AIS Home Visit Program
Providing an Extra Layer of Support to Patients Facing a Serious Medical Condition

Phone: 1-877-317-0216
TTY/TTD users may call 711
Fax: 1-888-878-3824

What is the AIS Home Visit Program?

Living with a serious illness can be challenging for patients and families. There can often be fears about the future, uncontrolled symptoms, confusion about complex medical decisions, and frequent trips to the emergency room or hospital.

The AIS Home Visit Program is an innovative program committed to providing an extra layer of support to you and your family throughout the course of your illness. We help ensure that you receive the care you want, in the location where you want it, at the time you need it.

AIS Home Visit providers are here 24 hours a day, 7 days a week to help you focus on what matters most to you.

What Services Does the AIS Home Visit Program Provide?

Expert Symptom Management
Our providers focus on managing symptoms such as pain, shortness of breath, fatigue, constipation, nausea, loss of appetite, difficulty sleeping and depression. By addressing symptoms, the hope is that you will be able to carry on with daily life and be better able to tolerate medical treatments.

Goals of Care Discussions
Our care team works with a patient and his or her family to identify the patient’s health care wishes and then works to ensure the patient’s care plan is aligned with these goals.

Coordination of Care
Our care team remains in close communication with your existing health care providers and works closely with them to ensure you are achieving your goals. We can also assist in identifying other resources that may be beneficial to you.

Education
Our care team can provide education to you and your family about your illness, plan of care, medications and much more. Through education, you will be empowered to feel more confident in your health care and better plan for the future.
Who is the AIS Home Visit Team?

Our care is provided by a team of doctors, nurse practitioners, social workers and other specialists who work together with a patient’s existing physicians to develop a plan of care that best fits the needs of each patient and family.

Each patient is individually assessed to determine the appropriate AIS team members that the patient and family may benefit from seeing.

Regardless of specialty, every member of our team utilizes his or her own expertise in order to provide the best care possible for our patients.

Who Would Benefit from the AIS Home Visit Program?

Our specialized care treats people suffering from a variety of serious and chronic illnesses including:

- Advanced Cancer
- Congestive Heart Failure
- Chronic Obstructive Pulmonary Disease
- Kidney Failure
- Advanced Dementia
- And many more conditions

Where Are My Appointments?

There is no need to worry about traveling to our office for a visit. Our providers will come to you. We will work with you to arrange regularly scheduled visits to your home that are convenient for you.

What Happens During an Appointment?

During an appointment, your AIS provider will take a comprehensive history, review your medications, educate you and your family about your illness, talk with you and your family about your goals and values, and provide you guidance on what to do in the event of a crisis.

Who Do I Contact with Questions and Concerns?

The AIS Home Visit Program provides 24/7 support to patients. You may contact your AIS provider from 8 a.m. ET – 6 p.m. ET at the following phone number: 1-877-317-0216. TTY/TTD users may call 711.

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