



# Bridging Older Adult Care Program (Back Up)

## Frequently asked questions

### What is the Bridging Older Adult Care Program (Back Up)?

The Bridging Older Adult Care Program (Back Up) uses house calls to bring medical services to you as you transition from your hospital stay back to your home. An advanced practice provider and a dedicated care team will work with you to coordinate your care based on your specific needs and help you see transition back to your primary care physician or an alternative level of care when medically appropriate.

### How does the program work?

You'll start your experience in the program with a face-to-face meeting with one of our care team members. Together, you'll review the program details and go over any questions you have.

Each person enrolled in the program is assigned to an advanced practice professional and physician as their provider team. You should expect to see your provider team every one to two weeks, or as you decide together with them. In addition, you may see other members of your care team for lab work, care management or social work.

### Bridging Older Adult Care Program (Back Up)

24 hours a day, seven days a week  
616.267.7725 (TTY 711)  
[spectrumhealth.org/backup](https://spectrumhealth.org/backup)

### How can I prepare for the visit to my home?

To make the most of the visit, please have all your medications—including over-the-counter medications, ready for review. Also, be sure to have any pets or firearms put away.

### Is there an additional cost to participate in the program?

Insurance eligibility requirements are determined by our Admissions Department prior to enrollment. If your eligibility is confirmed, there is no fee or special cost to join. Standard deductibles or copays may apply as they would for a primary care office visit.

### How often can I use the program?

You should expect to see your main provider every one to two weeks or as you decide together. You may also see other members of your care team for lab work, care management or social work. If something comes up between scheduled visits, you can contact our office 24 hours a day, seven days a week.

Does the program replace my primary care provider (PCP)?

No, it doesn't, however the program's medical team becomes your first call when you need care until you see your primary care team again. When you're medically ready to return to your primary care provider, your care team will be there to support you every step of the way in your transition.



## How is this program different than at-home skilled nursing care?

The Bridging Older Adult Care Program's medical team becomes your first call when you need care and can help assist or even be present when you need other care, such as at-home skilled nursing care. Just like with your primary care office, you can also be seen by at-home, skilled home care by nurses or disciplines like physical therapy for support with daily living activities, help with treatment, medical equipment or management and more.

## Can I participate in both the program and at-home skilled nursing care?

Yes. As an extension of your primary care team, we'll help supervise your at-home skilled nursing care.

## If no longer needed, can I exit the program?

The Bridging Older Adult Care Program (Back Up) is voluntary. Depending on your specific needs, the program can last from about one to four months. When you're medically ready to return to your primary care provider or an alternative level of care, your care team will be there to support you every step of the way in your transition.

## What practices do you follow to ensure the health and safety of your patients and staff?

All care team members can visit you in your home to safely provide you with care. Anyone from our team who visits your home will have a name badge in plain sight.

We follow Centers for Disease Control and Prevention guidelines to ensure the safety of our patients and medical team. We may have patients go through screening questions prior to their appointment and ask them as well as their family members to take certain precautions, such as wearing a mask, during their visit.

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ATENCIÓN: Si usted habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.844.359.1607 (TTY: 711).

إذا كنت تتحدث اللغة العربية، فيمكنك الحصول على المساعدة اللغوية المتاحة مجانًا. اتصل على الرقم 1.844.359.1607 (TTY: 711).