

Michigan Medicine Post-Acute Care Services is pleased to provide you with the health care services and equipment that will assist with your health treatment program. With four distinct departments, Post-Acute Care Services is responsible for providing equipment, supplies and care for you when you leave any of our hospitals or clinics.

**Our departments include:**

- HomeMed (HM) - Home infusion and specialty pharmacy which provides compounded (specially prepared) medications, supplies and training
- Michigan Visiting Care (MVC) - Private duty nursing and in-home health aides
- Michigan Visiting Nurses (MVN) -
  - Skilled nursing services
  - Physical therapy
  - Speech therapy
  - Occupational therapy
  - Home health aides
  - Social work
  - Nutrition services
  - Maternal Infant Health Program (MIHP)
- Wheelchair Seating Service (WSS) - Custom mobility devices

We are dedicated to providing you with the highest quality services and products in the home. We will coordinate your home care needs with your doctor to ensure you receive the personalized care and treatment you deserve. Please review this booklet as it provides important information for you or your caregiver. Thank you for allowing us to assist with your care.

## **Post-Acute Care Services and your safety at home**

Serious injuries are caused by accidents in and around the home.

We all want to be safe at home. When you or someone you care for becomes sick and requires care at home it is even more important to learn how to keep everyone safe.

- **Please take time to check your surroundings for potential hazards.**

### **Fire safety**

#### **How can I reduce my risk of a fire in the home?**

- Do not cover equipment with materials (curtains, clothes, etc.)
- Read your equipment manual and learn how to operate it safely.
- **Never** smoke in bed, especially when taking medications that make you drowsy.
- Place smoke detectors, carbon monoxide detectors, and all-purpose fire extinguishers on each floor.
- Check your smoke detector batteries at least twice per year. (Tip: remember to do this when you change your clocks for Daylight Savings Time).
- Identify at least two fire escape routes. Keep these routes and exits clear at all times. Find a place to meet when you are safely outside your home.
- Contact your local fire department for more information.

**To learn more, visit:**

<http://www.cdc.gov/HomeandRecreationalSafety/Fire-Prevention/index.html>

### **Home security**

**Post-Acute Care Services staff wear identification badges with their picture on the front.**

- Ask for identification before letting someone into your home.
- Keep your doors and windows locked to keep you and your equipment safe.
- Keep outdoor areas around your home well-lit, particularly when expecting a

visit or delivery, for yourself as well as any Post-Acute Care Services staff.

### **Children's safety**

**Accidental poisoning** by taking medications or other substances is the **most common cause for injury and death** among children.

Children are curious and interested in new and different things that appear in your house, such as your equipment or medications. Here is what you can do to keep them safe:

- Keep all medications, needles, and other hazardous substances in their original containers and away from their reach.
- Consider using safety latches on drawers/cupboards.
- Have important numbers listed. If a child does ingest a poison, contact Poison Control immediately **(800) 222-1222**.
- Check expiration dates on medicines and food regularly.
- Keep equipment tubing and cords out of reach.

### **Fall prevention for children**

- Never leave infants or toddlers unattended.
- Use safety gates at stairways.
- Use safety belts for swings and high chairs.

**To learn more about children's safety, visit:**

<https://www.cdc.gov/safechild/index.html>

### **Fall Prevention for adults**

**Falls are common in the 65 and older population.** Having a chronic (prolonged) illness or weak physical condition because of an accident increases your risk of falling. Falls can lead to broken bones, hospital admission, loss of independence, and even death. The following suggestions will help you minimize the risk of falls and prevent injury.

### **What do I need to know about medications and my risk for falls?**

- Many medications have side effects that cause drowsiness and impair judgment and speed of reaction. Know and understand the side effects of any medication you are taking.
- Do not drink alcohol. It can interact with your medication and increase your risk of falling.

### **What can I do to remove hazards that increase my risk for falls?**

- Keep walkways and paths free of clutter, cords and pets.
- Keep equipment tubing out of walkways.
- Make sure there is adequate lighting in stairwells and halls.
- Keep carpets and rugs free of holes and secure them firmly. Avoid using lightweight throw rugs on bare floors.
- Make your bathrooms safe. Use rubber mats in baths and showers. Install grab bars, seats, and other assistive equipment in your bathroom, tub, or near the toilet.
- Use canes or walkers as ordered by your doctor.

### **To learn more visit:**

<http://www.cdc.gov/HomeandRecreationalSafety/Falls/index.html>

### **Medication Safety**

**Accidental overdose or taking the wrong dose of medication happens when medications are not managed properly in the home.**

- Know the name, dose, and reason you are taking the medications.
- Ask if you need to avoid any foods, drinks, or activities while taking certain medications.

### **How can I prevent accidents related to medications?**

- Keep a list of medications you are taking, and take the list with you to all

health care appointments.

- Tell each health care provider about drug or food allergies you may have and other medical treatments you are receiving.
- Report medication side effects to your health care providers.
- There can be dangerous interactions between drugs or other products. When your health care provider asks you about medications you are taking include all of the following:
  - Prescription medications
  - Medications you bought over the counter without a prescription such as aspirin, vitamins and laxatives
  - Home remedies (such as St. John's Wart, Velorium, etc.)
  - Nutritional supplements
- Always check medications and solutions for correct name, dose, and date of expiration. Read the instructions provided with your medications. If you have any questions regarding your medications, contact your doctor or pharmacist.

### **What are some things I must never do with my medications?**

- Never change the dosage or stop taking medications without your health care provider's approval, even if you are feeling better.
- Never store medications in a container different than the original.
- Never crush medications without first checking with your pharmacist.
- Never take medications prescribed for another person.

### **Planning for an emergency**

#### **What steps should I take if my utility services are interrupted due to bad weather or a natural disaster (tornado, snowstorm or loss of power)?**

- Keep emergency phone numbers available.
- Report power outages to your utility company.
- If your phone service is working, contact our office to make plans based on

your specific emergency needs.

- Prepare for a power outage by keeping electrical equipment with a battery plugged in at all times to be sure it is fully charged. Use your back-up system for your equipment, as needed.
- **Do not use candles near oxygen.**
- Listen to the local radio and TV stations for weather broadcast information and instructions.
- If you leave your home, take all your medicine, equipment, and supplies. Also, contact our office with your temporary address and phone number so Post-Acute Care Services can continue providing you service. We will discuss any additional directions with you if you have special needs.
- In a flood or severe disaster, water systems can become contaminated. To prevent infection, wash your hands with rubbing or isopropyl alcohol, hydrogen peroxide, or waterless soap before performing any sterile procedures. Do not expose catheters, tracheostomies, or wound sites to dirty or contaminated water.

**To learn more, visit:**

<https://www.cdc.gov/prepyourhealth/index.htm>

### **Infection control**

Germs that cause infection can be found in many areas of your home such as on tabletops, doorknobs, telephones, and even your pets.

- Washing your hands is one of the best ways to prevent the spread of infection.

### **When do I need to use soap and water instead of hand sanitizer/waterless soap?**

Always wash your hands if they are visibly dirty or soiled, and after completing personal hygiene (use of toilet or blowing your nose).

### **What is the proper way to wash my hands with soap and water?**

- Wet your hands with warm water and apply 1 pump of soap.
- Rub hands together and scrub all surfaces.
- Continue rubbing hands for at least 15 seconds. Need a timer? For example, sing “Happy Birthday” twice.
- Rinse hands under running water.
- Dry your hands using a paper towel. Do not touch faucet with clean hands. If needed use paper towel to turn faucet off.

### **What is the best way to use my alcohol-based hand sanitizer?**

- Choose a hand sanitizer/waterless soap with a 70% or higher alcohol content. Also check the expiration date on products.
- Apply product to the palm of one hand.
- Rub the product over all surfaces of hands and fingers until dry.
- Hand sanitizer should not be used for people with C-difficile because it does not effectively destroy all the spores.
- Use hand sanitizer when soap and water are not available.
- Do **not** use hand sanitizer if hands are visibly soiled or dirty.
- Ensure hand sanitizer is dry before using oxygen.

### **When is it important to wash my hands?**

- After contact with a sick person.
- Before eating and preparing food (be aware of raw meat and contact surfaces).
- Feeding or touching pets.
- Handling waste or soiled clothing.
- After coughing or sneezing and blowing your nose. Be sure to put your used tissue in the waste basket. If you don’t have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.
- Before and after you perform a home care process or procedure while caring

for the patient.

### **How can I keep my equipment and supplies free from infection?**

- Follow the cleaning guidelines in the packet provided when you began service.
- Change or dispose of supplies based on the guidelines provided.
- Use only approved cleaning products on equipment and supplies.
- Store supplies in a clean dry area.

### **Advance directives**

Post-Acute Care Services (PACS) encourages individuals and their families to participate in decisions regarding care and treatment. PACS policy acknowledges that all persons have a fundamental right to make decisions about their own medical treatment, including the right to accept or refuse medical care. While we do encourage you to have an advance directive, we provide care to all people whether or not they have an advance directive. We do not discriminate against a person based on whether or not that person has finished an advance directive.

#### **To learn more visit:**

<https://careguides.med.umich.edu/advance-directives>

### **Financial assistance**

Michigan Medicine's policy supports medically necessary health care for all people, regardless of their ability to pay. **MSupport** is our financial assistance program that may help you if you are uninsured, have limited or exhausted insurance benefits. For more information call 855-853-5380 or visit:

<http://www.uofmhealth.org/patient-visitor-guide/financial-assistance>



## **Medicare supplier standards for Durable Medical Equipment Prosthetics, Orthotics and Supplies (DMEPOS)**

The products or services provided to you by Post-Acute Care Services, including HomeMed and Wheelchair Seating Service, must meet the supplier standards contained in the Federal Regulations Code, Section 424.57(c). These standards concern business professional and operational matters (such as honoring warranties and hours of operation). You can find the full text of these standards here: <http://ecfr.gov>. Upon request, we will provide you with a written copy of the standards.

Disclaimer: This document contains information and/or instructional materials developed by Michigan Medicine for the typical patient with your condition. It may include links to online content that was not created by Michigan Medicine and for which Michigan Medicine does not assume responsibility. It does not replace medical advice from your health care provider because your experience may differ from that of the typical patient. Talk to your health care provider if you have any questions about this document, your condition or your treatment plan.

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