



# At Home Harmony Insights

January 2026

## Care Model Spotlight

### Understanding Our Model

In less than two years of full operation, At Home Harmony has treated thousands of patients across Virginia. We're proud to bring a proven, home-based care model that delivers high-quality geriatric healthcare to seniors where they're most comfortable—at home.

Our coordinated approach brings all the benefits of a traditional primary care practice into the home plus additional services and supports specifically targeted to seniors who want to age in place.

## **Plus, it's all covered by Medicare.**

The At Home Harmony model integrates and connects multiple clinical services under one aligned team.

At Home Harmony is an in-home medical practice specializing in care for older adults with complex health needs. We get to know you and your family, and our medical team continually manages your care and helps with medications. Our model includes:

A comprehensive plan of care developed during an in-home primary care visit with either a nurse practitioner or physician assistant who specializes in older adults with complex medical needs.

Our clinical team is overseen by John Gilstad, MD, our full time Medical Director.

Our clinical team spends extensive time with the senior – our initial visits typically take over an hour.

A dedicated team of nurses who counsel and guide patients with multiple chronic conditions.

In-home, timely transitional support after hospital or rehab stays.

24/7 remote health monitoring when appropriate.

Our clinical pharmacist will meet with the patient and family to review the patient's medication regimen. Then, our pharmacy team develops a customized packaging and home delivery plan to enable the senior to safely and independently manage their medications.

We are specially approved by Medicare to provide additional services and supports for patients who live with dementia. Our model adds education, navigation, and a unique \$2,500 voucher covered by Medicare for respite for the caregiver. All of which are designed to reduce caregiver stress and improve safety at home.

We also collaborate closely with personal care partners to help patients with daily living needs, creating a more complete support system that bridges medical care, pharmacy expertise, caregiver guidance, and in-home assistance. Our model can serve as a patient's primary care team or add an extra layer of support alongside existing physicians and specialists.

Our visits are intentionally thorough: initial appointments often take over an hour to ensure we understand the whole person—not just the diagnosis—while our pharmacists typically spend over 30 minutes reviewing medications to reduce risk and improve outcomes. Many of our services are covered by Medicare for eligible patients, making high-touch, home-based care more accessible to the seniors and families who need it most.

At Home Harmony is focused on one goal: helping older adults age in place with dignity, safety, and true coordinated care.



## Harmony Highlight

### A Patient Story

#### **Supporting Families Across the Miles: the Harmony Care Model in Action**

Our care management team recently demonstrated the incredible impact of remote coordination and compassionate support for families caring for loved ones from afar.

Led by Crystal Mann-Ellis, a board-certified nurse practitioner, our multidisciplinary team (nurse care concierge, personal care services director, licensed practical nurse) has been working closely with a son who lives out of state. Both of his parents, who live alone, have dementia — creating complex and often urgent care needs.

Over time, the team has helped his parents navigate numerous challenges, including safety concerns during extreme heat, episodes of respiratory distress, a transition to hospice, and the use of long-term care insurance and GUIDE program resources.

When the father's health declined, the team immediately stepped in to hold goals-of-care discussions, limit unnecessary hospitalizations, and arrange 24-hour in-home support. They successfully coordinated a smooth transition to hospice — all while the son was out of town — ensuring the parents remained safe and supported.

The son later shared his heartfelt gratitude for the team's dedication:

"I don't know what I would have done without your team. Crystal and the team were amazing. My parents' situation was overwhelming, but your team gave me the ability to focus, work, and know that my parents were being cared for with compassion and expertise."

This story highlights how our care management model bridges distance, offering dependable, personalized care and peace of mind — even when family can't be physically present.

## Harmony Clinician Spotlight



**Sonya Almond**  
DNP, FNP-BC, MSN

Sonya's passion for healthcare began early in life, working in phlebotomy and cardiology during nursing school. Holding a doctor of nursing practice (DNP) from George Mason University, the Richmond native taught nursing there for 14 years and has been a Family Nurse Practitioner since 2016. When not caring for patients, Sonya likes to spend time with her husband, friends, and family. She participates in many ministries in her church and has 3 adult sons. She loves to sew, travel, and motorcycle ride with her husband.

# Office Notes

- At Home Harmony is now offering in-home medical care to qualifying patients in the greater Asheville area. Read the press release [here](#).
- We have a new office to serve our Petersburg patient population! Our office is located at 8 Old West Street in downtown Petersburg.

Contact us to schedule a referral or  
to refer to a potential patient.

(833) 533-7177

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