



Hoag at Home Postpartum+

Frequently Asked Questions

The postpartum period is one of life's most incredible experiences as one is bonding with their new baby. We know it takes a village, and you will not be alone on your postpartum journey.

1. What does postpartum mean?

Postpartum refers to the time after you have given birth. Some people refer to the "fourth trimester" as the 12 weeks after birth since your body is going through the most change after pregnancy.

2. What are the benefits of signing up for Hoag at Home Postpartum+?

The primary benefit is that a board-certified family nurse practitioner comes to your home for each visit. We typically spend 1-hour with you at each visit where we are able to assess your recovery and your newborn's health and wellbeing, help with breastfeeding and answer any questions you may have. After your chosen program ends, you will have access to our team for support through telehealth visits as needed until the end of the fourth trimester. Upon signing up for our program, patients will also receive three months of access to the Hoag Nona App unlimited subscription for additional support during the postpartum period. We have all the resources and equipment needed to bring the clinic to the comfort of your own home.

3. Are Hoag at Home Postpartum+ visits covered by insurance?

Not currently, however, the program can be paid for by using a credit card, HSA or flexible spending account credit card. Services can also be gifted to expectant moms by friends, family and employers.

4. When will my credit card be charged for my enrollment in the program?

You will be charged the full amount once your baby is born, and we complete your first Hoag at Home Postpartum+ visit.

5. Who will be performing the visits?

All in-home visits are conducted by a board-certified family nurse practitioner or board-certified family practice physician.



6. Will I have the opportunity to meet my provider before I deliver?

Yes, once you join the program, we schedule a one-hour prenatal consultation for you to get to know our providers and for us to understand your wishes. This meeting will help you prepare for your delivery and help ease the transition of bringing your baby home from the hospital.

7. When is the best time to sign up for the program?

You can sign up at any time, but we recommend you sign up when you are still pregnant so you can get to know our providers and receive the prenatal consultation prior to your delivery. However, you can also sign up for the program after you have given birth, during the postpartum period.

8. What is the duration of the program?

The program starts during the third trimester of pregnancy and runs throughout the full postpartum 12-week period. We will provide in-person visits during the first three or six weeks postpartum (depending on which option you choose), and you will also have access to telehealth support with our providers for the remaining postpartum period. If needed, we can arrange for more in-person visits after the six weeks have concluded.

9. Will my OBGYN and baby's pediatrician know I am enrolled in this program?

Yes. Our Hoag at Home Postpartum+ providers will work in collaboration with your OBGYN and your child's pediatrician to develop a plan of care for you and your newborn.

10. Do I have to be a first-time parent to enroll in these services?

No, we love caring for all parents regardless of the number of children you have.

11. What locations does Hoag at Home Postpartum+ service?

All visits are performed in the comfort of your home, and we service all of Orange County.



12. What is the Hoag Nona App?

The Hoag Nona app is an app built by Hoag for our expectant and new moms. As part of your enrollment with Hoag at Home Postpartum+, you receive three months access to the Nona App unlimited subscription which provides 24x7 phone and chat support from experts in maternity and newborn care, including lactation consultations and support.

Additionally, you gain access to postpartum and newborn research, articles and videos to help you throughout your journey.

13. Is the Hoag Nona app included in the program?

Yes, you receive three months of access to the Hoag Nona App unlimited subscription when signing up for Hoag at Home Postpartum+.

14. Who can I call to sign up or ask additional questions?

You can call our Hoag at Home office at 949-736-6103 during our office hours, 8am-5pm, or you can leave a message after hours and we would be glad to return your call.