

Before you head home from the hospital or other treatment facilities

Tips & resources to help you take care of yourself

Before your stay

- Arrange your transportation to and from the hospital if you are unable to drive yourself.
- Prepare frozen meals before you go to the hospital and have a plan in place to help you grocery shop once you are home.
- Plan to have someone you trust accompany you when you are admitted to help you remember what you need to do when you return home.
- Make sure your home is free of loose rugs or other items that may cause you to trip.
- Save all of your important contacts to your phone or write them down somewhere easily accessible.
- Tell people you trust what is going on with you ahead of time.

Questions to ask

As you prepare to go home, you will receive a plan of care. **It is up to you to ask questions** so that you're informed and able to take care of yourself. This is important because it will reduce your chance of having to return to the facility.

Here are some questions you might want to ask:

- Can you explain my condition to me simply using plain language?
- Are there medications I need to take at home? And can I mix my new medication with my existing medicines, vitamins, and supplements?
- If I need new medications, can I fill my prescription(s) before I leave?
- What are the possible side effects of my new medicine?
- Can you connect me to resources so I can arrive and leave safely?
- What symptoms should cause me to call my doctor immediately?
- Which doctor should I call first once I'm home? And when is my next doctor's appointment? Can you arrange this for me?
- Will I need any medical equipment when I go home? If so, can this be ordered before I leave?

When you're ready to go home

- Lean on your friends and family for support. When you need extra help, contact us. Blue Cross case managers can:
 - help you understand the next steps in your recovery;
 - provide healthy resources; and
 - talk with you about your home life and how to stay safe and well.



Call Blue Cross and Blue Shield case management at (800) 922-8778 (option 3, then option 2)



How we can help | Resources

Need to confirm your doctor and hospital is in network? Use our Find-a-doctor tool for quick and easy verification — <http://www.bcbsvt.com/find-a-doctor>

Questions about your benefits?

Call our customer service team at (800) 247-2583. You can also securely email us through our Member Resource Center by logging in to <http://www.bcbsvt.com/login/resource-center>.

Feeling overwhelmed with the process or have a lot of questions?

Call our case management team and one of our case managers can help you:

- Identify resources for transportation to and from your visit
- Manage any co-occurring conditions or diseases or chronic conditions like diabetes, heart disease or depression
- Connect to additional community resources like healthy nutrition and community support groups
- Coordinate your prescription drug regimen

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