

# House Calls

## Health System House Call Services Offered at Each WellSpan Entity:

Contact information regarding House Call Services offered at each WellSpan Entity is listed below:

- Chambersburg- services currently not available
- Ephrata - services currently not available
- Gettysburg - Services currently available
  - Phone:717-337-4120 Option 4
  - Fax: 717-337-4236
- Good Samaritan - services currently not available
- Waynesboro- services currently not available
- York Hospital: Services currently available (see specifics below)
  - Phone: 717-851-1439 / (717) 851-1417.
  - Fax: (717) 851-3296

### Homebound Verification

- House Call Requirement: This service is reserved for patients with significant difficulty leaving their home due to their medical condition and will be provided only when requested and authorized by a physician who certifies the need. Lack of transportation does not qualify the patient for a house call.
- When patients leave their home for other appointments, they are encouraged to visit one of our outpatient collection sites. Patients with only transportation difficulties are not qualified for house call visits by the laboratory.
- The service is not intended for convenience but to allocate the service to patients truly in need in the community

### Homebound Visits

- House call scheduling is provided Monday-Friday but not guaranteed on a particular day/hour and cannot be honored for weekends, evenings, or holidays.
- Scheduling is done on the basis of fasting requirements, geographical locations in the Gettysburg and York areas and surrounding municipalities and staffing availability.
- During inclement weather, every attempt will be made to adhere to schedules as defined but may need to be rescheduled accordingly

## WellSpan Health Gettysburg House call guidelines and restrictions:

### Orders:

- Any inquiries for homebound patients should be addressed to 717-337-4120 option 4
- Stat draws and standing orders are not accepted
- Provider offices (not the patient) should call the lab to determine the day the lab is able to schedule a homebound visit.
  - Phlebotomist will call the patient the day of the visit to confirm

- Lab requisitions must come directly from the provider's office and/or WellSpan provider will place orders in Epic.
- Patient demographics must be updated in Epic for accurate billing information. Medicare patients will be asked to sign an advanced beneficiary notice (ABN) if the reason for testing is not considered medically necessary by CMS.

**Homebound Visits:**

- Urine specimens- if the patient can't void the specimen while phlebotomist is there, it will be requested that specimen be delivered by a family member or friend to a laboratory facility.

**Scheduling:**

- Phone: 717-337-4120 Option 4

**WellSpan Health York House call guidelines and restrictions:**

For York Hospital, routine phlebotomy house call service is available on a scheduled basis Monday through Friday to patients who are homebound and unable to travel to an outpatient collection site for routine lab work.

**Orders**

- The "House Call Request for Homebound Patients" form is required to order a house call visit or can be faxed to the physician office by calling (717) 851-1417. The information fields on the form must be filled out completely. The reason for testing (ICD-10) code is required for each test ordered. Please include a face sheet with patient demographic and insurance information for the insurer to be billed. Copies of the insurance card are preferred. Medicare patients will be asked to sign an advanced beneficiary notice (ABN) if the reason for testing is not considered medically necessary by CMS.
- The completed House call requisition order form can be sent to the laboratory by fax to 717-851-3296; by lab courier (interoffice mail) to TransLab Services, attn: House Calls.
- Stat draws and standing orders are not accepted
- Lab requisitions must come directly from the provider's office
- Homebound reasons must be indicated on the home call requisition form in addition to the approximate/requested day of the week (based on availability)

**Homebound Visits**

- This service is for blood collection only.
- Urine specimens, cultures, and specimens other than blood must be delivered by a family member or friend to a laboratory facility
- Provider offices (not the patient) should call the lab to determine the day the lab is able to schedule a homebound visit.

**Scheduling:**

- Phone: 717-851-1439