Concierge CARE

ER to Home



Providing Personal Care and Companionship Support for ER Discharges

Not all Emergency Room (ER) admissions result in a hospital admission. However, that doesn't mean the patient doesn't need additional care and support at home.

Concierge Care provides referral services for personal care and companionship. Caregivers play a vital role in supporting patients during the critical transition from the ER to home.

Our Goals: Bridge gaps in care, reduce avoidable readmissions, and improve patient outcomes through personalized support.

Look for patients who have:

- Frequent Visits to the ER
- Medication Mismanagement
- Falls/Home Safety Concerns
- Shortness of Breath
- Dehydration/Malnutrition
- Trouble managing Medical Instructions
- Anxiety/Depression
- Issues with Transportation
- Trouble managing Medical Appointments

Services Provided:

Ongoing Monitoring & Support

Whether the patient needs a couple of hours per week or 24/7 around the clock care, referred caregivers monitor and support patients, focusing on early intervention if health status begins to decline.

Nurse Visit

A nurse will assist in creating a client-driven care plan based on discharge instructions and existing health conditions. They can also perform a home safety assessment, medication reconciliation, and follow-up appointments.

Immediate Post-Discharge Contact

Within 24 hours, our care team will connect with the patient/family to review immediate needs and schedule a nurse visit. This timely touch reduces confusion and anxiety.

Caregiver Visits

A caregiver will then provide in-home care to carry out the care plan to include assistance with any of the following:
ADLs: Nutrition/Hydration Support and Medication Reminders.
IADLs: Fall Prevention, Home Safety, Medical Appt., Grocery Shopping, Light Housekeeping/Laundry, Companionship, Transport, and Respite Care.

Trusted Support when your patients need it the most.

Phone: (866)-708-1431

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