



AVAIL
CARE CONSULTING

STATE APPOINTED GUARDIAN

The wife of a long time married couple in their 70s suffered a stroke that left her unable to speak. At the time, the couple had not completed their legal documents and following the stroke, the wife was deemed incompetent.

The state of Florida would not allow her husband or children to make health care decisions for her or be her power of attorney. The state mandated that a guardian would be assigned to her. The only workaround was for the husband to become a state-appointed legal guardian by taking courses. This added significant stress while the wife was hospitalized.

Had these documents been completed, the family would not have had to go through additional stress during tragic times. Avail Care Consultants takes care of everything from legal documents to helping patients through medical emergencies.



ASTHMA AT AN ALF

An elderly woman (70s) with mild dementia living in an assisted living facility was repeatedly hospitalized after fainting episodes. Each episode went the same way: a fainting spell, a trip to the hospital, an expensive workup with zero findings, and then a discharge back to the ALF.

After the fourth recurrence, Avail was brought onboard. Our care consultant visited the patient at the ALF and completed a comprehensive assessment of records and caretakers. This revealed that the physician group at the ALF had inadvertently prescribed the patient an albuterol inhaler four times a day AND albuterol nebulizers four times a day, rather than "as needed". In combination with the patient's other asthma medication, the effect was too stimulatory on the heart and was the cause for her fainting spells.

Our care consultant helped revise the protocol by communicating with the prescribing provider and prevented any further episodes. Without Avail, this patient would have continued suffering through a damaging and expensive cycle of repeated hospitalizations.



CRESTOR AND PLAVIX MIXUP

The wife of an elderly male with severe Alzheimers was serving as a full-time caregiver, doing everything for him from helping him to ambulate, sorting his medications and facilitating all of his healthcare needs.

In an attempt to help his parents, their son reached out to us to provide caregiving services as well as care consulting.

By carefully examining the medications on hand, Avail learned that the patient's wife had inadvertently combined his blood thinning medication (plavix) with his cholesterol medication (crestor). These pills look almost identical except for a slight differentiation in size.

Because our care consultants are extremely thorough and well-trained, they were able to identify this error, correct it, and prevent a potentially deadly outcome.



MISSED FRACTURE

An elderly Alzheimer's patient suffered a fall while wandering at night. Paramedics took him to a small nearby hospital that he had never been to and did not have any of his records. Over the patient's wife's objections, the ER provider insisted that the patient be admitted for an elevated heart rate but ignored the context of both this fall and a recent pre-existing left hip fracture with surgical rod placement.

Avail's Nurse Practitioner Care Consultant was called in to advocate for the patient. She communicated with the ER provider and was able to demonstrate to him that the patient required an evaluation for hip fracture due to his history and that the patient was severely confused and not able to reliably communicate verbal or nonverbal pain. Her understanding of the patient's detailed medical history also explained the heart rate as a baseline and non-concerning symptom.

Avail's consultant also corrected issues with the diagnostics ordered (X-Ray was ordered for the incorrect hip), and ultimately advocated for transfer to a new facility.

The patient recovered walking ability with physical therapy and has not suffered a subsequent fall.

THE FIGHT FOR A CONTINUOUS GLUCOSE MONITOR

A wheelchair-bound patient with severe multiple sclerosis has been battling type 2 diabetes for years. He is insulin-dependent and therefore is required to check his blood sugar several times a day.

Once brought in, Avail's care consultant determined that the patient's adherence to proper protocols was poor (reusing needles, inconsistent monitoring).

Avail's care consultant advocated for a continuous glucose monitor (CGM) for the patient and attended the patient's doctor visit to discuss it. The prescribing provider placed orders for a continuous glucose monitor (CGM), but was not aware of highly specific Medicare requirements for the prescription. The prescription was declined multiple times and the prescribing office did not have time to investigate why.

Avail's care consultant did not give up. They spent substantial time calling the patient's insurance company, the pharmacy, the durable medical equipment company that the insurance requires the patient to go through, his doctors, and even the medical device representative. Ultimately, the CGM was delivered, relieving the patient of substantial burdens and improving his overall health.

FINDING A DENTIST WITH A HOYER LIFT

A wheelchair-bound patient requiring a hoyer lift for transport from his electric scooter to a bed or chair needed to get a dental bridge fixed. Avail Care Consulting had been working closely with this patient for a long time. Mobile dentists cannot do bridge work and therefore we needed to facilitate wheelchair transportation to a dental office that uses a hoyer lift and that was wheelchair accessible. After calling more than ten dental offices, we found an office that was happy to accommodate our patient. We facilitated transport, attended the appointment, and got the patient home safely.

