

Porter's Healthy Home FAQs

Who is Porter?

Porter is a trusted healthcare partner working with Mass General Brigham Health Plan. Porter provides one-time in-home assessments or telehealth assessments conducted by a licensed nurse practitioner (NP) designed to complement the care provided to the patient. It is not meant to replace any existing relationship with the patient's PCP or specialist.

Porter helps your patients navigate through their insurance benefits, schedule appointments with community providers, and access Federal, State, and local resources for additional support. These visits are designed to close care gaps, improve diagnostic accuracy, and connect patients to appropriate follow-up care and community resources. While our support is often short-term and targeted, it serves as a valuable extension of the care team.

Why Does It Matter to Me?

Porter helps extend your care by delivering care-at-home and telehealth assessments, along with care coordination for your high-risk patients. Our goal is to close care gaps, provide timely clinical insights, and improve patient outcomes. When follow-up from your team is needed, we keep communication clear, actionable, and focused on supporting continuity of care.

What Can Providers Expect from Porter?

- Timely updates when an assessment is completed
- Summary reports shared with the PCP or designated care team
- Notification if urgent or emergent issues are identified
- Coordination with the provider when referrals or clinical input are needed

We strive to integrate smoothly with your workflows and respect your relationship with the patient.

How Does Porter Identify Patients to Target?

Porter collaborates with Mass General Brigham Health Plan to identify patients who may benefit from a short-term, targeted assessment based on clinical risk, open care gaps, or social determinants of health.

What Happens During the In-Home or Telehealth Visit?

A licensed Porter nurse practitioner (NP) meets with the patient either in person or via telehealth.

During the visit, the NP will:

- Review the patient's medical history and current medications
- Discuss chronic conditions and health concerns
- Perform appropriate diagnostic screenings and point-of-care lab tests
- Conduct a basic home safety assessment
- Educate the patient on their plan benefits
- Capture information to support coding accuracy and care coordination

What Happens if an Emergent Situation Arises During an In-Home Assessment?

In emergent situations, the Porter clinician will call 911 immediately and stay with the patient until EMS arrives. The Porter clinician will then fax the clinical summary to the PCP office and call to confirm receipt within 24 hours. Examples of emergent situations include chest pain, shortness of breath, stroke signs, hypertensive crisis BP with symptoms, and active infection with signs of sepsis.

What Happens if an Urgent Situation Arises During an In-Home Assessment?

In urgent situations, the Porter clinician will provide the patient with verbal instructions to contact the PCP within 24-48 hours. The Porter clinician will then fax the clinical summary to the PCP office and call to confirm receipt within 24 hours. Examples of urgent situations include hypertensive BP without symptoms, wound infection, and uncontrolled glucose.

How Will I Be Informed About Urgent or Emergent Lab Results?

For emergent lab results, Porter will fax the results to the PCP immediately and call them to notify them. For urgent lab results, Porter will fax the results to the PCP within 96 hours and call to confirm receipt. Porter will also communicate with the patient and make recommendations for appropriate follow-up care.

What Happens After the In-Home or Telehealth Visit?

A Porter Care Guide—a trained care coordinator—follows up with the patient to help them access any needed care or services. This may include:

- Scheduling follow-up visits with primary or specialty care
- Connecting to behavioral health or nutrition services
- Facilitating access to durable medical equipment
- Coordinating transportation or pharmacy services

All care recommendations are guided by the patient's specific health plan benefits and informed by collaboration with the primary care provider when appropriate.

How Will Porter Contact Our Patients?

Porter will use a multi-channel approach to connect with identified patients:

- Mail – Introductory letters, brochures, and appointment reminders
- Email – Educational content, visit confirmations, and follow-ups
- Phone/Text – Outreach calls, scheduling, and ongoing care coordination (texting only when consent is obtained)

All communications are conducted in accordance with HIPAA guidelines and patient communication preferences.

How Can Providers and Patients Contact Porter?

If you have questions or need support, you can reach Porter through the following channels:

- Phone: 1-800-558-9922 (TTY: 711)
- Email: help@helloporter.com
- Website: www.helloporter.com – use the “Contact Us” form