

Your family ... our focus



HOW TO CHOOSE AN IN-HOME CARE AGENCY

When you want to continue living at home, but need some extra assistance, in-home care is a great option. It helps you maintain independence while making sure your needs are fully met. Take the time to research different agencies. As part of your research, ask the following questions and be sure an agency can answer them to your satisfaction. **Valley VNA's** answers are provided on the back.

1. **WHAT RANGES OF SERVICES ARE AVAILABLE?** You'll want to be sure an agency can meet your needs both now and in the future, if your care requirements change.
2. **WHO ARE YOUR CAREGIVERS? DO YOU HAVE REGISTERED NURSES ON STAFF?** For your own safety, it's important to know who is coming into YOUR home and caring for you. Having Registered Nurses on staff provides extra quality assurance, can act as a resource if caregivers spot medical symptoms or other hazards and help with communication with your doctor.
3. **HOW DOES THE AGENCY HANDLE PROBLEM-SOLVING?** It's important to know how problems will be solved. Formal quality control policies and procedures should be in place, and the agency should be able to clearly explain them to you.
4. **HOW ARE FEES DETERMINED? WHAT PAYMENT OPTIONS ARE AVAILABLE?** Fees are related to the type of care given, so it's important to know what you're getting. Private pay, county funding, veterans benefits and long-term insurance are the most common payment sources.
5. **HOW LONG HAS YOUR AGENCY BEEN IN BUSINESS, AND WHAT'S YOUR COMMITMENT TO THE COMMUNITY?** It's critical to find out what experience the agency has in providing in-home care. It's also important to remember that agencies affiliated with national chains may use your fees to support out-of-state headquarters.
6. **CAN WE SET UP A TIME TO MEET AND DISCUSS DETAILS OF MY CARE NEEDS?** It's important that you meet an agency representative in person, in your home, to make sure you feel comfortable with the agency and its policies.

**Be sure an agency can answer these questions to your satisfaction.
If not, continue your search until you find one that does.**

SO YOU CAN COMPARE VALLEY VNA TO OTHER AGENCIES, WE HAVE PROVIDED OUR ANSWERS:

- 1. WHAT RANGES OF SERVICES ARE AVAILABLE? *Valley VNA*** offers a broad range of services, and our RN will meet with you, and your family if you wish, to develop an individual plan. If your needs change, we'll adjust your care plan to match. Care is available from short, 1 hour visits up to 24-hour care, 7 days a week including holidays.
- 2. WHO ARE YOUR CAREGIVERS? DO YOU HAVE REGISTERED NURSES ON STAFF? *Valley VNA*** looks for experienced caregivers, and we always try to match caregiver/client personalities for a good fit. All caregivers go through an in-depth orientation and training, followed by ongoing education. All caregivers receive 15 hours of in-service training annually and many have also completed dementia training. All employees also go through a rigorous screening process, including background and reference checks, and are bonded and insured through our agency. Our Client Care Coordinators (RNs) develop the care plan with the client, supervise caregiver services and conduct follow-up calls.
- 3. HOW DOES THE AGENCY HANDLE PROBLEM-SOLVING? *Valley VNA*** has 24-hour procedures in place. If questions or problems arise during regular business hours (Monday through Friday, 8am-4:30pm), you can call your Client Care Coordinator (RN). After-hours, our management staff is on-call to speak with you and resolve issues.
- 4. HOW ARE FEES DETERMINED? WHAT PAYMENT OPTIONS ARE AVAILABLE? *Valley VNA's*** fees are determined by level of service and number of hours. Once your care plan is developed, you will receive a written statement explaining the care, costs involved and how billing is handled.
- 5. HOW LONG HAS YOUR AGENCY BEEN IN BUSINESS, AND WHAT'S YOUR COMMITMENT TO THE COMMUNITY? *Valley VNA*** is an independent, non-profit agency established in 1908. All revenues stay in the community. We remain committed to the community through blood pressure, flu shot and foot care clinics; meals-on-wheels; Options & Solutions program and through our Valley VNA Gives Back initiatives.
- 6. CAN WE SET UP A TIME TO MEET AND DISCUSS DETAILS OF MY CARE NEEDS? *Valley VNA's*** Client Care Coordinators (RNs) will schedule a FREE in-home consultation with you to go over your specific needs and discuss the fees associated with those services.

For more information or a free consultation, please call:

920-727-5555 - Fox Cities

920-426-1931 - Oshkosh

920-538-2974 - Greenville, Hortonville & New London area

Visit us online at www.valleyvna.org

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