

How to Access Home Care Services from EPS SURA?



Being at home can mean comfort and calm, especially during a medical recovery process. Having the assistance and support of your loved ones, and avoiding trips and procedures, are two of the main benefits of having Home Care for the procedures and treatments that allow it.



The Home Care Program provides you with this option, which allows for:

- ✓ Patient care within a family environment.
- ✓ Decrease of the risk of in-hospital infection.
- ✓ The patient can carry out their day-to-day activities within the comfort of their home.
- ✓ Recovery without affecting the family dynamic.



If you want to learn more about how to access Home Care, the following infographic can be useful.

Ways to Access EPS SURA Home Care

1

Home Care Program: Depending on your health condition and your doctor's diagnosis, you can access EPS SURA's Home Care services.

Besides, this service has a **variety of specialized programs:**



Bebé Canguro (Kangaroo Baby)

Monitors babies born below 2500 grams, or with health risks.



Clínica de la Mujer (Women's Clinic)

Health care for women with breast cancer or cervical cancer.



Programa de Protección Renal (Kidney Protection Program)

For patients with chronic kidney disease.



Clínica de Heridas (Wound Clinic)

Healing for patients with high complexity injuries.



Programa de VIH SIDA (HIV/AIDS Program)

Patients who live with the virus, or who have developed the disease.

In order to access Home Care Services, each patient is classified into one of three categories:



Paciente Crónico
(Chronic Patient)



Paciente Paliativo
(Palliative Patient)



Paciente Agudo
(Severe Patient)



Requirements to access Home Care Services:

The treating physician is in charge of determining that the patient can continue their care at home.

The patient and their family, after receiving the respective information, must agree to take Home Care.

The patient must have a primary caregiver who facilitates communication with Home Care staff.

2

Request enrollment in PAC (SURA's Supplementary Care Plan)

It is an optional package of services the client can acquire, which supplements the PBS (Healthcare Benefits Plan).

How to Request Enrollment to PAC

You can do it through:



Telephone Consultant:

Through the National Helpline 018000 519 519.



Online Enrollment Chat:

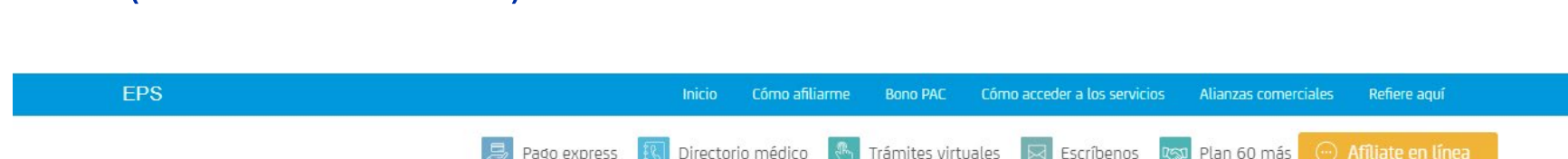
Visit epssura.com and click on the button Afíliate en Línea (Enroll Online).



Supplementary Plan Consultant: Comprised of a group of professionals who carry out the enrollment process.

Once enrolled, you can request the Home Care service:

- ☉ Contact any of the numbers in **directoriodemico.segurossura.com.co**.
- ☉ The medical staff will assess your status, and will program a visit.
- ☉ The Home Care physician will check your health condition.
- ☉ In case the physician orders medication, you must request the approval through the option **Trámites virtuales** (Online Procedures) on the EPS SURA website.



Taking care of your health in the comfort of your home, is a way to protect yours and your loved ones' well-being.