



Bridge Care · Referral Sheet

For discharge planners, case managers, and primary care offices

Short-term medical care at home after discharge or between primary care providers. Bridge Care does not replace the patient's ongoing PCP.

Secure fax: (774) 366-0770

Send the referral and supporting records together. Please send patient health information by secure fax rather than email or the website contact form.

Who to refer

- Adults and older adults who need temporary medical support that can be safely provided at home.
- Patients returning home from a hospital, rehabilitation, or skilled nursing stay, or waiting for ongoing primary care.
- Patients in **Worcester County or Hampden County, Massachusetts**.

Acceptance depends on clinical needs, home-visit eligibility, and available capacity. Insurance eligibility and coverage must be verified.

Outside this service's scope

- Home-visit address outside Worcester or Hampden County.
- Children or patients whose needs cannot be safely managed through home-based visits.
- Emergency, urgent, or specialty care needs requiring those services.

Send a complete referral packet

- ☐ **Face sheet:** patient name, date of birth, address, phone number, and caregiver contact, if applicable.
- ☐ **Discharge summary:** discharge date, diagnoses, follow-up instructions, and pending tests, when applicable.
- ☐ **Current medication list:** doses, frequency, and known allergies.
- ☐ **Insurance information:** plan name, member ID, and copies of insurance cards when available.
- ☐ **Reason for referral:** specific medical needs, requested follow-up, and any time-sensitive concerns.
- ☐ **Referrer contact:** name, organization, direct phone, and fax for questions.
- ☐ **Care coordination:** established or planned PCP and any practitioner already managing transitional care.

Response and next steps

We contact patients within 2 business days of receiving a referral. Visit timing depends on clinical needs and appointment availability. Send discharge referrals as early as possible.

Referral questions: Worcester: (774) 548-4004 · Hampden: (413) 602-8022

Secure fax: (774) 366-0770 · **Email:** info@esengahealth.com

Website: esengahealth.com · For a medical emergency, call 911.