

AgeWell Home Health Care

Frequently Asked Questions

About AgeWell

What is AgeWell Home Health Care?

Aging brings unique health challenges, and understanding the importance of providing compassionate, reliable care for your loved ones, AKUH is offering care packages for your family members that support their physical, mental, and emotional health.

What is included in AgeWell Home Health Care?

AgeWell Home Health Care has several packages. A base membership is needed for all the packages with services and frequency of service varying across the packages. Services include:

- Initial assessment by nurses
- 24/7 helpline
- Vitals monitoring
- Chest X-ray
- Medicine delivery
- Facilitation with appointments
- Facilitation with equipment and supplies
- Nurse visits
- Physiotherapy
- Vision and hearing tests
- Nutrition consultation
- Lab tests
- Hygiene care (available with some packages).

Registration, Payment, and Renewal

How can I register my family member for the AgeWell Package?

You can register by visiting our online registration portal: [\[Add Link\]](#). Simply fill out the required information and submit your registration.

What payment methods are accepted?

We accept various online payment methods, including credit cards and electronic transfers. All payments are accepted in USD.

How will I know when to renew the package?

Package need to be renewed annually. One month before your renewal date, our navigator will contact you via phone or email to remind you. You can also check your renewal status

through our online portal. You may choose a different package to your existing one at the time of renewal.

Can I cancel the registration, and is there a refund policy?

[need a response].

About the Packages

What services are included in the annual package, and how often will they be provided?

We offer three packages designed to accommodate different health needs. You may select the most suitable package based on your loved one's health conditions and preferences. Please refer to the [packages link] for a comprehensive list of services included in each package, along with the frequency of their delivery.

Are there any specific dietary or nutritional services included in the package?

Yes, nutrition consultation is part of our care packages. Our registered dietitian will help develop personalised meal plans tailored to your loved one's health needs.

Additional Services

Can I request a doctor's visit outside scheduled package dates?

Yes, you can schedule additional doctor visits. Simply call or WhatsApp +92-21-111-911-911 to book an appointment, or visit https://bit.ly/AKUHAAppointments_

What if my parent/family member requires additional services?

Additional services are available through our Home Health Services. Services aside from those in the packages will be billed separately. Please visit for more information on available services: <https://bit.ly/AKUH-HHS>.

Are there any additional costs for services not included in the package?

Yes, there are additional charges for any services requested outside of the package.

What additional services do you provide, and what are the charges?

You can view a detailed list of additional services and their associated charges by visiting <https://bit.ly/AKUH-HHS> or reach out to our support team through the provided contact number.

Healthcare Providers

What types of healthcare professionals will visit?

Our team includes a range of multidisciplinary healthcare providers, including physicians, registered nurses, and therapists, ensuring comprehensive support for your loved ones.

Are healthcare providers experienced in elderly care?

Yes, all our healthcare providers are specially trained and experienced in elderly care, equipped to address the unique needs of older adults

How will I receive information about the caregivers' qualifications and experience?

All our staff are trained and credentialed, and information on qualifications is available upon request. We are committed to transparency and will gladly provide credentials for your peace of mind.

Schedule

How can I access the service schedule?

At the start of your package, you will receive a yearly planner outlining scheduled services. Additionally, reminders will be sent 48 hours before each scheduled service.

What should I do if I need to cancel or reschedule a service?

To cancel or reschedule a service, please contact our support team using the **provided contact number**. We recommend doing this as soon as possible to facilitate the best arrangements.

How much notice is required to reschedule services?

Please notify us at least 48 hours before your scheduled service to ensure smooth scheduling.

Will rescheduling services affect the continuity of care?

No, generally, rescheduling will not disrupt the continuity of care. However, depending on your loved one's condition, our healthcare provider will assess and communicate any potential impacts during the rescheduling process.

Will I receive reminders for upcoming appointments or services?

Yes, you will receive a yearly planner and 48-hour reminders for all scheduled services.

What should I do if I don't receive a confirmation or reminder?

Please call our helpline number for assistance.

Service Delivery

How is service delivery recorded and documented?

All services are meticulously documented as part of the AKUH medical record to ensure accurate tracking of care and treatment history.

How often will I receive updates on my loved one's care?

The HHS representative will update the family during scheduled visits. Additionally, families can book quarterly online teleconsultations with a home health physician for comprehensive updates on their loved one's care. (will these be charged?)

Medications

How are medications managed, and when should I notify the team for refills?

Our team will handle all refills for long-term medications. However, for urgent or any additional medications, it is the patient's responsibility to communicate their needs. Prescriptions should be shared at least 15 days in advance, and our representative will bring the necessary medications during scheduled visits.

How many days in advance do I need to request a medication refill?

Please request medication refills 15 days in advance to ensure timely delivery. [15 days seems like a LOT! Maybe remove it? And is this also needed for long-term medications?]

How will payment for medications be collected, and what payment methods are available?

Payment details for medications will be provided upon request. We offer several online payment options for your convenience..

Communication and Feedback

How is communication be handled between caregivers and family members?

All communication regarding care is managed through the provided contact number. Our team is committed to keeping you informed and addressing any concerns.

Who coordinates with patients for service scheduling?

Our team will coordinate all service scheduling to ensure timely and efficient care delivery.

Is there a contact number I can call for questions? What are the operating hours?

Yes, our hotline number is available for inquiries during specific hours (please confirm exact times).

Who can I contact if I have questions or concerns?

For any questions or concerns, please reach out to our hotline, where our dedicated support team will be happy to assist you.

What happens to unused services in the package?

Any unused services will lapse at the end of the package period. We recommend utilising all available services to ensure your loved one receives the necessary care.

Note: In case of an emergency, please approach the AKUH Emergency Department or the nearest hospital.

Need the Hotline Number.