

Going Home with Advanced Home Care

Thank you for choosing **Advanced Home Care** to provide your Home Health and/or Equipment services!
 We care about you. Your safe transition from the hospital back to your home is important to us.

After you leave the hospital:

- You will receive a phone call from Advanced Home Care the same day that you go home.
- Make sure you have your Discharge Paperwork and all of your Medications available for our Clinicians to review during our visit.
- If your situation changes or if you need us for any reason, contact us at: _____
 We are available 24 hours a day and 365 days a year for you.

The following services and/or medical equipment have been ordered by your Physician:

- | | |
|--|---|
| <input type="checkbox"/> Nursing | <input type="checkbox"/> Infusion* – you/your caregiver will be taught the procedure |
| <input type="checkbox"/> Physical Therapy | <input type="checkbox"/> Wound Care – you/your caregiver will be taught the procedure |
| <input type="checkbox"/> Occupational Therapy | <input type="checkbox"/> Oxygen |
| <input type="checkbox"/> Speech Therapy | <input type="checkbox"/> Enteral Nutrition* |
| <input type="checkbox"/> Social Work | <input type="checkbox"/> Equipment: _____ |
| <input type="checkbox"/> Home Health Aide Services | (Please note: 30 day return policy on all sale items) |

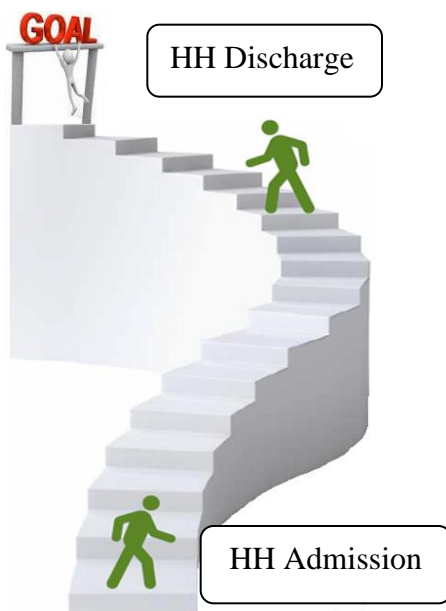
Some Infusion/Equipment deliveries may be made by a Courier and not arrive in an AHC Vehicle.

*Nursing provided by the following agency: _____

COST AND FINANCIAL RESPONSIBILITY

Rarely are healthcare services covered at 100% and billing procedures can be complicated. You will be required to pay an estimate of your co-payment prior to or upon delivery of equipment and/or services. For on-going rental of equipment and/or supplies, we will bill future co-payments after your insurance has processed your claim.

Our goal is that your bill is accurate and timely (based on when your insurance pays). If you have any questions, we have dedicated personnel you can contact at **1-800-255-2321** who will be responsive to your concerns and questions and provide very good service.



Discharge!

By the last visit, we expect you to:

- Have the information tools and support in place to care your yourself
- Know your medicine

With ongoing visits, we will work together to:

- Modify your plan, if needed, to assure that it meets your individual needs
- Teach measures to manage pain, comfort and medical symptoms

By the second visit, with your input, we will:

- Identify and address safety concerns (to prevent falls)
- Establish goals with you for your care

Admission – On your initial visit you will learn or confirm:

- All services being provided to you
- Strategies to address your needs and manage better at home to avoid hospitalization

We do conduct patient satisfaction surveys and if you should get one, please complete and return it. Our goal is to provide very good service and if we have done so select the very good rating on the survey to let us know.

Home care is our business...Caring is our specialty!

PATIENT'S RIGHTS AND RESPONSIBILITIES

Your rights and responsibilities are very important to us. As the Patient/Caregiver, you are part of your Health Care Team and you have the **RIGHT** to be informed and participate in your plan of care; be treated with respect, consideration, dignity, and full recognition of your individuality and right to privacy; have your personal & medical records kept confidential and not be disclosed without appropriate written consent. As the Patient/Caregiver you have the **RESPONSIBILITY** to notify Advanced Home Care of any change in address, phone number or insurance status. Please refer to your admission packet for a complete list of all your rights and responsibilities.

FREQUENTLY ASKED QUESTIONS

Question: When will I see my Home Care Clinician?

Answer: Someone from Advanced Home Care will be contacting you within 24 hours to let you know that we have received a referral from your Doctor, confirm that you are home and make sure we have your correct address and phone number. Your home care clinician will also contact you to set up a time for our visit.

Question: What is the role of my Home Care Clinician and what is my role in my care?

Answer: Home Care is different from hospital care. The primary goal of a Home Care Clinician is to teach you to be independent in your health care. Although there are times when Home Care Clinicians perform clinical tasks, their primary goal is to teach you or your caregiver to perform these tasks safely and independently. For a home care plan to be considered safe, it is necessary that there is a willing and teachable adult patient or adult caregiver especially for infusion, wound care and rehab services.

Question: How often will I see my Home Care Clinician?

Answer: The frequency of home visits is determined by need and dependent upon physician orders. Home Care Clinicians focus not only on what they are doing for you while they are with you, but also on teaching you what you need to do in between visits to assist you in being independent in your health care.

Question: How long will I need this equipment/Home Care services?

Answer: This decision will be made by your physician and your Health Care Team, based on your needs and progress toward your goals.

INFUSION AND WOUND CARE

Question: Who will be providing the infusion/wound care?

Answer: These services are different in the home than in the hospital. Although our clinicians will administer the infusion/perform the wound care until you or your caregiver is taught, our primary focus will be teaching someone in your home.

Question: Who will be providing the infusion/wound care supplies?

Answer: Infusion supplies are typically delivered by a Courier between the hours of 8 am and 9 pm. If your wound care supplies are grouped into your medical benefit, Advanced Home Care will order your supplies for you and they will be shipped to your home. If your insurance benefit does not include wound supplies, our staff will introduce you to alternative methods of obtaining these supplies.

Question: Will I get my IV at the same time as I got it in the hospital?

Answer: Our pharmacists will work with your physician and Home Care nurse to determine home-friendly administration times. If your medication is on a pump, the IV bag may have more than 1 dose in it. A pump automatically begins the infusion at the ordered times.

Question: Will I use the same wound care products and change the dressing as often as they did in the hospital?

Answer: All products are ordered by a physician and comparable to hospital products. Some wound products are designed to be changed less frequently to allow new tissue growth. If one of these products is right for your, your doctor will be consulted and decisions will be made to promote your recovery. At our visits we will assess the progress of your wound and its healing.

Note: The First visit is generally longer than a routine visit, plan to spend 1.5-2 hours with your admitting Clinician.