

CarePartner Home Health Packages

Frequently Asked Questions

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About CarePartner

1. What is CarePartner Home Health Packages?

CarePartner Home Health Packages by The Aga Khan University Hospital is designed to provide thoughtful, dependable care for your loved ones in the comfort of their home. With a deep understanding of the changing health needs that come with age, CarePartner offers care packages that support the physical, emotional, and mental well-being of your parents and older family members, especially when you may be living in another country, and want to ensure they are well looked after.

2. What is included in CarePartner Home Health Packages?

CarePartner Home Health Packages offer a range of thoughtfully designed service packages to support your loved ones in the comfort of their home. Depending on the selected package, services may include an initial assessment by trained nurses, regular monitoring of vital signs, nurse visits, lab and radiology tests, vision and hearing tests, physiotherapy, nutrition consultation, hygiene care and delivery of medicine.

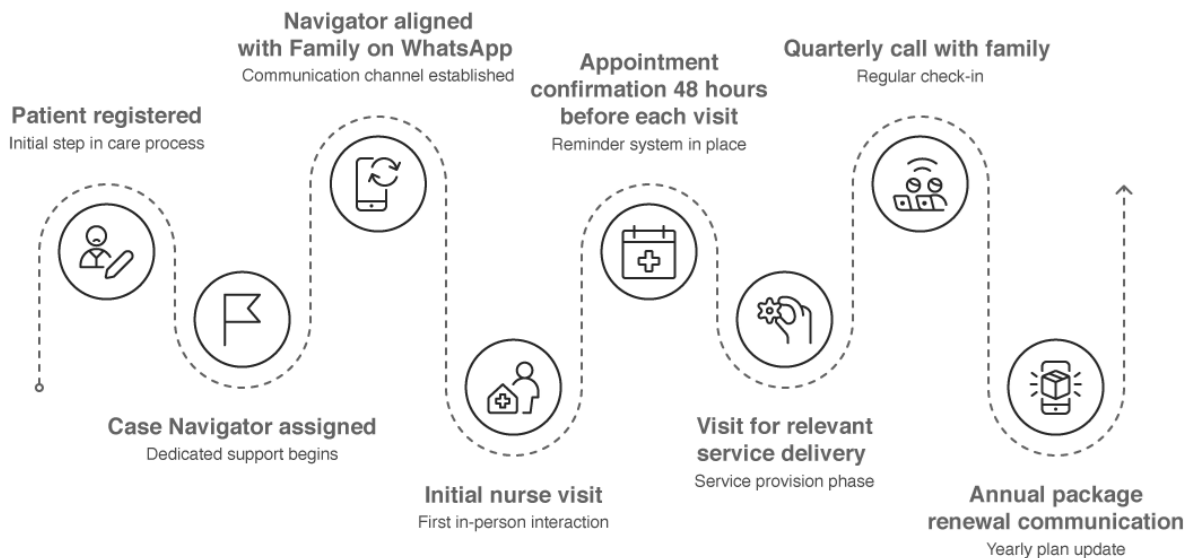
We also assist with medical appointments and facilitate access to equipment and supplies. To ensure peace of mind, a dedicated case navigator is assigned to each family, and a helpline is available, offering 24/7 support and guidance.

Each package is tailored to provide comprehensive care, with the flexibility to meet the unique needed of your loved ones and family. See more details below.

	Basic CARE PACKAGE	Advanced CARE PACKAGE	Comprehensive CARE PACKAGE
Needs Assessment Visit by Case Navigator	1	1	1
Health Assessment Visits by Clinical Nurse	2	2	2
Physician Consultation Visits	6	12	12
Vital Signs Check Visits	12	12	12
Hygiene Care Visits	-	-	104
Physiotherapy Session Visits	-	104 (twice a week)	182 (alternate days)
Nursing Procedure Visits	-	-	50
Monthly Medicine Deliveries	12	12	12
At-Home ECG Test	1	1	1
At-Home Chest X-ray Test	1	1	1
Sample Collection for Lab Tests	4 tests (once)	5 tests (once)	14 tests (once)
Nutrition Consultation (At Main Campus/CMS/Tele)	-	1	1
Basic Eye Test (At Main Campus/CMS)	1	1	1
Hearing Test (At Main Campus/CMS)	1	1	1
Year-Long Value-Added Services			
Helpline			
Quarterly Tele Conference Care Meeting	Yes	Yes	Yes
Facilitation with Appointments			
Facilitation for Medical Equipment & Supplies			

3. How does the CarePartner process work?

The below process flow explains how the CarePartner packages work.



Registration, Payment, and Renewal

4. How can I register my family member for the CarePartner Package?

You can register by visiting our online registration portal on [CarePartner-Home Health Packages](#). Simply fill out the required information, make the payment and submit your registration.

5. What payment methods are accepted?

We accept a range of online payment methods, including credit cards and electronic bank transfers. All payments are processed in USD.

6. How will I know when to renew the package?

Packages can be renewed annually. Our Case Navigator will contact you via WhatsApp or email to remind you one month prior to your renewal date. You can also check your renewal status through the online portal you will have access to. At the time of renewal, you may choose a different package to your existing one at the time of renewal.

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

Once registration for your annual package is completed, cancellations and refunds will no longer be available.

Additional Services

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

Yes, you can schedule additional consultations – both in-person and through tele-consults. All our packages include facilitation with appointments, and our team will be happy to assist you.

Alternatively, you can also book an appointment yourself. Simply call or WhatsApp +92-21-111-911-911 to book an appointment or fill out an appointment request and our staff will reach out to you: <https://bit.ly/AKUHAAppointments>. You may also book an appointment directly using our Family Hifazat app. [Click here to learn more.](#)

Please note that any consultation beyond those included in your package will be billed separately.

9. What if my parent/family member requires additional services at home?

Additional services at home are available through our Home Health Services. Please visit for more information on available services: <https://bit.ly/AKUH-HHS>.

Please note that any services beyond those included in your package will be billed separately.

10. Will you be able to help my patient/family member with other services at your hospital?

Absolutely, facilitation with appointments, medical equipment and supplies is part of your package, and our staff will be able to assist you in this regard.

Please note that any services beyond those included in your package will be billed separately.

Healthcare Providers

11. Who are the healthcare professionals who will visit?

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

12. Are AKUH Home Health staff experienced in caring for older adults?

Yes, all our healthcare providers are specially trained and experienced in caring for older persons and equipped to address their unique health needs.

13. How will I be informed 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 be happy to provide credentials upon request.

Schedule

14. 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.

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

To cancel or reschedule a service, please reach out on the helpline number shared with you at the time of registration.

We recommend alerting us as soon as possible to facilitate the best arrangements.

16. How much notice is required to reschedule services?

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

17. 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 impact during the rescheduling process.

18. Will I receive reminders for upcoming appointments or services?

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

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

Please call our helpline number for assistance.

Service Delivery

20. Will the patient's care at home be documented?

All services are thoroughly documented in the AKUH medical record, ensuring accurate tracking of care and treatment history.

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

Our staff will update you after all scheduled visits. Additionally, you can book a free online tele-conference meeting once per quarter with our Home Health physician for comprehensive updates on your loved one's care.

22. Will your team be available in case of Emergencies?

Our team is not equipped to handle emergencies. In case of an emergency, please have the patient taken to any Hospital Emergency Department.

Medications

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

Our team will take care of refills for long-term medications, ensuring your loved ones never miss a dose. We may also be able to assist with other prescriptions if you notify us at least a week in advance.

To ensure timely delivery and avoid any gaps in care, please share prescriptions at least 7 days before the next scheduled visit. This allows us to coordinate with our pharmacy partners and ensure that the right medications are available when needed.

24. How do we pay for medications?

We offer several convenient payment methods, including online payments and cash on delivery. Simply discuss your preference with your coordinator, and they will guide you on the option that works best for you and your loved ones.

Communication and Feedback

25. Who coordinates with patients for service scheduling?

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

26. Who can I contact if I have questions or concerns?

For any questions or concerns, please reach out on our hotline number shared with you at the time of registration. Please note our team is available from 8:00 a.m. to 8:00 p.m. Pakistan Standard Time, Monday to Saturday except on public holidays.

27. 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.

