



## **Video transcript: HouseCalls Demo**

**Approximate time: 2:40**

Hello, I'm Dr. Katherine Evans, Chief Nursing Officer for UnitedHealthcare Retiree Solutions.

How can you continue to take care of your health, especially when you cannot get to your doctor's office? One option is our HouseCalls visit through your UnitedHealthcare plan.

HouseCalls is our annual assessment with a provider, who reviews your overall health, medications, creates a personalized assessment summary and can even provide referrals to other health services. As always, this visit is part of your plan benefits – and is no cost to you. And like an in-person house call, you get a reward card for completing the HouseCall's virtual visit.

Here is an example of what a HouseCall virtual visit looks like.

(Nurse practitioner) My name is Lee Hammond, I'm a nurse practitioner with HouseCalls.

(Patient) Hi, good morning.

(Nurse practitioner) I'm just gonna go through some of your health history today, your current medical conditions, the medications you're taking and then any wellness screenings that you might be due for. And then we'll just create a plan and I'll give you any recommendations and we'll also send that on to your primary care provider.

(Patient) OK.

(Nurse practitioner) And you go to your primary medical provider pretty regularly?

(Patient) Yes.

(Nurse practitioner) OK, perfect. Any trouble getting your medication during this time?

(Patient) No, I don't. I just call it in to the pharmacy. I always get a 90-day supply.

(Nurse practitioner) In the last month, have you felt any dizziness?

(Patient) No, no dizzy spells, no chest pain or shortness of breath or anything like that.

(Nurse practitioner) So, in terms of recommendations that I would give based on what you've told me, of course, talk to your doctor about getting the bone density test. That's a test that's recommended about every two years once we're 65. OK? Especially for women.

(Patient) OK.

(Nurse practitioner) And then, of course, completing your Advanced Care Directive, making sure you get your vaccinations every year.

(Patient) Ok. I'm pretty... I read a lot about it, I watch the news, I understand everything really good. I'm a retired registered nurse. I'm really good.

(Nurse practitioner) So, you're on the ball, great.

Call the number on the back of your card to schedule a HouseCall visit today. Or go to [UHhousecalls.com](http://UHhousecalls.com) for more information.