CARING FOR PATIENTS AS OUR OWN FAMILY

Hansa Medical Groupe

PRIMARY CARE | SPECIALTY CARE

ASSISTED & SENIOR LIVING | MEMORY CARE

SKILLED CARE | POST-ACUTE CARE

847-920-0902

newpatient@hansamg.com

www.HANSAMG.COM

[Grab your reader's attention with a great

Hansa Medical Groupe

Practice is always accepting new patients. Most all insurance types are accepted.

Our healthcare provider will be at the senior living community on a weekly basis. Our goal is to keep patients healthy and as independent as possible by providing frequent and close follow up allowing us to prevent medical complications and ER or hospital visits. **Residents are routinely seen once month, sometimes more frequently but always based on medical need.**

HOW TO CONTACT US AFTERHOURS. After 5pm on weekdays and over weekends and holidays or any non-business hours, please contact our call center at 847-920-0902. The service will take messages and relay them to the Hansa Nurse Practitioner or Physician through our secure text app. Please allow up to 24-48 hours for a return call. For emergencies, please contact 911 or the facility staff.

HMG works closely with your senior living community staff members, as a TEAM to help better care for residents. This includes hospice, home health services, and medical equipment companies when appropriate.

In certain circumstances, community staff members, residents, POAs, & families receive **provider cell phone numbers** for direct access.

In senior living, our group has reduced ER visits by almost 50%, hospitalizations by 60%, and increased length of stay by 6-24 months, while improving or maintaining a great quality of life.

PLEASE NOTE: Resident/patient insurances are billed for medical services provided. Indiana patients will see Hansa Medical Groupe on their EOB. **Any EOB, balances, or insurance questions should be directed to our main number at 847-920-0902 and not any on-site community staff.**

P 847-920-0902 F 888-664-1191

Hansa Medical Groupe

Our Providers

Our Providers' value is based on three essential criteria: their qualifications, experience, & personality. All Hansa providers are certified and licensed, have substantial experience practicing in their field, and are screened for excellent patient rapport and bedside manner. We are committed to adding highly skilled, caring, and motivated providers to our practice, thereby maintaining our quality of care. Hansa Medical Groupe considers working as a TEAM with senior living community staff, to provide the best possible care to resident patients.

The HMG Physician

The HMG Internal Medicine physicians are selected based on great medical knowledge, teamwork skills, and amazing bedside manner. Most have been in medical practice for over 10 years. Their expertise includes dementia/cognitive decline, chronic pain syndromes, diabetes and other metabolic conditions, heart diseases, breathing and lung conditions, and most importantly preventative care. Our physicians consider a close relationship with their patients, families, and senior living staff to be a major factor in providing top-quality medical care. When involved, HMG has increased senior living length of stay anywhere from 6-24 months or more. Our physicians provide geriatric care for patients exclusively living in Supportive Care, Assisted Living, Independent Living, and Memory Care communities and works closely with facility staff as a “TEAM”, to help provide the best care possible for HMG patients.

The HMG Nurse Practitioner or Physician Assistant

With over 5-10 years of clinical experience, our NPs and PAs treat patients with great compassion and care. Their clinical judgment and respect for patients allows then to provide excellent medical care while getting to know their patients and families well. Their expertise includes many of the conditions treated by our physicians. Our NPs and PAs thrive in their close rapport with patients, families, and senior living staff. Their experience working with Independent Living, Assisted Living, Memory care units, and Supportive Care Community staff, has reduced ER visits and hospitalizations by up to 50%-70% working closely with our physicians and nursing staff at the senior living community.

Hansa Medical Groupe

OUR PHILOSOPHY

Our healthcare model at Hansa Medical Groupe is designed to provide each patient with a preventive approach in their medical care, a meaningful patient/physician relationship, and practicing “the standard of care” at the patient’s facility for convenience with consistent weekly provider presence.

1. **Patient confidence.** Patients' medical problems are increasingly more complex. Disease symptoms & side effects of treatments are often a daily stress for patients. In our practice, patients, facility staff, and providers are a TEAM in each patient’s medical care. Patients must feel confident that their concerns will be addressed as they occur. Whenever necessary, our patients are able to communicate directly with their doctor, nurse practitioner, or physician assistant either directly by cellphone, email or text messaging or through facility staff to have concerns addressed in a timely fashion.

2. **The patient/physician relationship.** At Hansa Medical Groupe, we believe a physicians' in-depth knowledge of a patient, working closely with on-site staff, enhances the quality of medical care we can provide. Our facility visits allow for the time and provide the environment for this type of relationship to develop.

3. **A new standard of convenience.** Obtaining medical care from a typical medical practice, is often a hassle. First, physician availability is often limited. In addition, your own schedule may conflict with this limited availability. Second, the medical condition of many patients may complicate transportation to the doctor and/or keep their physician appointments. Finally, local weather, lack of transportation, and other factors often results in many missed appointments. Hansa Medical Groupe has eliminated all these inconveniences. Our providers come to the facility typically on a weekly or more basis.

Hansa Medical Groupe

When I saw the way the practitioner treated my 81 year old mother with kindness and dignity, I knew he was the ONLY doctor for our family.

Janice F., Gurnee, IL

They prevent issues by providing great on site care at my senior living community.

Allan F., St Charles, IL

A practice entrusted by doctors for their own families.

Richard Salberg, M.D. Chicago, IL

Unbelievable convenience obtaining my medical care, I never experienced until now.

Dorothy J. Flossmor, IL

The professionalism and care my family received from the practice is unparalleled.

Rudy M., OakBrook, IL

It was late one evening when I called in. I got the prescription I needed right away.

Lisa R., Chicago, IL

I truly feel Hansa Medical Groupe goes above and beyond the standard of care of doctors these days.

Wendy B. Munster, IN

With Hansa Medical Groupe, I never have to worry about seeing their provider. They come and take great care of me right at the senior community.

George N. Glenview, IL

My family and I feel lucky to be a part of an amazing medical practice. We truly feel like their beloved family member.

Sue L. Valparaiso, IN

As a nursing director, the Hansa group has made my job easier, while reducing ER visits for my residents.

Sophia P. Crystal Lake, IL

Thanks to Hansa Medical Groupe, I don't have to worry about how my parents will get to their doctor appointments. Saves me time & the quality of care mom and dad receive is great.

Robert S., Crown Point, IN

Hansa Medical Groupe

Primary Care Program

1. Focused on assisted living, independent living, and memory care patients seen monthly or more based on medical need and standard of care.

2. Weekly or more on site schedule with our physician, Nurse practitioner, or Physician Assistant on site for patient care—based on medical need.

3. Reduction of ER visits and hospitalizations by up to 50%-70% for our senior living resident patients.

4. Increasing length of stay in senior communities, sometimes by up to 6-24 months.

5. Dedicated HMG nurse checking in by phone with your staff, specialists, and with each resident or their POA on our primary or specialty service, on a monthly basis. This is the Medicare **Chronic Care Management** program for qualified patients.

Hansa Medical Groupe

Specialists Program

Certain specialties or services not available in all areas.

Please check with the Hansa Team about availability in your area

1. Geriatric Neurology/Psychiatry and Pain Management or Physiatry (PMR), on-site or Tele Medicine clinical consults.

2. Monthly or more specialty Nurse Practitioner on site rounds at senior living communities. Our providers collaborate with the specific specialty physician for oversight and care.

3. Available for residents in communities even if we are not the primary care physician, helping any senior resident with needs by one of our specialists.

4. Collaboration between the specialist and primary care providers for better communication and outcomes.

Back Up or Alternate Physician Groupe

Dear Resident and/or Family Member

As a resident of the community, we welcome you to Hansa Medical Groupe. We are the preferred in-house primary care and specialty provider.

Although you may have a physician outside the building for your needs, it is more efficient and quicker for staff to contact Hansa Groupe for your care. We evaluate each resident monthly or more for prevention of medical problems and reducing ER visits and hospitalizations. We encourage all residents to sign our consent to start our monthly preventative evaluations. This has reduced ER visits by almost 60%.

This places Hansa Medical Groupe as your back-up or alternate to your physician, without affecting your current outside physician relationship. Medicare and Advantage plans do allow more than one primary care provider, and our service is covered by most all insurance plans. For any insurance questions, please reach out to Kelly Rentas at Hansa Medical directly by phone at 847-920-0902 or email at kelly@hansamg.com

You may choose Hansa Medical as your primary medical provider, but even as your back-up, this allows for a better clinical experience and preventative outcome for you and helps the wonderful staff at your community keep you healthier and more independent allowing for a better quality of life.

Sincerely

Hansa Medical Groupe, LLC

Hansa Medical Groupe

Frequently Asked Questions & Management of Expectations

If any of your questions cannot be answered here, please contact us directly.

1. DO I KEEP MY CURRENT DOCTOR OR IS HANSA MEDICAL GROUPE NOW CONSIDERED MY PRIMARY PRACTICE?
We are happy to be your new primary care practice, and/or work with your existing outside primary care physician and specialists. Your needs can be determined further at your initial consultation or by phone. Please ask for specific advice regarding your particular healthcare needs. **Often we become the preferred practice to manage medical care, since we are on site and available to residents at senior communities, with direct contact with community staff. This allows us to prevent problems and treat things faster and more efficiently.**

2. HEALTH INSURANCE AND BILLING QUESTIONS?
We accept **most all** insurances including medicare. You should absolutely maintain your insurance policy. We directly bill your insurance for services rendered. We recommend to all our patients to keep the best health insurance you can afford. **NOTE: If we are out-of-network or do not accept your insurance, we charge a flat rate of $90 per visit. HMG will work with patients and families on advice about health insurance options and working on payments and plans for any balance due to HMG.**

3. WHAT DOES A HOME or On-Site VISIT EXACTLY INCLUDE?
Please refer to the page in this packet titled “The Hansa Medical Groupe Visit”

4. I AM MOVING FROM ONE COMMUNITY TO ANOTHER. WOULD YOU STILL FOLLOW PATEINTS AT THE NEW LOCATION?.
In most local moves, we definitely prefer to follow our patients. This helps with continuity of care and prevents confusion and decreases errors that could occur with any transition. If there is a potential that you are moving, please let us know so we can help in the process.

5. HANSA MEDICAL GROUPE PROVIDES CONCIERGE STYLE SERVICES AND MEDICAL CARE. DOES THAT INVOLVE AN OUT OF POCKET FEE?
There is no out-of-pocket fee for our service. Although many of our services go above and beyond the “standard of care”, we feel there should not be any charges, aside from insurance co-pays and balance billing. For example, our patients receive our provider emails and cellphone numbers.

6. HOW MUCH PHONE PRIVILEGES DO I HAVE?
As a patient, you have the privilege to call, email, or text our staff and/or provider at your convenience. The provider determines how much information, advice, and length of call is appropriate. The provider will also determine if a home visit is necessary at that time or in the near future. We urge all our members to respect the providers’ time and to be patient. In case of any utmost emergency, please call 911 or go to your nearest emergency room.

7. DOES THE PRACTICE ALSO MAINTAIN AN ACTUAL CLINIC.
No. All our visits are conducted in a patient's apartment or other designated area in senior communities. Some buildings do have a clinic area, however not all locations are the same, so please contact us or the community staff directly to discuss how your senior community is set up.

8. WHAT IS THE DIFFERENCE BETWEEN INDEPENDENT LIVING, ASSISTED LIVING AND MEMORY CARE?
All three are senior living options with various services and benefits. This can vary from one senior community to the next.

Independent living seniors need fewer services and patients are seen by our provider either in an on-site clinic or in their apartment. No on-site nursing staff is typically present and provider orders are carried out by the patient.

Assisted living seniors require more care and have increased levels of service and benefits, again based on the senior community. Our providers will evaluate patients in the assisted living nursing stations, designated clinical area, or in the apartment and communicate orders to be carried out by the on-site nursing staff.

Memory care seniors require care based on cognition and are typically seen in controlled and monitored locked areas. This is similar to assisted living but with an enhanced security for the safety of the residents. Our providers again evaluate patients in the memory care nurses station, common areas, designated clinical area, or in their rooms and communicate orders to be carried out by the on-site nursing staff.

9. HOW OFTEN ARE PATIENTS LIVING IN SENIOR COMMUNTIES EVALUATED BY OUR PROVIDERS?
We evaluate our patients based on medical need and prevention of complications. We typically strive to see our patients at least 1-2 x per month for prevention, sometimes more frequently based on medical need. Our goal for this visit frequency, is to prevent medical complications of chronic conditions and reduce expensive and preventable ER visits and hospitalizations.

10. I WOULD LIKE TO BECOME A PATIENT OF HANSA MEDICAL GROUPE. HOW DO I PROCEED?
Please start by communicating directly to facility staff, and they will contact us. We then try to see patients within 24-48 hours. Please sign page 3 of our Consent Packet and return to the facility or to us. **We cannot start until we have 4 items including the signed consent, medication list, building facesheet, and insurance information**

12. HOSPICE SERVICES
The hospice company is in charge of all medications and any paperwork including death certificates. Hansa Group will continue to follow the resident patient for any primary care or non-hospice related issues. We do not stop our services just because a resident/patient is on hospice services.

11. DO PATIENTS OR FAMILIES RECEIVE A VISIT SUMMARY AFTER EACH VISIT?
We typically do not provide a summary after each visit. Communicate with staff or our provider directly by phone or email, with any questions or concerns before or after one of our visits. Details can be requested for specific visits. We do have a portal system for messaging as well, if we have your cell phone and email address.

The Hansa Medical Groupe Monthly Evaluation

Your HMG monthly evaluation may include any or all of the follow reviews and updates below.

1. **A review of your medical and family history and demographic information**
2. **Developing or updating a list of current providers and prescriptions**
3. **Height, weight, blood pressure, and other routine measurements**
4. **Detection of any cognitive impairment**
5. **Personalized health advice**
6. **A list of risk factors and treatment options for seniors**
7. **A screening schedule (like a checklist) for appropriate preventive services.**
8. **Behavioral and psychosocial risk factors**
9. **Assessment of Activities of Daily Living (ADLs) Ex: dressing, bathing, and walking**
10. **Assessment of other ADLs Ex: shopping, housekeeping, and handling finances.**
11. **Help with appointments or scheduling tests**
12. **Communication with family/POA**

Monthly evaluations are recommended by insurance companies and physicians to help prevent medical problems and treat issues that arise in an efficient and expedited manner. This allows us to avoid unnecessary & expensive ER visits, hospitalizations, and potential serious complications.

Monthly evaluations involved a visit from one of our physicians or nurse practitioners, to prevent problems, adjust medication if needed, and recommend therapies, treatments, or home nursing care, based on medical need.

You may continue with your outside physician(s). Or you can change to the Hansa Medical Groupe provider. We do encourage you to follow up with any specialists you may have.

Regardless of who your primary care physician is, we recommend all senior residents to have the monthly wellness checks. Our evaluations are typically covered by health insurance plans.

Hansa Medical Groupe

HMG Billing Questions

Dear patient,

Hansa Medical Groupe take pride in providing personalized care on-site in your community. In an effort to streamline the healthcare process, we want to make you aware of our billing hotline. If you have any questions regarding statements, balances, or to make a payment over the phone, simply call the number below and you will reach a billing specialist who can speak with you. You may also email me at kelly@hansamg.com

Billing Questions 800-482-1895

Insurance Questions 847-920-0902

Our frequency of visits is geared for prevention of ER visits and hospitalizations. Often patient out of pocket costs are much higher for hospital and ER charges. Our goal is to reduce that overall yearly cost for our patients and their families. We work together with patients and their families, as every patient's needs are unique.

We strive to make your health care the most convenient and with the highest quality. If you have a medical question or want to speak to one of our providers, you can always reach us at our main HMG number, 847-920-0902, by email at billing@hansamg.com, or call your on-site provider directly through their cell number or the facility.

Sincerely,

Kelly Rentas

Senior Living Consultant for Hansa Medical Groupe

kelly@hansamg.com

Hansa Medical Groupe

T 847-920-0902 | F 888-664-1191

Northshore Mailing: P.O. Box 261, Wilmette, IL 60091
Downtown: 405 North Wabash, Suite 4710, Chicago, IL 60611
Northshore: 5250 Old Orchard Rd, Suite 300, Skokie, IL 60077
Northwest Indiana: 521 East 86th Ave, Suite Z, Merrillville, IN 46410

NOTES

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