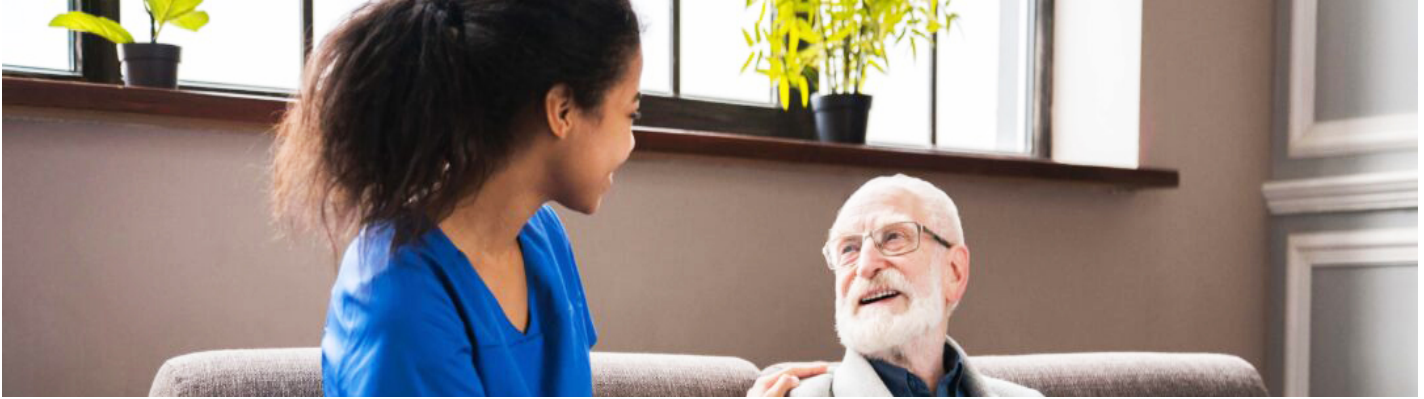




CHOOSING THE RIGHT HOME HEALTH AGENCY

Assessing Home Care
For Your Family's Needs

wecareforadults.com
513-499-7606



When your loved one begins to experience challenges with daily routines, it's time to make some important decisions about long-term care.

But those decisions aren't easy. You want to be confident that the care provider you choose can assist your family member while also maintaining their independence and dignity.

Home care is an excellent way to provide assistance with tasks like meal preparation, transportation, medication reminders, and mobility. It's also a good way to gain peace of mind that your loved one will receive compassionate care while continuing to enjoy the comfort of home.

Choosing the right home health agency is crucial for ensuring that you or your loved one receives the best possible care. Here are some key factors to consider when making this decision:

Credentials and Accreditation:

Check if the agency is licensed, accredited, and meets state and federal regulations. Look for certifications from reputable organizations such as The Joint Commission or the Community Health Accreditation Partner (CHAP).

Reputation:

Research the agency's reputation by reading online reviews, testimonials, and asking for recommendations from healthcare professionals or friends. Check if the agency has received any awards or recognitions for the quality of its services.

Services Offered:

Ensure that the agency provides the specific services you or your loved one needs. Verify if they have experience in handling the particular medical conditions or challenges that may be present.

Staff Qualifications:

Inquire about the qualifications, training, and certifications of the agency's staff, including nurses, therapists, and aides. Check if they conduct background checks and provide ongoing training for their staff.

**Coordination of Care:**

Evaluate how the agency coordinates care among its team members and communicates with other healthcare providers involved in the patient's treatment.

Ask about the process for updating care plans and involving the patient and their family in decision-making.

Availability and Flexibility:

Ensure that the agency can provide services at the times and frequencies that meet your needs.

Inquire about their flexibility in adjusting care plans based on changing health conditions.

Cost and Insurance:

Understand the agency's fee structure and billing process.

Confirm the types of insurance they accept and if they can work with your insurance provider.

Emergency Procedures:

Inquire about the agency's procedures for handling emergencies and how quickly they can respond to urgent situations.

Patient Rights and Responsibilities:

Understand the agency's policies regarding patient rights and responsibilities, including the process for addressing complaints or concerns.

Communication:

Assess the agency's communication practices, including how they keep patients and their families informed about the care plan, progress, and any changes.

Visit the Agency:

If possible, visit the agency in person to get a feel for the environment and ask any additional questions you may have.

Remember to involve the patient and their family in the decision-making process, and don't hesitate to seek clarification on any concerns you may have. It's essential to feel confident in the agency's ability to provide compassionate and high-quality care.



Tips for having the home health conversation

As you consider care options, involve your loved ones in the discussion and decision-making process—especially if they will be helping with your care.

Talking about home health needs

1. Outline the important points you want to cover, such as a new diagnosis or need, and what concerns you have. If you go into the conversation without a plan, things can easily get off track.
2. Think about what you want out of care that will fulfill your true wishes and desires—not what will make everyone else happy.
3. If you're starting the conversation for a loved one, keep their needs at the center of the conversation. It can be difficult not to project your own wishes, but if it's not about you, try to listen more than talk.
4. Invite only essential family members to the conversation. Too many opinions can create chaos.

Keep a respectful tone and reflect on what others say. Think about how they feel and where they are coming from before responding.



Before You Call a Care Agency:



- Make a list of the services you think your loved one will need.
- Consider how you prefer to be updated on your family member's care plan: online, by telephone or email, or in person.
- Think about the pros and cons of choosing a home care agency as compared with an assisted living facility or skilled nursing facility.
- Check to see if you qualify for any financial assistance programs in Ohio such as Medicaid's PASSPORT Waiver.



If you have Medicare, you have certain guaranteed rights and protections. By federal law, patients of a Medicare-approved home health agency must be given a written copy of their rights.

The right to choose your home health agency

- The right to have your property treated with respect
- The right to a copy of your plan of care
- The right to participate in decisions about your care
- The right to have your family or guardian act for you if you are unable

ABOUT WE CARE ADULT SERVICES

We Care For Adult Services has been providing services to Seniors and Adults and Children with Developmental Disabilities for over 20 years. Our goal is to go over and beyond meeting the needs of our clients. We are more than just a company we are family and we do care! We are an adult in-home care service that allows your loved ones to stay where they feel most comfortable: home. We are experienced senior care professionals who are willing and ready to be with your loved ones whenever they need help, for as long as they need help.

From nursing homes to assisted living programs, there are a number of options available to you during this time of life. We Care Caregiving stands apart in offering compassionate, authentic assistance for your loved ones. For them, we offer the best of our 20+ years of experience in the caregiving field. For them, we also provide a cost-effective alternative to nursing homes. We provide maximum independence with maximum comfort for every client, every day.

VETERANS: We Care proudly serves our veteran community to provide quality care in the comfort of their own homes.

YOUR CARE, YOUR CHOICE

Our care teams spend the time it takes to help you make the most of yours.

We spend the highest-quality time with you, so you can spend more time doing the things you love. Our skilled clinicians are dedicated to empowering you with personalized care designed to promote faster recovery. Yet, for all the clinical depth we offer, we never forget that our work is about people, and our company is about delivering compassionate care that comes from the heart.

What to expect when you choose We Care Adult Services

A healthcare provider's orders are needed to start care. Once your healthcare provider refers you for home health services, we will schedule an appointment, come to your home to talk to you about your needs, and ask you some questions about your health.

We will also stay in contact with your healthcare provider and keep them updated on your progress.



CARE CENTERED AROUND YOU

If you are recovering from illness, injury or surgery, our team of clinicians will create a safe, supportive and professional environment in your home. We pledge to maintain the highest quality standards in our delivery of care.

Our care approach is based on the belief that you are a unique individual with unique needs. Our committed staff coordinates with your healthcare provider, family, caregivers and community services. We are dedicated to your recovery and return to a fulfilling life, so you can get back to doing the things you love.

How much do home health visits cost?

If you have Medicare coverage, it will usually pay for the home health visits your healthcare provider has ordered. If you have some other type of insurance, you may be responsible for a percentage of the charges. Most providers will help you investigate your insurance benefits, or you can contact your insurance carrier directly.

The cost of home health varies across and within states. In addition, costs will fluctuate based on the type of healthcare professional required. Home health services can be paid directly by patients and their families or through a variety of public and private sources. Sources for home health funding include Medicare, Medicaid, the Older Americans Act, the Veterans Administration, and private insurance.

TO LEARN MORE ABOUT WE CARE ADULT SERVICES

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