



On the cover—A Livermore resident receives a friendly House Call visit from NorthStar EMT Intermediate, Sheila Hoyt. NorthStar's House Call program has been in service since 2005.

The most important goal is to generate conversation and to show the resident that there is a caring presence in the community.



NorthStar EMS House Call Program



111 Franklin Health Commons
Farmington, ME 04938
207-779-2025 • 1-800-398-6031, ext. 2025



FRANKLIN MEMORIAL HOSPITAL

www.fchn.org/NorthStar

NorthStar EMS House Call Program

NorthStar EMS, the greater Franklin County ambulance service with five regional bases, is pleased to introduce the House Call Program.

About NorthStar EMS House Call

House Call is an outreach program in which NorthStar Emergency Medical Technicians (EMTs) regularly visit homes in neighborhoods and communities on a scheduled basis to offer health screening opportunities, blood pressure checks, minimal home safety checks, and most importantly, a willing ear and a pleasant visit.

Program Benefits

This free program has many benefits, including:

- Offering residents an opportunity to meet and get acquainted with EMTs *before* an emergency strikes;
- Allowing EMTs to better understand the resident's medical background and favored entrances to the home;
- Helping to avoid more frequent visits to the physician's office; and
- Alleviating family concerns about loved ones who live alone knowing that the family member has a source of periodic contact.

Eligibility for the Program

Anyone is eligible; however, the program will initially focus on recent discharges from hospitals and nursing homes with House Call visits beginning as soon as home health care agency visits have ceased. Referrals from local churches and other community



EMTs in uniform will arrive in an ambulance.

organizations, as well as self-referrals, will be accepted.

The Initial Visit

Two EMTs in uniform arrive at the residence in a NorthStar ambulance. They identify themselves, the reason for the visit, and confirm that the time is convenient.

They will offer simple health screenings such as blood pressure and glucose level checks, as well as home safety checks. The resident completes a short informational questionnaire, similar to a medical history for the crew's future reference. This personal and confidential information is held in the strictest confidence.

The most important goal is to generate conversation and to show the resident that there is a caring

presence in the community.

The crew is also prepared to assist the resident in contacting services that might be needed, but the crew may not contact services on behalf of the resident. EMT visitors may not administer any type of medication.

The initial visit should last no longer than 30 minutes. During this period, the crew will establish a schedule for future visits if the resident is interested. When departing, the crew will leave the House Call Program leave-behind card completed with the base phone number and the crew members' names.

Subsequent Visits

Subsequent visits will be done in the same manner and the visits may last as long as one hour. The leave-behind card is left after every visit.

For More Information

For additional information call 779-2025 or your local NorthStar EMS base:

- Farmington 779-2402
- Livermore 897-3611
- Phillips 639-3830
- Rangeley 864-0938
- Sugarloaf 235-2228

In emergency cases, call 911.