Referrals

To make a referral, call our office or discuss this with the UR Medicine Home Care Coordinator or the hospital discharge planner. Referrals are accepted seven days a week, 24 hours a day including evenings and weekends.

Insurance coverage and fees

Many of the services provided through the Wound Care Program are covered by Medicare, Medicaid, HMO’s and private insurance companies.

For more information or to make a referral contact:

Intake Department at 585-274-4255
Or visit homecare.urmc.edu

UR Medicine Home Care, a not-for-profit agency, is licensed by the State of New York as a certified home health agency and is a member of the Home Care Association of New York State, Inc. and the National Association for Home Care.

Think of UR Medicine Home Care for these Areas of Specialized Care:
- Behavioral health
- Cardiac and pulmonary
- Diabetes
- HIV
- Hospice
- Infusion Therapy
- Neuromuscular
- Palliative care
- Post-surgical
- Stroke
- Rehabilitation
- Wound care
- Telehealth

Additional services
- Companions and Home Health Aide Care
- Meals On Wheels
- Nutrition Evaluation and Counseling
- Personal Emergency Response Systems (PERS)
Types of wounds:
- Trauma including friction, shear, and skin tears
- Pressure Ulcers
- Surgical Incisions: intact, open and dehisced
- Lower extremity Ulcers:
  - Arterial
  - Venous
  - Diabetic
  - Neuropathic
  - Mixed
- Burns
- Skin tears
- Malignant Wounds
- Pyoderma Gangrenosum

Ostomy Care

We provide evidence based ostomy teaching, interventions, techniques, and products to promote and enhance the quality of life for those living with an ostomy.

UR Medicine Home Care nurses certified in ostomy care can work with adult, geriatric and hospice patients. All nursing staff are educated by our Ostomy Certified nurses in Ostomy Care.

- Stoma Assessment
- Peristomal skin assessment and interventions
- Appliance fitting and selection
- Rod Removal
- Diet Teaching
- Colostomy Irrigation
- Urostomy Management
- Lifestyle Management

Continence Care

UR Medicine Home Care nurses certified in continence care can work with adult, geriatric and hospice patients. Providing focused assessments, synthesizing data, and development of a plan of care for the patient with urine or fecal incontinence. Continence care is instructed to all UR Medicine Home Care nurses and may be supplemented by physical therapy.

- Focused Assessments
- Post-void residual – eliminate – we do not have a portable Doppler with this function to evaluate urine retention.
- Appropriate nursing diagnosis of urge, stress, mixed, and/or functional urinary incontinence
- Behavioral therapies including toileting programs, urge suppression, and pelvic muscle exercises
- Bowel training or stimulated defecation programs
- Intermittent self-catheterization education
- Incontinence products
- Measures to clean, protect, and moisturize perineal skin
- Fluid and dietary modifications
- Frequent Urinary Tract Infections?
  Appropriate catheter assessment, clean/sterile technique education, environment assessment, or management with co-morbidities that may contribute to UTI's.