



## Northwest Community/Northern Lake County (NWC/NLC) Mobile Integrated Healthcare – Community Paramedic Program PATIENT INFORMATION

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**Mobile Integrated Healthcare (MIH)** is an innovative way for Community Paramedics to partner with other members of a person's healthcare team to deliver planned **NON-EMERGENCY** care visits to eligible individuals where they live to support them in meeting their health and wellness needs and connect them with community services and resources.

### GOALS

- **Build healthy communities**
- Provide 6R service: **Right care**, at the **Right time**, in the **Right place**, using the **Right resources**, with the **Right quality**, at the **Right cost** and with strong consideration for patient convenience, safety, and choice.
- Deliver **safe and personalized MIH services** that are equitable, accessible, and affordable.
- Assist eligible persons to **safely transition from hospital to home** and promote the best possible outcomes, decrease preventable readmissions, and reduce complications.

MIH visits are currently offered at **NO COST** to the patient.

### Services provided during an MIH visit

- Physical examination to determine the person's current state and progress in meeting health targets.
- Ensuring the availability and proper use of medications, medical supplies, and equipment, and adherence to care guidelines.
- Assessing a client's ability to perform activities of daily living and their fall risk.
- Assessing understanding and compliance with making healthy choices.
- The person will be supported in achieving their best possible state of wellness through health coaching and connection to Community resources and social services information.
- A home safety check is completed if authorized. MIH-CPs will offer installation of smoke detectors if needed.

### MIH Service Area

Persons living in the communities served by the **Wauconda FPD; Greater Round Lake FPD, the First FPD of Antioch, Countryside FPD and the Libertyville FD** who meet eligibility criteria.

### ELIGIBILITY CRITERIA for MIH VISITS:

**Frequent 911 or emergency department use** defined by Program Policy and Illinois law. MIH-CPs will work with clients to determine the best ways to meet their healthcare needs and work with them to access appropriate resources.

"Eligible recipient" also means an individual who has been identified by a health care provider as a person for whom MIH services would likely prevent admission or readmission to or would allow discharge from a hospital, behavioral health facility, acute care facility, or nursing facility."

**This includes patients with a recent hospital admission for one of the following diagnoses:**

- Heart attack | Heart failure
- Coronary artery bypass graft (CABG) surgery
- Chronic obstructive pulmonary disease/asthma
- Pneumonia | Diabetes
- Total hip and/or knee replacement surgery

### TO REQUEST MIH SERVICES:

Frequent users of 911 services may be contacted by the MIH intake center at the Wauconda FPD and offered the option of MIH visits.

Eligible persons (or legal decision maker) or healthcare providers can request MIH visits by contacting one of the following

**MIH Call Center** Wauconda Station 1:

**(847) 526-2821 or**

**(779) 312-0287 or**

**Online:** [https://hctxt.us/Wauconda\\_referral](https://hctxt.us/Wauconda_referral)

If approved, clients are usually authorized for up to 4 MIH visits.

### Scheduling the first visit

A Wauconda FPD MIH Case Manager will call the client or their legal decision-maker to schedule the first visit, gather important background history, determine any special client needs or concerns, and provide information about the two MIH-CPs who will arrive to do the visit.

### Hours of operation; length of visits

Mon-Wed-Fri | 8 AM to 2 PM

1<sup>st</sup> visit 1-1.5 hours; follow-up visits: 45 minutes

If translation services are required, please let us known in advance and allow more time per visit.

**Questions? Call (847) 526-2821**

# Northwest Community/Northern Lake County Mobile Integrated Healthcare (MIH) Community Paramedics (CPs)

MIH-CPs will arrive in a Fire Department vehicle (non-ambulance) with MIH branding and wearing a Fire Department uniform and ID badge.



	<b>Westley Biddenstadt</b> Round Lake FPD		<b>Erik Christensen</b> Wauconda FPD		<b>Raeanne Fisher</b> First Fire Protection District Antioch
	<b>Francisco Contreras-Gomez</b> First Fire Protection District Antioch		<b>Salvatore Galati</b> Round Lake FPD		<b>Clinton Herdeggen</b> Wauconda FPD
	<b>Michael Kueber</b> First Fire Protection District Antioch		<b>Donald Miller</b> Wauconda FPD		<b>Jayden Ransom</b> Round Lake FPD
	<b>John Stasieczek</b> Wauconda FPD		<b>Andrew Vroman</b> First Fire Protection District Antioch		<b>Michael Wagner</b> Wauconda FPD

**QUESTIONS? CALL (779) 312-0287**