

### *Am I eligible for house calls?*

If you have difficulty getting to a doctor's office, then house call visits are likely covered in the same manner as a regular visit to an office-based physician.

### *What will it cost?*

We accept Medicare and most other insurances. Deductibles and/or co-payments required for medical services are handled in the same way as a trip to a physician's office.

### *What days or times can I get a house call?*

We are available to make house calls during normal business hours, 8:30 AM – 5:00 PM, Monday through Friday. Please keep in mind that although the office may be closed before and after these hours, we have an after-hours on-call service that is available to triage your non-emergency medical needs.

### *What if there is an emergency?*

VPA does not provide emergency services. If there is a true emergency and you require hospitalization, you must utilize the emergency medical system. Your first call should be 911. Your second call should be to VPA. We can provide your current records to our hospital colleagues to ensure the best care while you are at the hospital. Likewise, we will obtain your records from the hospital and see you immediately after you return home.

## FAQ

### *How often will I be seen? What if I need an urgent appointment?*

Each patient is seen as medically necessary based on your physician's assessment and plan of care. Our services prevent many urgent needs by seeing patients on an appropriate follow-up basis. Depending on your medical needs, visit frequency will vary. If you are sick and are experiencing issues, your doctor will likely see you more often. Whether you need us the next day or in a month, we will be there. When needed, we can usually get to your home for urgent needs within 24 hours.

## VPA MIDWEST LOCATIONS

### **CORPORATE HEADQUARTERS:**

27000 Hills Tech Court, Suite 200  
Farmington Hills, MI 48331  
Telephone (248) 893-0500  
Toll Free (888) 742-4695

### **INDIANA LOCATION:**

**South Bend Office**  
Phone (574) 247-1911  
Toll Free (877) 437-2344

### **KENTUCKY LOCATION:**

**Northern Kentucky Office**  
Phone (859) 283-0544  
Toll Free (800) 546-4117

### **MICHIGAN LOCATIONS:**

**Ann Arbor Office**  
Phone (734) 975-5000  
Toll Free (888) 742-0298

**Flint Office**  
Phone (810) 230-9500  
Toll Free (888) 742-0286

**Grand Rapids Office**  
Phone (616) 942-7400  
Toll Free (888) 742-3878

**Kalamazoo Office**  
Phone (269) 349-8386  
Toll Free (888) 742-3873

**Lansing Office**  
Phone (517) 347-4085  
Toll Free (888) 742-0305

**Marysville Office**  
Phone (810) 364-5050  
Toll Free (888) 742-0289

**Muskegon Office**  
Phone (231) 798-9840  
Toll Free (888) 798-9840

**Saginaw Office**  
Phone (989) 667-8740  
Toll Free (888) 742-9346

**Southfield Office**  
Phone (248) 352-2000  
Toll Free (888) 742-0285

**Taylor Office**  
Phone (734) 285-2542  
Toll Free (866) 999-0421

**Utica Office**  
Phone (586) 323-2181  
Toll Free (866) 262-9054

**MISSOURI LOCATION:**  
**St. Louis Office**  
Phone (314) 961-3570  
Toll Free (877) 807-4606

### **OHIO LOCATIONS:**

**Akron Office**  
Phone (330) 896-5651  
Toll Free (888) 227-3409

**Cincinnati Office - East**  
Phone (513) 947-0400  
Toll Free (877) 658-7778

**Cincinnati Office - West**  
Phone (513) 841-0777  
Toll Free (888) 742-0597

**Cleveland Office - East**  
Phone (216) 732-9480  
Toll Free (888) 742-0508

**Cleveland Office - West**  
Phone (440) 826-0500  
Toll Free (866) 571-5452

**Columbus Office**  
Phone (614) 840-1688  
Toll Free (888) 742-0428

**Dayton Office**  
Phone (937) 293-2133  
Toll Free (888) 742-0533

**Youngstown Office**  
(also servicing Lawrence,  
Mercer and Beaver counties in  
Pennsylvania)  
Phone (330) 726-3379  
Toll Free (888) 742-0528

### **VIRGINIA LOCATION:**

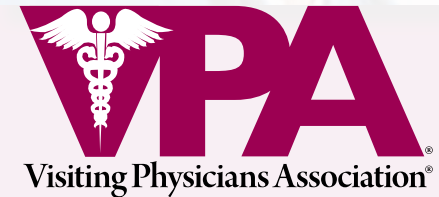
**Williamsburg Office**  
Phone (757) 645-0831  
Toll Free (866) 586-6302

### **WISCONSIN LOCATION:**

**Milwaukee Office**  
Phone (414) 543-9600  
Toll Free (800) 839-6583

VPA has multiple locations throughout FL, IN, KY, MI, MO, OH, TX, VA, and WI. For a complete office list, visit our website at [www.visitingphysicians.com](http://www.visitingphysicians.com).

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# Bringing Integrated Health Care Home<sup>®</sup>

[www.visitingphysicians.com](http://www.visitingphysicians.com)

To request a House Call dial us  
toll free at: 1.877.HOUSECALL

## OUR EXPERIENCE



Visiting Physicians Association® (VPA®) is the nation's leader in house call medicine having made in excess of 2 million home visits over the last decade. Founded over 15 years ago, we have multiple locations across several states. We employ over 150 full-time primary care physicians along with specialists including Cardiologists and Pulmonologists. VPA has more than 600 dedicated employees who will always put your needs first.

You will be cared for by experienced primary care physicians and their medical team, including a Medical Assistant that travels with the physician and a full support staff of nurses, patient care coordinators, therapists, schedulers and diagnostic technicians. VPA physicians have many years of experience, most are board certified, and are experts in treating the needs of the elderly and home bound patient. Our physicians' clinical skills are matched by their genuine compassion and concern for your care.

## OUR EXPERTISE



## OUR CARE

that affect your health and will be treated with respect and dignity every step of the way. We also provide important care coordination to help you access community resources and other services available in your home. We believe that our specialty services and care coordination demonstrate our commitment to providing you with the highest quality care possible all in the comfort of your home.

With VPA's advanced medical technology, we are able to diagnose and treat you in your home where we know you feel most comfortable.

## OUR SERVICES

We provide high-quality, personalized and confidential medical care in the comfort of your own home without regards to race, color, national origin, disability, or age. You will take part in the decisions



Our services include, but are not limited to:

- Comprehensive review of your medical history, physical examination and ongoing treatment of your medical conditions
- Medication management and medication refills
- State-of-the-art laboratory services and portable diagnostic testing performed in the comfort of your home
- Medical balance assessment and treatment
- Referral to physical therapy and specialized rehabilitation services
- Coordination of all home care services and medical equipment
- Community placement consultations
- Physician review for authorizations:
  - Home health authorizations and care plan oversight
  - Medical equipment authorizations
  - Diagnostic testing authorization