

## What can SCAN do?

- ✓ Help prepare you and your family for a hospital or nursing home stay and/or discharge.
- ✓ Explain instructions from the hospital or other care facility.
- ✓ Coordinate care and communication among multiple health care providers.
- ✓ Assist you in arranging follow-up care with doctors, home health, and other services.
- ✓ Discuss your medicines.
- ✓ Help you understand your benefits.



If you are unsure what to do before or after your discharge, please give us a call. We can help answer your questions and guide you through the health care system.



## Discharge Checklist

*Follow these important steps to help in your recovery.*

### Before your discharge:

- Ask what is likely to happen with your health.
- Learn what problems to look for and how to handle them. Ask what to do and who to call if you have problems.
- Find out what appointments and tests you will need in the next couple of weeks.
- Learn what each of your medicines does and when to take them.



## At Home Checklist

### After your discharge:

- Schedule and go to all follow-up appointments with your primary care doctor and any specialists.
- Bag up all medicines and take to your doctor to review. This includes what you took before, during and after your hospital or nursing home stay. Also take your over-the-counter medicines and vitamins.
- Bring your hospital or nursing home paperwork to your follow-up visits. Take discharge instructions, medicine list, summary of health, or other information about your health.
- If you think your condition is worsening or your treatment is not working, call your doctor right away.





### In the near future do you expect to:

- Be in the hospital for any reason, including for a planned surgery, observation or testing?
- Go to or leave a rehab facility, convalescent or nursing home?

If yes, we can help you with your health care during this time. Our Member Services staff and care managers can work with you, your family and doctors for a smoother transition.

We are here to help for unplanned events too. Call us if you go to the hospital unexpectedly or if you've been in the hospital or nursing home during the past 30 days.

**1-800-559-3500**

TTY Users: 711

7:00 A.M.–8:00 P.M.

7 Days a Week

## Contact SCAN

### Member Services

Call Member Services for answers to questions about your SCAN coverage. Member Services is available 7 days per week, 7:00 A.M. to 8:00 P.M.

**1-800-559-3500**

TTY Users: 711

### SCAN Transportation

Some benefit plans cover transportation to/from doctor appointments. Ride limits may apply. Call 24 hours in advance for a taxi; 48 hours in advance for a wheelchair van.

**1-866-779-0560**

### SCAN's Website

[www.scanhealthplan.com](http://www.scanhealthplan.com)



SCAN Health Plan is a Medicare Advantage Organization with a Medicare Contract. For more information, please visit [www.scanhealthplan.com](http://www.scanhealthplan.com).

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## Going to the hospital? SCAN<sup>®</sup> can help

Health care today can be confusing. In stressful times it can seem even more confusing. At SCAN, we know that hospitalizations can be a tough time.

You may be unsure about which pills to take when you get home from the hospital or nursing home—the ones from before or the new ones? Or you may not know who to call if your condition starts to worsen.



SCAN has a program to help our members. Called “**Care Transitions**,” our staff can help you prepare for a hospitalization and a safe return home. Call **1-800-559-3500** for assistance.

