

# Transitional Care

Support Services to Help You Move  
From Hospital to Home





Thank you for choosing

# Medical Mutual

**Medical Mutual is more than just your health insurance company. We are proud to partner in your health and wellness.**

One way we can do this is by helping you return home after a hospital stay. Medical Mutual's Transitional Care program offers health coaching and support with follow-up care after your hospital stay. This program is available to Medical Mutual members at no additional cost.



**Medical Mutual’s Transitional Care program is offered to Medical Mutual members in partnership with Direction Home and your local Area Agency on Aging.**

A transitional care nurse from your local Area Agency on Aging will visit or call you during your hospital stay to:

- Introduce you to the program
- Get a better understanding of your after-the-hospital care needs
- Help you prepare for your hospital release
- Schedule a follow-up visit to your home to check on your progress

After you are released from the hospital, your transitional care nurse will visit your home to continue health coaching and coordinate support services. They will stay in contact with you for up to 30 days after you return home. They will also keep your primary care provider informed by sharing any information gathered during your calls and visits with them.

**This program does not replace home care.** If you are eligible, you should continue with your plans to receive home care services.

# What support will I receive?

**Your transitional care nurse is dedicated to helping you successfully transition from the hospital to your home. They will help coordinate your follow-up care and teach you self-care techniques. They will help with:**

## **Symptom management and areas of concern**

You will learn how to identify signs and symptoms of worsening conditions and how to work with your doctor to best manage your care from home.

## **Medication review and management**

To ensure you are taking medications properly and to avoid any risks of drug interactions, your transitional care nurse will review your medication list and dosages. Your nurse will also work with your providers to review and change your medication dosages as needed.

## **Fall risk assessment**

Your transitional care nurse may talk to you about ways to reduce the risk of a fall and provide an assessment that can be shared with your providers and the Medical Mutual care team.

## **Coordination with your provider and Medical Mutual care team**

Your transitional care nurse will send updates about your home visit and follow-up discussions to your healthcare providers. They will also work with you and the Medical Mutual care team to develop and begin a care plan to help you manage your ongoing healthcare needs.

## **Provider follow-up support**

Follow-up appointments with your healthcare providers are important. Your transitional care nurse will help you prepare for your appointments and arrange transportation to and from your visits. Your nurse can also connect you with a Medical Mutual care team member, who can help you identify and schedule follow-up appointments with the right provider, specialist or support services such as home care, lab work and radiology.

## **Connection to community resources**

Your transitional care nurse can also connect you to local resources that can help you stay healthy while living at home. Services may include transportation to and from medical appointments, meals, housing and more.



## What are my next steps?

**You don't need to do anything to get started in Medical Mutual's Transitional Care program. A transitional care nurse from your local Area Agency on Aging will call or visit you in the hospital to schedule your post-hospital home visit.**

Medical Mutual is happy to offer you this service at no additional cost. We hope that you take advantage of this opportunity to receive valuable support as you move from hospital to home. Thank you again for trusting Medical Mutual to be a partner in your health and wellness.

### Questions?

If you have additional questions about the Medical Mutual Transitional Care program, call 1-800-982-3117 (TTY: 711 for hearing impaired). Representatives are available:

- October 1 to March 31, 7 days a week, 8 a.m. to 8 p.m.
- April 1 to September 30, Monday through Friday 8 a.m. to 8 p.m. and Saturday 9 a.m. to 1 p.m.





# MEDICAL MUTUAL®

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