



Welcome to Coastal House Calls!

As our patient, you will soon experience what everyone has been talking about...modern medicine in the comfort and convenience of your home. Coastal House Calls (CHC) is a medical practice composed of highly trained and compassionate providers that specialize in treating patients in their home setting. Our providers and their experienced staff are all available in helping to care for the patients needs.

Our doctors and nurse practitioners provide most levels of medical care, from regular exams to complex treatment plans, all in the comfort of your home. During each visit, the CHC provider is accompanied by a trained medical assistant. If a patient should need hospitalization, CHC coordinates the admission process with the hospital of the patient's choice. Upon discharge, CHC will coordinate a visit to help transition the patient back in the home.

CHC has received recognition from medical professionals, the media and community leaders. However, recognition is not the goal of CHC. Our goal is to touch more lives. Through quality medicine and compassionate service, our providers help ease the burden of those having difficulty going to a doctor's office. CHC is proud to help patients stay in their homes longer, providing high levels of care, all in the home.

Our providers, medical assistants and experienced office staff aim to provide personal service that treats every patient with respect and dignity. We thank you for allowing a Coastal House Call Provider to be your primary care doctor.

Things you should know... (Save this for future reference)

SCHEDULING

- The doctor will visit you on a regular basis, as often as you need (or is medically necessary).
- We will attempt to make a housecall within 24 to 48 hours of a request from the patient, family or nurse.
- The scheduling department will call and remind you 24 hours before each visit.
- Your visit will be scheduled between the hours of 9 am to 5 pm.
- No exact time can be given because of factors such as traffic and the length of other patients' visits.
- If you have been in the hospital, contact CHC the day you are discharged for continuing care.

SUPPORT SERVICES

- Medication refills can be handled over the phone by contacting your CHC office.
- Home Care nurses can speak with our staff Monday through Friday, 8:30 am to 5 pm
- After 5 pm, our on-call service is available to triage your call.
- CHC does not make emergency visits. In an emergency, call 911 or go to the hospital. If you are admitted, contact CHC so that we can provide the hospital with necessary information.

BEFORE EVERY DOCTOR VISIT

- If you have a caretaker, please have that person with you when the provider arrives.
- Gather all your medication bottles for the doctor's review. Place them near your chair or bed.
- If you are being seen by nurses or other home health care providers, gather any papers they have left for the provider's review.

***If you ever have any questions or concerns about our service, please call our office.
We want to do everything we can to help you!***