

## **APPENDIX I-4**

### **Home Health & Hospice Care Patient and Family Communication Concerning SolutionHealth Combination**

## Home Health & Hospice Care and SolutionHealth Pursue Affiliation

### Announcement

Home Health & Hospice Care and SolutionHealth are excited to announce that they are pursuing an affiliation to improve and expand community health care services to the residents of Southern NH. We strongly believe that all patient care will benefit from this coming together, allowing for increased access to clinical expertise and improved coordination of care between you and all of your health care providers. We will be involved in new and innovative programs and services that will meet your evolving needs.

### Benefits of this Affiliation

#### 1. Innovative Clinical Programming to enhance at-home care

As more care is provided outside of the hospital we will be able to collaborate and develop additional programming to best serve patients in the community.

#### 2. Stronger Behavioral Healthcare programming

Health and well-being is impacted by the body and mind. In order to provide the best healthcare outcomes for patients, we must also be able to attend to issues such as anxiety and depression (behavioral health). This affiliation will provide access to the best behavioral health in Southern NH.

#### 3. Seamless Information sharing for safer patient care (share a common EMR)

We will share the medical record system that is used by Southern NH Health System and Elliot Health. This will ensure seamless care across all providers, improving our ability to work collaboratively to deliver the best comprehensive healthcare regardless of the setting. A single patient portal will allow you to have access to your medical records by all of these providers.

#### 4. Improvement in patient access for end of life care

Increased communication with physicians for early discussions about treatment choices and what matters most to you.

#### 5. Enhanced staffing and clinical expertise

Increased resources will allow us to continue to build expertise which is needed to care for patients outside the hospital.

### Frequently Asked Questions

#### Q: How will this impact the care I receive from HHHC?

A: HHHC will continue to provide services, business as usual. Your team of clinicians WILL NOT change. We remain committed to offering you the very best care and are excited about the future of our organization's abilities to meet the evolving needs of patients.

#### Q: How will I be updated on the progress of this affiliation?

A: HHHC and SolutionHealth will be offering Community Listening Sessions. We will notify you when those dates and times become available. This will provide you an opportunity to ask questions and obtain greater details about the goals of this affiliation and the benefits to the community.

#### Q: Will any services close because of this?

A: Our intention is to enhance services and quality care available to patients in our community. We plan to meet the evolving and growing needs of Southern NH residents. There are no plans to close any services at this time.

#### Q: Will you be able to care for me if my MD is not part of this affiliation?

A: Yes! We will continue to work with ALL health care partners in the community.