



## **ALEGIS COMPLEX CARE PROGRAM**

# Care that goes the extra mile so you don't have to.

Since 1995, Alegis Care has been working with health plans to extend quality care to patients who have difficulty getting to a doctor's office. Through our in-home care model, we make accessing care more convenient and more comfortable. And we also gain a clearer view of our patients' health and daily home life. As a result, we're able to help inform more complete, highly personalized care plans aimed at improving the health and overall quality of life of our patients.

# FREQUENTLY ASKED QUESTIONS

These are answers to some of the most frequently asked questions about our Complex Care Program.

**If you have additional questions or need to reach one of our doctors after hours, please feel free to contact us.**

Alegis Care Customer Service  
877.663.1333  
www.AlegisCare.com

## WHAT IS THE COMPLEX CARE PROGRAM?

The Complex Care Program is a care program in which Alegis Care nurse practitioners work as an extension of the patient's primary care doctor to carry out customized physician-directed care plans right in the patient's home.

## HOW DO PATIENTS QUALIFY?

Individuals who qualify for the Complex Care Program are referred to Alegis Care by their doctor, per the recommendation of the health plan.

## WHY ARE PATIENTS REFERRED TO THE COMPLEX CARE PROGRAM?

Individuals who are referred to the Complex Care Program have difficulty making a visit to the doctor's office and usually have several chronic conditions that require multiple doctor, hospital, or emergency room visits. These chronic conditions may include:

- Diabetes
- Heart disease
- High blood pressure
- Breathing problems
- Dementia

## HERE'S HOW THE PROGRAM WORKS:

- › **Our nurse practitioner** goes to a patient's home usually on a monthly basis. The frequency may change depending on the care needs of the patient. They will provide specific medical care services in the home and share the results with the primary care physician. Some of the services our nurse practitioners provide include:
  - Taking vital signs and blood tests
  - Checking on medication use
  - Conducting a preventive screening
- › The **nurse practitioner** will also coordinate other resources that might be needed. Because our nurse practitioners live in the community they serve, they are familiar with the medical and social resources available to patients, such as:
  - Specialists
  - Diagnostic labs
  - Home health agencies
  - Hospice and social service agencies
- › **Our medical assistant** can be reached on the phone in between visits to help with prescriptions and referrals, or to connect the patient with their nurse practitioner
- › Our **24/7 on-call provider service** is available at all times to help contact needed Alegis Care staff.