The GRACE program is designed to maintain the continuum of care for University of Michigan Hospital and Health Center (UMHHC) physicians and geriatric patients. The GRACE program provides medical care and consultation for geriatric patients in the comfort of their own home. Patients do not need to be homebound. Care is provided by a team of medical professionals that works with your Primary Care Physician.

**Contact Information**

**Business Hours:** Monday through Friday 8:00 a.m. to 5:00 p.m.
**Phone:** (734) 477-7298 or 800-822-7298
**Fax:** (734) 998-2369

**Urgent needs:**
A Nurse Practitioner and Care Manager are available during business hours to address urgent needs. If calling during non-business hours, the caller should call their primary care physician.

**Non-urgent needs:** For non-urgent and after business hour needs, the caller may choose to leave a message. Messages are answered for follow-up during the next business day.

**Services**
Your GRACE clinicians (nurse practitioner and care manager) will:
- Perform physical exams
- Medication management
- Symptom treatment
- Mental health evaluations
- Safety assessment
- Assess your ability to perform daily living activities.
• Coordinate any needed changes with your physician.
• Create the plan for your care at home.
• Coordinate with your nursing agency and other care providers.

When should I call GRACE?

• If you have changes, problems, or questions regarding your medical care. Examples include:
  o change in treatment instructions
  o worsening symptoms or pain
  o you were admitted to the hospital or other medical facility
  o you were seen in the emergency room
• When your address changes, permanently or temporarily.
• When there are changes involving the person caring for you.
• When there are changes with the physician managing your care.
• If you need to cancel or change the date or time of your appointment

Disclaimer: This document contains information and/or instructional materials developed by the University of Michigan Health System (UMHS) for the typical patient with your condition. It may include links to online content that was not created by UMHS and for which UMHS does not assume responsibility. It does not replace medical advice from your health care provider because your experience may differ from that of the typical patient. Talk to your health care provider if you have any questions about this document, your condition or your treatment plan.

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Reviewer: Patricia Devost, Quality and Compliance Coordinator
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Michigan Visiting Care

Important Patient Information

1. The University of Michigan (UM) is a teaching center. This means I may receive service from staff and trainees chosen and overseen by the teaching staff. Trainees and teachers may read my health care records for teaching, study and education.

2. Human Immunodeficiency Virus (HIV) is the virus that causes AIDS (Acquired Immune Deficiency Syndrome). Under Michigan law, an HIV test may be done on a patient if any health care worker or emergency responder comes in contact with a patient’s blood or other body fluids under the skin, in an open wound, or through the mucus membranes. If this type of contact occurs, I know that my blood can be tested without my consent. If a test is done, I know that I will be given the test results and will receive counseling as needed.

3. I understand that I will be responsible for my co-payments, deductibles or other charges for medical services not covered or paid by insurance or other third party payers, except as prohibited by any agreement between my insurance company and UM or by state or federal law. I assign all rights and benefits to UM in order to facilitate reimbursement for health care services. I will help UM follow up on payment for these claims.

4. I have received written information on patient rights and responsibilities, e.g. right to confidentiality, privacy, respect and security, as stated under Michigan law.

5. An Advance Directive is a document saying what kind of care I would want to receive if I were unable to express my wishes. I have been given information on Advance Directives. I know my care will not be affected if I do not have an Advance Directive.

6. Patient Education: When home medical equipment/supplies are provided, I have been trained to safely operate and maintain the equipment/supplies.

7. The University of Michigan Health System (UMHS) uses many ways to communicate with patients. The method we use to communicate with you will depend on the reason(s) for communication. As a patient, by providing the UMHS with my contact information, I am authorizing communications by different methods (e.g., automated calls, text messaging, patient portal, email, etc.) I understand that I have the option to opt out of (not to participate) with certain methods of communication by informing UMHS staff.

Revised 6/10/2016