



LTC HOME HEALTH CARE SERVICES, INC.

1063 Colorado Blvd. Eagle Rock, CA 90041

323 254-9162 626 584-7122

Guidelines For Client & Family

Answers to most frequently asked questions:

- Our regular office hours are Monday thru Friday, 8:30 am to 4:30 pm. Whenever possible please call during these hours to discuss any scheduling or other concerns.
- ALL SCHEDULING is done by our office staff. If you need to make changes regarding time or dates with your caregiver's schedule, please give us as much notice as possible to assure proper scheduling.
- If you have any questions or concerns regarding your care or caregiver, please feel free to call the office.
- The 24 hour answering service is available for any situation that might arise that cannot wait until our regular business hours. Your call will be forwarded to a licensed nurse.
- Holiday rates are at time and one half. We will notify you 3 to 4 weeks prior to the holiday date with a notice in your billing statement. You will receive a billing statement in the mail every 2 weeks; you need not pay your caregiver.
- All our employees are insured and bonded. We do our utmost to send a caregiver we feel will be compatible and meet your needs.
- If your caregiver is more than 15 minutes late, please call the office.
- If for any reason you need to cancel service for a day and you have not notified the office before your caregiver arrives for work, there will be a \$45.00 late notice fee, our 2 hour minimum.
- There will be a service charge if a visit to your home or hospital is requested of your nurse or caregiver prior to initiation of home care.
- There will be a full day's charge for any part of the day over 12 hours. Any part of the day under 12 hours will be a half day charge; this applies to 24 hour care.
- For 2 or more persons are in the home and are in need of custodial care, there will be an additional charge.
- If there are several concerned family members, we have found that designating one individual to communicate with the office is a great help. For continuity, we would prefer one primary family contact for the agency.
- Medicare does not pay for custodial care. Some private insurance companies may offer this type of coverage. Please check your individual policy.

- A licensed nurse/Home Health Care Coordinator will contact you by phone during the initial 1 to 2 weeks of your care. As a part of our service, our nurse will complete an assessment of your care and take your blood pressure. At this time, please feel free to discuss any questions or concerns you may have about our care, services, or your condition.
- **For our live-in cases, meals and private sleeping quarters must be provided for your caregiver.**

Meals:

It is the responsibility of the client and family to provide their caregivers with three daily meals; a basic diet of fresh fruits, vegetables, dairy products, meats, cereals, and grains. Your caregivers can provide their own snack or specialty foods.

Sleeping quarters:

A private room must be provided and situated near the client's bedroom.

- If your caregiver works 4 hours or more, they are entitled to a break.
- All of our caregivers are given complete supervision according to your requests and your doctor's orders.
- Your caregiver will have a time sheet for you to sign at the end of 2 weeks. Please make sure they leave you the pink slip, which is your copy. Before you sign it, check that the hours are correct.
- If you smoke a cigar or cigarettes, please try to refrain while your caregiver is present as our new Worker's Compensation laws prohibit people from working in a smoke filled environment.
- If we haven't answered a question you have, please feel free to call us.

THANK YOU FOR CHOOSING LTC