

# Wound care

## **Welcome to your wound care appointment**

You've been referred to a wound care nurse. Wound care nurses at Kaiser Permanente are specially trained experts in helping patients care for their wounds.

Healing is a partnership between you, the wound care team, and your primary care team. You have the best chance of healing when you understand your treatment plan and are involved in your care. Your wound care nurse and your care team welcome your questions and suggestions. We want to make sure that together we develop a treatment plan that's right for you.

Most wounds happen because of other medical conditions. That's why it's important for you to work with your primary care team to manage your condition and prevent wounds in the future.

Your wound care nurse will also be working closely with members of your primary care team, even if you're receiving care at another medical center. We can easily communicate and coordinate your care through your electronic medical record.

## **How often do I need to come in?**

Our wound care nurses usually meet with patients once a week until the wound is healed. You might need to be seen more or less often, depending on your wound care needs.

## **How long will the appointments take?**

The first wound care appointment lasts about one hour. Future appointments usually take about 40 minutes. Please plan to be on time for your appointments. We work hard to make sure we see you at your scheduled time.

## **What happens during the appointment?**

During your first appointment your wound care nurse will examine your wound and look for any problems you have with healing. Your nurse will change your wound dressing and talk with you about the best way to care for your wound. If you will be changing your own dressings at home, your nurse will show you how and talk to you about the importance of hand hygiene.

Your nurse might suggest that you make some lifestyle changes that will speed the healing process. Your nurse might also recommend Kaiser Permanente programs that can support you in making these changes.

**Who will pay for my wound care dressing and supplies?**

The charges for dressings and supplies used by the nurse during your appointment are included in your co-pay for that visit.

**Will I need supplies at home?**

Depending on your treatment plan, you might be changing your dressings at home. If this is true for you, your nurse will send an order for wound care supplies to Byram Health Care.

The cost share for the dressings and supplies for home use is based on a patient's benefit plan. Byram Health Care coordinates with your benefit plan to authorize payment. If dressings and wound care supplies are NOT covered by your benefit plan, you may arrange for payment for your supplies directly with Byram.

After knowing how the cost of dressings will be covered, patients can expect to receive their supplies to be delivered to their home within about 5 business days.

**Resources****Member Services**

To find out what your benefit plan covers, contact Member Services at 1-888-901-4636.

**Consulting Nurse Service**

Available 7 days a week, 24 hours a day for Kaiser Permanente members who have medical questions before or after clinic hours: 1-800-297-6877