In partnership with

HealtheMed™ care resource connection

Creating a safer home through the Hopkins Fire Department – Community Health Alliance



Moments That Matter

Linda* is a 64-year-old woman on a Medicaid CADI waiver living with late-stage COPD, which makes breathing a constant challenge. Fear of triggering an episode has kept her isolated at home—so much so that in the past two years, she's only left twice: once for her daughter's wedding, and once for a trip to the emergency room.

Since enrolling in Clinic@Home, Linda has found comfort in being able to monitor her oxygen levels and connect with her care team using her provided smart TV and remote monitoring tools. Her care circle includes Jane, her Client Engagement Specialist and Shannon, her Clinical Consultant.

During a recent check-in, Linda expressed interest in leaving the house again. Jane began exploring whether Linda was ready—starting by helping her reconnect with her previous primary care doctor for the first time in years.

But before that appointment could happen, Linda noticed her oxygen levels dropping below her usual range—something she'd learned to track through Clinic@Home. Anxious and unsure, she called Jane, who quickly brought Shannon into the loop. Moments away from making a 911 call, Linda was met with timely support. After a careful assessment, Shannon recognized that Linda was experiencing an anxiety attack. She calmed Linda and guided her to the platform's educational library, where she found breathing and meditation tools to help manage her anxiety.

The following week, Linda met with her previous primary care doctor virtually via the Clinic@Home platform. It was a thorough and meaningful 45-minute conversation that clarified the realities of her condition and reinforced that pushing herself to engage with the outside could put her health at risk. It wasn't the answer Linda had hoped for, but it gave her a clearer understanding of her diagnosis, what to expect, and how to move forward safely.

Thanks to her care team's quick response, Linda avoided an unnecessary 911 call and a potential ER visit while reestablishing her access to primary care. Most importantly, she now feels informed, supported, and connected at home.

** Likeness and identifying details have been changed to protect privacy*

Clinic@Home™
by
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