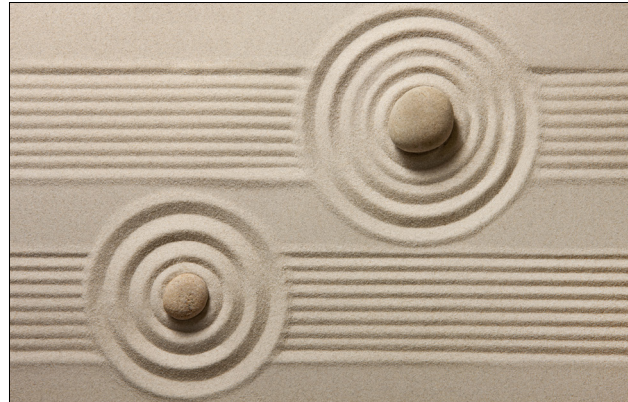
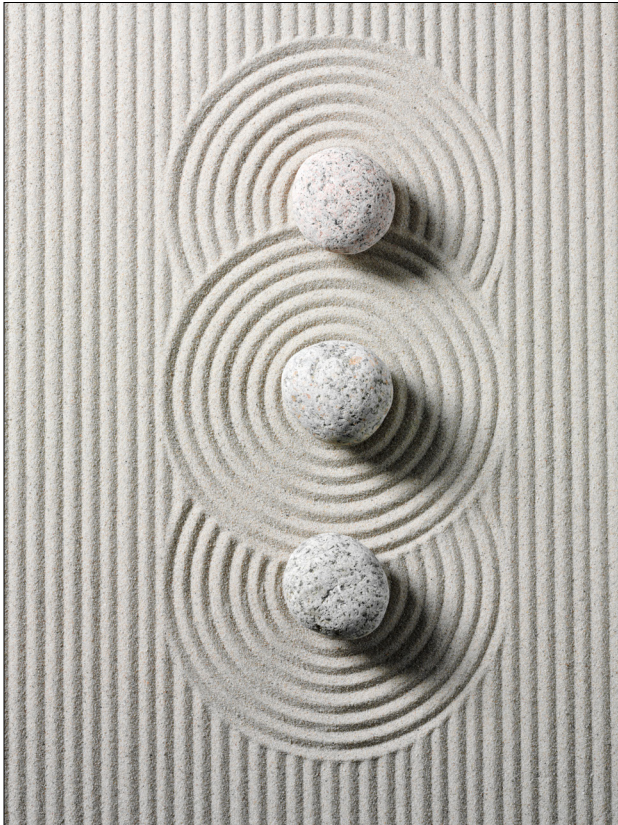


YOUR VALUES  
YOUR PREFERENCES  
YOUR CHOICE

Allina Health 

Before You Leave the Hospital

## Planning for Your Ongoing Care



# Planning for Your Ongoing Care

## Plans for Leaving the Hospital

As soon as you enter the hospital, members of your health care team are starting to think about the day you leave the hospital. They want to make sure you have the right care at the right time to support your health care goals.

Together, you, members of your health care team and your care circle (family members or friends) will create a discharge plan. This plan will help you have a safe and smooth transition to your home or community after your hospital stay.

Your health care team will do what it can to support your cultural beliefs, religious or spiritual practices, and gender identity.

## Follow-up Visits

You may have follow-up visits scheduled to see your regular health care provider or a specialist after you leave the hospital.

It is important to go to all follow-up visits, even if you feel better. Follow-up visits can help:

- make sure you are getting better
- make sure your medicines are right
- keep you from returning to the hospital.

## Length of Ongoing Care

No matter which service is chosen, how long you receive services depends on your health care needs.

## Insurance Coverage

How much you will need to pay for services or other costs is based on your insurance. Members of your health care team can't answer specific questions about costs.

Call your insurance provider to find out what services are covered and how much you need to pay. The customer service phone number should be on the back of your insurance card.

When you call, write down the name of the person you talk with, the date and the time.

Some questions to ask are:

1. Which options are covered?
2. Are there any options in my network?
3. Are there specific requirements or criteria to qualify for services?
4. How many therapy visits are covered?
5. How long will the service be covered?
6. How much will insurance pay?
7. How much will I need to pay?

Tell a member of your care team if you don't have insurance. That person can connect you with resources.

# Your Options

## Ongoing Care Options

Members of your health care team will help you and members of your care circle choose the location and facilities that meet your needs and eligibility.

Social workers can help you find community resources and help answer your questions.

Allina Health offers the following options.

### Home

You can return home if you can take care of basic needs on your own or with help from a member of your care circle.

You will not need any hospital care or services.

You may return home if you can:

- clean and dress yourself
- walk safely to the bathroom
- make your own meals
- manage your medicines
- manage special health care concerns such as wound care or diabetes care.



### Home with home health services

You may be able to return home with home health services to help you continue your recovery.

Home health services helps you to become more independent and to recover safely at home.

You will get a schedule of the hours and days you will have home health visits.

Scheduled visits may include any or all of the following:

- physical therapist
- occupational therapist
- speech-language pathologist
- nurse
- social worker
- home health aide
- dietitian.





# Your Options (continued)

## Inpatient rehabilitation

Inpatient rehabilitation gives you extra help and services in the hospital before you return to your home. This helps you become stronger so you can recover safely at home.



You will receive services that are tailored for your recovery until you are able to safely go home.

This service is right for you if you need a visit from a member of your health care team each day.

Services depend on your needs. Visits may include any or all of the following:

- doctor
- nurse
- physical therapist
- occupational therapist
- speech-language pathologist
- psychologist
- social worker
- nurse care coordinator
- therapeutic recreation.

## Skilled nursing facility (SNF) / transitional care unit (TCU)

Skilled nursing facilities and transitional care units give you extra help and services as you work to return home.



Services depend on your needs. Visits may include any or all of the following:

- physical therapist
- occupational therapist
- speech-language therapist
- doctor, nurse practitioner, or both
- nurse.

## Long-term care in a nursing facility

Long-term care provides support and services if you are not able to safely return home or to an assisted living facility.



Hospital staff members can give you and your care circle a list of long-term care facilities that can provide 24-hour care.

# Your Options (continued)

## ❑ Palliative care

Palliative care provides care if you have a serious illness.

It can help you cope during treatment and help improve your physical, emotional and spiritual health.

Palliative care is given with your treatment, not in place of it. Care is given in a clinic or your home.

Services depend on your needs. Visits may include any or all of the following:

- nurse practitioner
- nurse
- social worker
- spiritual care provider
- care guide.



## ❑ Hospice care

Hospice care provides support and services if you are in the last 6 months of life.

It can help you get the best quality of life possible during this time.

Hospice care is given wherever you call home. If you receive hospice care at home, you will get a schedule of the hours and days you will have hospice visits.

Your health care team may consider if a hospice residence facility would best meet your needs. This facility provides a similar level of care as a skilled nursing facility.

Services depend on your needs. Visits may include any or all of the following:

- doctor
- nurse practitioner
- nurse
- social worker
- spiritual care provider
- home health aide
- volunteers
- music or massage therapy.



# Your Options (continued)

## ❑ Complex care for seniors

Complex care for seniors gives you the care you would receive at a clinic in your home.

The care will help you live as independently as possible.

Members of this team are available 24 hours a day, 7 days a week by phone.

Services depend on your needs. Visits may include any or all of the following:

- geriatrician (doctor)
- nurse practitioner
- registered nurse care coordinator
- care guide
- social worker
- pharmacist
- in-home lab and imaging.



## ❑ Home hospital care

Home hospital care gives you the care you would receive in the hospital or in a transitional care unit in your home.

Services depend on your needs. Visits may include any or all of the following:

- community paramedic
- nurse
- nurse practitioner
- doctor
- physical therapist
- occupational therapist
- speech-language therapist
- social work
- pharmacist
- home health aide
- in-home lab and imaging.



# Your Options (continued)

## Other Programs and Services

### ❑ Assisted living

Assisted living is another place to live where you have access to extra help and services. Services depend on your needs.

Hospital staff members can give you and your care circle resources to plan a move to an assisted living facility.

You may need to receive other services while planning for this transition. Contact the assisted living facility for the services you can receive.






### ❑ Care management

Care management is a service that pairs you with one person who can connect you to programs to help manage your health and other needs.

Your care manager will talk with you about which programs are right to support you and your needs.






# Comparing Your Options




Long-term Support for Ongoing Care			
	Home	Complex Care for Seniors	Long-term Care
<b>Mobility</b> 	<ul style="list-style-type: none"> <li>You are able to live at home safely alone or with support from a care circle member.</li> <li>You are able to leave your home to get to and from appointments.</li> </ul>	<ul style="list-style-type: none"> <li>You are able to live at home safely with support from a care circle member.</li> <li>You may need extra help to manage your health and arrange your care.</li> </ul>	<ul style="list-style-type: none"> <li>For your safety, you need to live in a facility that provides care each day.</li> <li>You need help with all everyday tasks.</li> </ul>
<b>People and services</b> 		<ul style="list-style-type: none"> <li>doctor and nurse practitioner</li> <li>nurse care coordinator</li> <li>care guide</li> <li>pharmacist</li> <li>social worker</li> <li>in-home lab and imaging services</li> </ul>	<ul style="list-style-type: none"> <li>doctor or nurse practitioner</li> <li>nurse</li> <li>physical therapist</li> <li>occupational therapist</li> <li>speech-language therapist</li> </ul>
<b>Questions and notes</b> 			



# Comparing Your Options (continued)

Programs to Help Support You to a Safe Transition Home				
	Home Care	SNF / TCU	Home Hospital Care	Inpatient rehabilitation
<b>Mobility</b> 	<ul style="list-style-type: none"> <li>■ You are able to live at home and will need extra care.</li> <li>■ You may need help getting to and from your appointments.</li> </ul>	<ul style="list-style-type: none"> <li>■ For your safety, you need to stay in a SNF or TCU.</li> <li>■ You may be able to go home after your stay.</li> </ul>	<ul style="list-style-type: none"> <li>■ You are able to live at home.</li> <li>■ You may need help at home.</li> <li>■ You may need help to get to and from your appointments.</li> </ul>	<ul style="list-style-type: none"> <li>■ For your safety, you need to stay in inpatient rehabilitation.</li> <li>■ You may be able to go home after your stay.</li> </ul>
<b>People and services</b> 	<ul style="list-style-type: none"> <li>■ occasional visits</li> <li>■ physical therapist</li> <li>■ occupational therapist</li> <li>■ speech-language pathologist</li> <li>■ nurses</li> <li>■ home health aide</li> <li>■ social worker</li> <li>■ dietitian</li> </ul>	<ul style="list-style-type: none"> <li>■ physical therapist</li> <li>■ occupational therapist</li> <li>■ speech-language pathologist</li> <li>■ doctor or nurse practitioner</li> <li>■ nurses</li> </ul>	<ul style="list-style-type: none"> <li>■ community paramedic</li> <li>■ nurses</li> <li>■ doctor or nurse practitioner</li> <li>■ physical therapist</li> <li>■ occupational therapist</li> <li>■ speech-language pathologist</li> <li>■ social worker</li> <li>■ pharmacist</li> <li>■ lab and imaging in your home</li> </ul>	<ul style="list-style-type: none"> <li>■ rehabilitation doctor</li> <li>■ rehabilitation nurse</li> <li>■ physical therapist</li> <li>■ occupational therapist</li> <li>■ speech-language pathologist</li> <li>■ psychologist</li> <li>■ social worker</li> <li>■ registered nurse care coordinator</li> <li>■ therapeutic recreation</li> </ul>
<b>Questions and notes</b> 				

# Comparing Your Options (continued)

Programs to Support Ongoing Care				
	Palliative Care	Hospice Care	Care Management	Assisted Living
<b>Mobility</b> 	<ul style="list-style-type: none"> <li>You may receive palliative care in the setting that meets your mobility needs.</li> </ul>	<ul style="list-style-type: none"> <li>You may be able to live at home if your care needs can be met there.</li> </ul>	<ul style="list-style-type: none"> <li>You are able to live at home and may need support from your care circle.</li> <li>You may need more help and support to manage your health.</li> <li>You may need to be connected with community resources.</li> </ul>	<ul style="list-style-type: none"> <li>There are many services to meet your needs.</li> <li>You may need help to get to and from your appointments.</li> </ul>
<b>People and services</b> 	<ul style="list-style-type: none"> <li>occasional visits</li> <li>nurse practitioner</li> <li>nurses</li> <li>social worker</li> <li>spiritual care provider</li> <li>care guide</li> </ul>	<ul style="list-style-type: none"> <li>occasional visits</li> <li>doctor or nurse practitioner</li> <li>nurses</li> <li>social worker</li> <li>spiritual care provider</li> <li>home health aide</li> <li>volunteers</li> <li>music or massage therapy</li> </ul>	<ul style="list-style-type: none"> <li>occasional visits</li> <li>nurse care coordinator</li> <li>social worker</li> <li>care guide</li> </ul>	<ul style="list-style-type: none"> <li>Contact the assisted living facility to see what services they offer.</li> </ul>
<b>Questions and notes</b> 				

# My Preferences

Questions	My Thoughts
As you think about the possible options, what are your fears or concerns?	
As you think about your options, what are your hopes and goals?	
Are you clear about the benefits and risks of each option? What matters most to you?	
Which of these options, at this time, do you feel fits best with your treatment goals?	
Is there anything that may get in the way of you doing this?	
Do you feel you have enough support and information?	

# Glossary

- **Care guide:** This person will help you succeed with your health goals by supporting your health behaviors, helping guide and coordinate your health care services, and helping you work through any challenges to your health care.
- **Community paramedic:** This person helps people with long-term illnesses improve their health. This person will work with you and your primary care provider to make sure you have the follow-up care you need after a hospital stay.
- **Dietitian:** This person helps you with your nutritional needs.
- **Doctor:** This person has training and is licensed to care for your medical needs.
- **Home health aide:** This person is trained and certified to help your caregiver with personal cares for you in your home. This person helps you with personal hygiene cares.
- **Imaging:** Imaging uses equipment to look at the inside of your body such as an X-ray.
- **Inpatient:** Your symptoms, diagnosis or procedure need complex care in a hospital.
- **Massage therapist:** This specially trained person who uses massage to help lower stress and anxiety, create a sense of calm and well-being, and help relieve physical and emotional symptoms.
- **Music therapist:** This person has a college degree in music therapy and has passed a national exam to become certified. This person uses music therapy to help reduce your feelings of anxiety, stress and pain.
- **Nurse practitioner:** This person has advanced training and may diagnose and treat illness.
- **Occupational therapist:** This person helps you with your self-care, work and leisure activities. Treatment may include special equipment and talking about changes you need to make for your safety.
- **Pharmacist:** This person partners with your doctor to help you manage your medicines. This person will review all of your medicines, help you understand your medicines (doses, side effects and how they work), and answer your questions.
- **Physical therapist:** This person helps you move, reduce your pain, get your strength back, and prevent disability. Treatment may include exercises, special equipment and safe movement.
- **Psychologist:** This person uses talk therapy methods for treating emotional or mental health issues.
- **Social worker:** This person will help answer questions about your health insurance, educate you about different health care settings, and find resources for equipment and services.



## Glossary (continued)

- **Speech-language therapist:** This person helps you talk and use your thinking, memory and concentration skills. This person will also help you swallow safely.
- **Registered nurse:** This person provides and coordinates your medical care and provides education and support.
- **Registered nurse care coordinator:** This person will educate and encourage you to manage your health, help you set health goals, and make informed decisions and engage in healthy behaviors.
- **Rehabilitation:** Rehabilitation is a special service that helps you regain physical, mental and cognitive (thinking and learning) abilities that have been affected by disease or injury. It works to improve your ability to care for yourself and the way you move.
- **Spiritual care provider:** This person supports your spiritual or religious needs, helps you heal emotionally, and regain a sense of spiritual well-being.
- **Therapeutic recreation:** This is activity-based therapy that uses your interests to help you achieve your health goals.
- **Volunteer:** This person can help you in many ways such as driving you to and from medical appointments, providing emotional support, and allowing members of your care circle some time for self-care.

## Allina Health Account

Sign up for an Allina Health account online to get:

- better communication with your clinic, hospital and provider
- faster answers
- online access to you and your loved one's health information anytime.

With your account, you can:

- read visit notes and follow-up instructions
- view and pay bills
- refill a prescription
- view immunizations and medicines
- set and track health goals
- receive lab results sooner
- do an online visit for common conditions
- manage another person's care
- write a health care directive
- email your care team\*
- schedule appointments\*.

Sign up for a secure account online at [allinahealth.org](http://allinahealth.org). Your account is a free service of Allina Health.

*\*Availability varies by location. Ask your clinic or hospital if this service is available.*

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Allina Health does not exclude people or treat them differently because of race, color, national origin, age, disability, gender identity or sex.

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-877-506-4595.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-506-4595.

Hmong: LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-877-506-4595.



[allinahealth.org](http://allinahealth.org)