

WELCOME & GENERAL INFO

Recognizing a need in the community and among our clients, we are now providing geriatric care management services. This is a highly personalized service, tailored to each family's unique situation. You determine the services your family receives based on your particular needs and the level of guidance you seek.

Now you can find help understanding and navigating the maze of health care options and issues. Physicians, clinics, hospitals, home health services, insurance companies, Medicare and Medicare Part D, prescription drugs, even where to live has become increasingly complex and confusing.

Especially for older adults and their loved ones, we help older adults achieve better management and control of their total health care, longer independence and greater peace of mind for themselves and their loved ones. We do this by providing:

personalized services and unbiased information

a single point of contact to help you manage, or navigate, among the many options within your network of health care providers and care givers and the challenges associated with aging

peace of mind from having a “trusted navigator” – your own experienced, personal Health Care Manager, a Registered Nurse who understands aging issues, the health care environment, and the emotions that accompany health care decisions

a team of experienced, compassionate people working for you, innovative technology and high quality standards that ensure consistent support and delivery of service. We can also reach across the continuum of care and issues that older adults face.

Objective. Experienced. Caring. We are committed to helping you and your loved ones feel knowledgeable, in control and confident in your health and care decisions.

BENEFITS

As knowledgeable advisors in aging and health care, our goal is to help you manage the complexities of older adult life and to increase your confidence and comfort with the decisions you face as loved ones age. We do this by providing professional guidance and services in a compassionate manner that support you as a family member and address the safety, health care, well-being, and quality of life of your aging family members. Think of us as your personal advisor on older adult health care. **Our Approach**

Our Health Care Manager guides your family - helping you understand your options and make the right decisions with confidence. You're not alone.

We design our services to meet the particular needs of you and your loved one because we recognize that each family's situation is unique.

We bring a holistic approach to aging and older adult care, helping you understand and manage multiple doctors, medications, treatment plans, living options insurance, legal matters, and other complexities.

Our business is high touch and high tech. Our Health Care Managers are supported by a team of experienced, compassionate professionals; innovative technology; and quality standards that ensure consistent support and delivery of services.

Your Benefits

An extensive health, well-being, and safety assessment that's kept up to date so you know all the facts.

Easy-to-use tools, daily or weekly calendars, and a comprehensive personal health record to help older adults understand and follow doctors' treatment plans. These are organized in print and electronically.

A plan to keep you living independently as long as possible. If it's time to move, we can help you understand and evaluate living options such as independent and assisted living, nursing homes, and Alzheimer's care facilities, so you can feel good about the decision you make.

If you're a caregiver, you can be well informed about your family member's health, any changes that occur, and receive guidance on your role as a caregiver.

Security and peace of mind. Knowing that we provide professional support and coordination on a routine basis or in case of a crisis can ease your concerns.

Careful scrutiny of all health care bills and insurance claims so you know you're paying the correct amount for the services received.

A concise, wallet-sized personal reference card with important doctor, medication, and contact information readily available for doctor visits or emergencies.

SERVICE DESCRIPTIONS

We offer a variety of services that range from support on an hourly basis to address an immediate issue: to monthly, ongoing services. Some of the available services include:

In-home assessments and ongoing home visits. Our health care managers will visit you at home to assess your health, any safety concerns in the home, needed home services (such as light housekeeping, a hired companion, or home nursing), and ongoing issues.

Assessment of housing alternatives. We use our resources and experience to help you evaluate alternative living options, as well as specific communities and facilities.

Facilitation of family communication. Our health care managers serve as skilled, objective third parties in helping your family weigh the options and make decisions. Our technology allows us to keep your family informed about visits to medical providers, home visits by our health care managers, and other health care information.

Documentation of health care provider recommendations. We can accompany you to health care provider visits and create written documentation of provider recommendations for you and your family.

Caregiver support. Just as each family situation is unique, our caregiver support is tailored to your needs. We understand the demands placed on caregivers and understand ways we can support you.

Other services. While not all available services are listed above, our Health Care Managers will always discuss any unique requirements with you and try to meet your needs.

Professional services provided include ongoing assessments, telephone and home visits, health care information management, support aids, insurance coverage, and medical bill reviews. We'll even accompany your loved one to doctors' appointments. These private-pay services are provided through both one-time and recurring programs based on your family's needs and desires.

Contact us to learn more about how we can make a difference for you and your family.

RESOURCES

1 – Living independently

National Aging in Place Council
www.naipc.org

National Institute on Aging: There's No Place Like Home—For Growing Old
<http://www.niapublications.org/tipsheets/home.asp>

2 – Living safely and avoiding falls

Consumer Product Safety Commission: Safety for Older Consumers Home Safety Checklist
<http://www.cpsc.gov/CPSCPUB/PUBS/705.pdf>

About.com: Senior Health – Falls and Fractures
<http://seniorhealth.about.com/cs/prevention/a/falls.htm>

3 – Maintaining good nutrition and fitness

MedLine Plus: Nutrition for Seniors
<http://www.nlm.nih.gov/medlineplus/nutritionforseniors.html>

To find a registered dietician in your area, call the American Dietetic Association at 1-800-366-1655 or visit www.eatright.org

4 – Recognizing signs of Depression

Geriatric Mental Health Foundations: Depression in Late Life: Not A Natural Part Of Aging
http://www.gmhfonline.org/gmhf/consumer/factsheets/depression_latelife.html

Health and Age: Depression Center
<http://www.healthandage.org/public/health-center/7/Depression.html>

5 – Improving communications with your doctors

AARP: How to Talk to Your Doctor
http://www.aarp.org/health/staying_healthy/prevention/a2003-03-13-talkdr.html

National Institute on Aging: Talking With Your Doctor – A Guide for Older People
<http://www.nia.nih.gov/HealthInformation/Publications/TalkingWithYourDoctor/default.htm>

6 – Preventing medical errors and medication safety

FDA: Tips for Taking Medicines
<http://www.fda.gov/fdac/reprints/medtips.html>

Familydoctor.org Medical Errors: Tips to Help Prevent Them
<http://familydoctor.org/736.xml>

7 – Screening and assessing health

U.S. Department of Health and Human Services healthfinder[®], Your Guide to Reliable Health Information

<http://www.healthfinder.gov/Strong Health: Senior Health Assessments>
<http://www.stronghealth.com/services/seniors/assessments/healthassessments.cfm>

8 – Improving family communications

ElderCare Online – The Do's and Don'ts of Communicating With Aging Parents
<http://www.ec-online.net/Knowledge/Articles/dosdnts.html>

Family Caregiver Alliance: Holding a Family Meeting
http://www.caregiver.org/caregiver/jsp/content_node.jsp?nodeid=475

9 – Understanding and addressing memory problems

National Institute on Aging: Medical Causes of Memory Problems and How They Can Be Treated
<http://www.nia.nih.gov/Alzheimers/Publications/UnderstandingMemoryLoss/Medicalcauses.htm>6/11/2009

10 – Assuring preferences with Advance Directives

American Bar Association: Consumer's Tool Kit for Health Care Advance Planning

<http://www.abanet.org/elderly/toolkit/home.html>

Family Caregiver Alliance: Durable Powers of Attorney and Revocable Living Trusts

http://www.caregiver.org/caregiver/jsp/content_node.jsp?nodeid=434

11 – Making sure health insurance is comprehensive and cost effective

AARP: Insurance and Medicare Resources

<http://www.aarp.org/health/insurance/>

Medicare site of the U.S. Dept. of Health and Human Services

www.medicare.gov or call 1-800-MEDICARE

12 – Understanding alternative and continuing care living choices

Administration on Aging: Elders & Families – Housing Resources

<http://www.aoa.gov/eldfam/Housing/Housing.asp>

American Association of Homes and Services for the Aging: Consumer Information

http://www.aahsa.org/consumer_info/default.asp

13 – Knowing when older adults need help

Administration on Aging: Elders & Families Resources

<http://www.aoa.gov/eldfam/eldfam.asp>

National Alliance for Caregiving and National Family Caregivers Association's Family Caregiving 101

Web site: Stages of Caregiving

<http://www.familycaregiving101.org/stages/stage1.cfm>

14 – Caring for the caregiver

Family Caregiver Alliance: Guide to Taking Care of Yourself

http://www.caregiver.org/caregiver/jsp/content_node.jsp?nodeid=784

And Thou Shalt Honor: Caregiving Community Resource Guide

http://www.andthoushalthonor.org/home/caregiving_resources.php