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## who we are

We are a diverse team of care managers, nurse practitioners (NPs), registered nurses (RNs), licensed practical nurses (LPNs), certified nurse assistants (CNAs), home health aides, companions, and live-in aides. Together, we've been providing care to clients and offering staffing services to facilities and programs since 1992. We're specifically trained to meet the medical and cultural needs of our clients through our innovative training. Our goals are to continue developing programs that meet community and patient education needs, to leverage advanced technology to improve service, and provide care management services for all patients.





# our commitment to you

We believe our clients and their families deserve personalized care, passionate support and the highest standards of excellence in the industry. Our mission is to ensure that our care providers are not only licensed and thoroughly screened, but trained to be client care-focused, outcome-oriented, and provide the best care management services possible. To meet these goals, we've created our own rigorous custom training programs. Whether our team members are providing support in home, hospital, assisted living or hospice settings, we are prepared to deliver specialty services that exceed traditional standards of care.



## who we help

We help private care patients of all ages in their homes or other facilities achieve an independent life. We help patients with conditions such as COPD, heart disease and Parkinson's, among others. Thanks to our Specialty Education Care Training programs, we offer care that is tailored to meet the needs of patients and their families in a variety of care areas that include newborn and pediatric, diabetes, traumatic brain injury, Alzheimer's and dementia, stroke (cerebrovascular accident – or CVA), mental health, and hospice. We offer temporary care to those returning home from a hospital stay or recovering from surgery, for example, and long-term care management for chronic conditions.





We provide a comprehensive array of home health care services in a qualified, safe and reliable manner. Our programs are designed to meet a wide variety of needs and can be provided 24 hours a day, seven days a week.

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### For our Private Pay clients, our services include:



#### All Inclusive Services

- An RN coordinates care planning and care strategy with the MD and staff
- All staff is briefed by the nurse on the care plan
- Personnel are trained and tested on your specific medical equipment and supervised by our RN in your home



#### RN/LPN Nursing Visits

- Wound care, dressing changes
- Medication administration and medication pour services
- Tracheostomy and ventilator care
- Colostomy care
- IV therapy



#### Home Health Aides

- Bathing and grooming
- Exercise
- Meal preparation
- Laundry and cleaning
- Shopping and errands
- Medication reminders
- Companionship
- Escort to appointments
- Observes and reports changes in the patient's condition to RN



#### Homemaker/Housekeeper

- Meal preparation
- Laundry and cleaning
- Shopping and errands
- Companionship



#### Live-In/Companion

- Late night bathroom needs
- Medication reminders
- Client monitoring
- Bathing and grooming
- Exercise
- Meal preparation
- Laundry and cleaning
- Shopping and errands
- Escort to appointment
- Observes and reports changes in the patient's condition to RN



#### **Respite Care**

• Short-term relief for a weekend or time when the usual caregiver is unavailable

Our Private Pay clients can also expect care from staff who are trained to assist them in a variety of social settings. As part of our White Glove Service Promise, our staff completes a program that includes topics on professionalism, social situations, etiquette, handling of pets, problem solving, cultural customs, and courtesy. We also review the use of appliances and food preparation, including instruction in cultural cuisines.

All of Premier's services are available 24 hours a day, seven days a week, in select markets in Connecticut, New York, New Jersey, Massachusetts, Illinois, North Carolina, and Florida, For more information about our Private Pay In-Home Care programs, just give us a call today at 1-866-528-1563.





Care management is a service that coordinates all aspects of a client's care, including care plan development and maintenance, medication management, observation and reporting, and ongoing communication between family members and doctors.

#### Here are some of the benefits of our Comprehensive Care Management Program:

- Clinical Evaluation and Care Plan Development A professional healthcare professional will evaluate your loved one's condition (including his/her limitations and abilities) to determine the best plan of care that would be suited for his/her unique needs and situation.
- Medication Management Our RNs, LPNs and HHAs will assist in ensuring that your family member takes his/her medication in prescribed doses at the correct times.
- Patient Advocate, Guide and Navigator We will assist in locating local activities and events that are geared toward seniors to keep them involved and active in the community. We advocate on the client's behalf with the doctor and other health care staff.
- Clinical Supervision Our trained healthcare professionals (LPNs, RNs and HHAs) will supervise and monitor patient care according to the doctor's prescribed plan.

- Observation and Reporting Our healthcare professionals are trained to monitor your loved one's daily activities, vitals and doctor visits, to note any changes or concerns and then report them, every day. Reports are made available to the family the next business day, so all parties can stay connected to and informed on the patient's current condition.
- Financial Management Managing finances can be an overwhelming task for seniors. Upon the family's request, our healthcare professional will assist in helping your loved one pay and manage their bills.
- Coordination of Ancillary Services These include organizing lab tests, physical and occupational therapy and long-term care.



- Assistance with selecting an assisted living facility
- Assistance with activities of daily living (ADLs) these include helping your loved one bathe, dress and eat
- Companionship and socialization
- Cooking, shopping and housekeeping
- Escort services and errands



We aspire to continually improve performance and processes and remain on the cutting edge of the industry. To accomplish our goals for our clients, we only hire personnel who want to make a difference, who are dedicated to leaving a positive impression on the patients we care for and their families, and who work well with the teams at the facilities where we provide care.

#### To maintain our level of excellence, our quality assurance hiring safeguards include:

- Specially-trained Personnel Employment Coordinator-led interviews
- License verification with state licensing divisions
- Certification verification with the training institution
- Reference checks
- Skills competency testing
- Criminal record and drug screenings
- Medical clearance, which requires all immunization and annual health screening information

Additionally, all staff members are fully covered by professional liability insurance, and are bonded and supervised by a registered nurse. Premier is responsible for all payroll taxes, Social Security contributions, workers' compensation, and disability insurance.



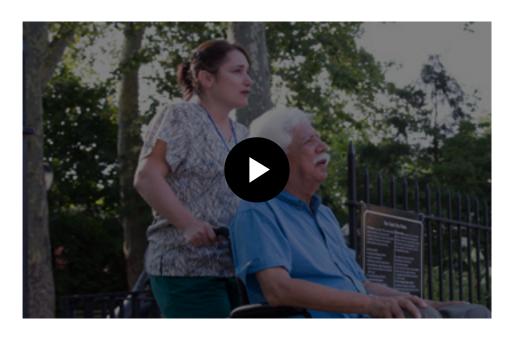
Our staff undergoes extensive training to enhance the level of care provided through our Specialty Education Care Training programs. These customdeveloped programs are designed to provide our staff with a critical understanding of disease-specific care needs in order that they can provide a level of care that exceeds what's covered under most basic training programs.



We also pride ourselves on being able to meet not only the medical needs of our clients, but their linguistic and cultural needs as well. We know the importance of being able to converse comfortably with care staff for socialization and care purposes, in addition to having medical care plans and instructions translated for clients and their families. The importance of culturally-specific needs and meal plans is also part of our focus.

Our staff (both office and in-the-field) is qualified to serve a culturally diverse range of clients with support. The many languages that Premier is familiar with include (but not limited to) Spanish, Chinese, Russian, Portuguese, and Korean, and a number of African and Asian languages and dialects.

Are you interested in learning more about our services, or in exploring a career with Premier Home Health Care, Inc.? Explore our website at www.premierhomehealthcare.com or call us at 1-866-528-1563.



View Videos of Our Compassionate, Trained Staff in Action >>>



#### What are my payment options for home health care?

The different payment options involved in home health care truly depend on each individual case, but Premier is here to assist you in figuring out the best possible options.

#### Health insurance:

Each insurance plan is different. Long-term personal care is generally not covered by commercial insurance. Premier Home Health Care will contact your insurance carrier to see what services will be covered and whether there will be any deductible or co-pays required, so you'll know exactly what you will be paying upfront. Worker's compensation benefits are also accepted by Premier.

#### Medicare coverage:

Medicare will cover the home care services provided if the following criteria are met:

- The services have been ordered by a physician
- The services are being provided from a Medicare Certified Home Health Agency
- A client is homebound and has a skilled nursing or physical therapy need
- A client's condition has the potential to improve with short-term assistance

Medicare is not a long-term home health care solution and will only cover services for a maximum of up to 60 days.

#### Medicaid coverage:

A benefit available under Medicaid is long term community-based care. Individuals must meet established financial and medical criteria to qualify (and qualifications can vary from state to state). Premier staff can connect those who are looking to apply for Medicaid with enrollment resources. V.A. Benefits- Premier is in network with many regional V.A. programs.

#### Private pay:

Families in crisis often contact Premier in the midst of an unexpected and unfortunate occurrence. Regardless of your situation, we offer private pay (also known as direct pay) options for hourly, live-in and private duty skilled services.

