

FAQ



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 provider.

What will it cost?

We accept Medicare and many other insurances. Deductibles and/or co-payments required for medical services are handled in the same way as a trip to a doctor'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 staff available to triage your non-emergency medical needs.

What if there is an emergency?

There are some situations where emergency services are necessary, but VPA can make housecalls for many of your urgent and sick care needs. Your VPA provider will give you written instructions and help you understand when to call VPA, and when to call 911. Our caring staff is available by phone 24 hours a day to help you.

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

Each patient is seen as medically necessary based on your Provider'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 Provider 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 24-48 hours.

VPA LOCATIONS

FLORIDA

Ft. Lauderdale

(954) 376-3739

Jacksonville

(904) 281-1915

Orlando

(321) 207-9029

Tampa

(813) 517-0137

ILLINOIS

Chicago

(312) 818-4650

Chicago (Bloomingdale)

(630) 529-7427

INDIANA

Indianapolis

(317) 497-5530

South Bend

(574) 247-1911

KANSAS

Overland Park

(913) 800-6971

Wichita

(816) 912-4539

KENTUCKY

Florence

(859) 372-6625

MICHIGAN

Ann Arbor

(734) 975-5000

Flint

(810) 230-9500

Grand Rapids

(616) 942-7400

Kalamazoo

(269) 349-8386

Lansing

(517) 347-4085

Marysville

(810) 364-5050

Saginaw

(989) 667-8740

Southfield

(248) 352-2000

Troy

(248) 824-6060

MISSOURI

Kansas City

(816) 912-4539

St. Louis

(314) 961-3570

OHIO

Akron

(330) 896-5651

Cincinnati East

(513) 947-0400

Cincinnati West

(513) 841-0777

Cleveland East

(216) 732-9480

Cleveland West

(440) 826-0500

Columbus

(614) 840-1688

Dayton

(937) 293-2133

Toledo

(419) 578-8594

Youngstown

(330) 726-3379

TEXAS

Austin

(512) 407-8880

Corpus Christi

(361) 980-1299

Dallas

(972) 870-5511

Fort Worth

(817) 348-0425

Houston

(713) 532-6884

San Antonio

(210) 468-0800

VIRGINIA

Norfolk

(757) 853-1380

Richmond

(804) 767-4441

Williamsburg

(757) 941-5600

WASHINGTON

Seattle

(866) 259-1629

WISCONSIN

Appleton

(920) 202-5074

Madison

(608) 807-1600

Milwaukee

(414) 255-0300



Bringing Integrated Health Care Home[®]

Toll Free : 1.877.468.7322

www.visitingphysicians.com

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 20 years ago, we have multiple locations across several states. We employ over 175 full-time Primary Care Providers (Physicians, NP's, PA's) and consult 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 Providers and their medical team, including a Medical Assistant who travels with the Provider and a support staff of Patient Care Coordinators, Schedulers and Diagnostic Technicians. VPA Providers have many years of experience, most are board certified, and are experts in treating the needs of the elderly and home bound patient. Our Providers' clinical skills are matched by their genuine compassion and concern for your care.

OUR EXPERTISE

OUR CARE

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 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



Our services include, but are not limited to:

- Staff available to take your calls 24/7
- 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
- Coordination of all home care services and medical equipment
- Community placement consultations
- Provider review for authorizations:
 - Home health authorizations and care plan oversight
 - Medical equipment authorizations
 - Diagnostic testing authorization

