

TENDER HEART HOME HEALTH



Tender Heart Home Health Agency is a Joint Commission accredited, licensed and certified agency committed to quality home care services. At Tender Heart, all patients and their families are treated with compassion, dignity and respect. We provide our patients with an excellent standard of care in a comfortable and familiar environment - their home - under the direct supervision of their physicians. Our philosophy is based on high moral integrity, compassion and professionalism.

COVERAGE FOR SERVICES

Home health is covered under Medicare, Medicaid, most private insurance plans, HMO's and other managed care plans.

CRITERIA FOR ELIGIBILITY

- Patient has to be homebound
- Patient has to be under the care of a licensed physician
- Patient has to have a skilled need

HOW DOES HOME HEALTH CARE BEGIN?

The home health care process begins with a referral from your doctor and care usually begins within 24-48 hours depending on patient's medical needs. On-call services are available 24 hours, 7 days a week.

TYPES OF CARE AVAILABLE (BUT NOT LIMITED TO):

- Ongoing or Intermittent Medical Care
- Medication Management/Monitoring
- I.V. Infusion Therapy
- Cardiovascular Rehabilitation
- On-Spot Coagulation Checks
- Wound Care/Wound VAC
- Oncology Care
- Gastrostomy, Colostomy, and Nasogastric Care
- Tracheostomy Care
- Diabetic Care / Insulin Pumps
- Urinary Catheter Care
- Neurological Rehabilitation
- Orthopedic Rehabilitation
- Home Pre-Op Safety Evaluation
- Physical Therapy
- Occupational, and Speech Therapy

PROFESSIONAL HOME HEALTH STAFF:

- Registered Nurses
- ET Nurses (Wound Specialists)
- Licensed Vocational Nurses
- Certified Home Health Aides
- Social Workers
- Physical Therapists
- Occupational Therapist
- Speech Therapist

TENDER HEART HOSPICE CARE

WHAT IS HOSPICE AND PALLIATIVE CARE?

Hospice is a philosophy of care for those who have a life-threatening illness. Hospice and palliative care involve a team-oriented approach to expert medical care, pain management and emotional and spiritual support tailored to meet the patient's needs and wishes. Support is provided to the patient's loved ones as well. Hospice focuses on caring, not curing and, in most cases, care is provided in the patient's home. Hospice services are available to patients of any age, religion, race or origin.

COVERAGE FOR SERVICES

Hospice care is covered under Medicare, Medicaid, most private insurance plans, HMO's and other managed care plans.

CRITERIA FOR ELIGIBILITY

- The patient's doctor and the hospice medical doctor use their best judgement to certify that the person is terminally ill with a life expectancy of six months or less
- The patient chooses to receive hospice care rather than curative treatments for their illness
- The patient enrolls in a Medicare-approved hospice program.

HOW DOES HOSPICE CARE BEGIN?

Typically, hospice care starts after a formal request or 'referral' is made by the patient's doctor. Usually, care is ready to begin in 24 hours of a referral. However, in urgent situations, service may begin sooner.

HOW TENDER HEART HOSPICE TEAM WORKS

A family member serves as the primary caregiver and when appropriate, helps make decisions for the terminally ill patient. Our hospice team has expertise in pain control/management. Care is coordinated carefully between your doctor and our hospice team. We work with nursing facility staff to ensure that your loved one receives the best level of comfort. Members of our hospice team make regular visits to the patient and family to provide medical, emotional and spiritual support. Hospice staff is on-call 24 hours a day, seven days a week.



PROFESSIONAL HOSPICE TEAM INCLUDES:

- The Patient's Personal Physician
- Hospice Physician (or medical director)
- Nurses
- Home Health Aides
- Social Workers
- Chaplain
- Trained Volunteers
- Dietician, as needed
- Speech, Physical and Occupational Therapists, as needed

SERVICES PROVIDED BY HOSPICE:

Among its major responsibilities, the interdisciplinary hospice team:

- Manages the patient's pain and symptoms
- Assists the patient with the emotional, psychosocial and spiritual aspects of dying
- Provides needed drugs, medical supplies and equipment
- Coaches the family on how to care for the patient
- Makes short-term inpatient care available when pain or symptoms become too difficult to manage at home, or the caregiver needs respite time
- Provides bereavement care and counseling to surviving family and friends
- Continuous care during medical crisis
- Respite care

SERVICES NOT COVERED BY HOSPICE:

- Curative or life-extending treatments
- Services not related to terminal illness



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From Our Heart to Yours.

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