



Video transcript: HouseCalls Member Testimonial

Approximate time: 4:38

(Loran Engwall, Member) It would have been very hard if I'd lost Paul. I don't like to think of that, nobody does. But, you know, as you get older, you start thinking more in terms of what are the next 10 years going to be like?

Last year, Lorna and Paul received a call to schedule their first UnitedHealthcare® HouseCalls visit.

(Paul Engwall, Member) I went to the doctor on a yearly basis. I thought I was healthy, and so I didn't really see a need for it.

(Loran Engwall, Member) I didn't really understand what it was. But when they said a nurse would come to our house, it's like "I don't want somebody to come here and do what my doctor already does."

(Hesper Nowatzki, Nurse Practitioner) It's not uncommon for people to turn down a visit. They don't perceive the benefit of it.

(Loran Engwall, Member) We have a friend that had been having a lot of back trouble for several years, and she was not one to go to the doctor. She signed up for a house call. The nurse came and the nurse realized that there was something seriously going on with her. They found out that she had Stage 4 colon cancer.

Just before she died, I was talking to her husband and he's the one that told me about the house calls and all of a sudden that clicked, and so it was an easy decision to make.

(Hesper Nowatzki, Nurse Practitioner) So, how have you been?

(Paul Engwall, Member) I've been pretty good.

(Hesper Nowatzki, Nurse Practitioner) What I tell people, and how I describe a HouseCalls visit - even though they may attend their regular office visits, we're able to offer a service that is missing. And really, it's the luxury of time that we get to spend with them. We're able to address the full picture with our members.

So we do point-of-care testing as part of every HouseCalls visit and it's just a simple urine dipstick. It only tests for two things – and – for the presence of glucose and the presence of protein. And what that tells me at a glance if there is protein in the urine, it is indicative of some kidney disease or kidney malfunction.

So, when Paul returned with his urine dipstick, there was 4 plus protein in the urine, which is a significant amount of protein. And for somebody with no known history of any kidney disease, it was a very serious, abnormal finding.

(Paul Engwall, Member) She spent more time with us than a doctor ever did.

(Hesper Nowatzki, Nurse Practitioner) When we do find an abnormal finding, we contact the primary care provider and let them know to initiate case management for follow-up on that particular issue.

So, it turns out that Paul had previously never been detected, in his previous exams before, it was that he had some membranous kidneys that were causing this protein and when they started looking further into that too, then discovered that he had an abdominal aortic aneurysm that was nearing the point of rupture.

And so really, through that HouseCall, that one little routine thing that we do every day with every member, turned out to be this life-saving measure for Paul.

(Paul Engwall, Member) It's a serious problem and I didn't even know what it was. So, I looked it up on the Internet, and I thought "wow, this is not good." You could bleed out and basically die if it wasn't treated immediately.

(Paul had surgery to repair the aneurysm)

(Loran Engwall, Member) This has changed my attitude drastically I think, in terms of going to meet with a doctor and realizing how much of that responsibility is on me as the patient.

(Paul is now healthier and has made a full recovery.)

(Paul Engwall, Member) I'm more open, I'm more responsible for my own health. You think you're gonna go on forever. But this experience has caused me to come to grips with my mortality. You think about how many years you have left. And what are you going to do with those years.

(Hesper Nowatzki, Nurse Practitioner) The older adult is a population of people I cherish. I lost my father to cancer, so I didn't have the opportunity to have that adult relationship with him. So, I think part of that drives me knowing that I can help somebody. Even if it's in a small capacity.

(Loran Engwall, Member) I am so impressed that UnitedHealthcare does offer the HouseCalls program. It's been a lifesaver for my husband, and it's one thing that we will definitely schedule every year.

(Paul Engwall, Member) I have the impression that with UnitedHealthcare that they really care. I mean, it's different, but they're doing something with this health care program to show that they really do care about people, on a human level.