



## Frequently Asked Questions

### **What is private home care?**

Home care is one-on-one care provided by a certified nursing assistant (CNA), registered nurse (RN), licensed practical nurse (LPN) in a person's residence, whether that is in their own home, independent or assisted living community or even in a hospital or nursing home setting.

### **How do I arrange for home care?**

Just call us at 404.751.2277. We pride ourselves on a prompt response. We will spend time on the phone or in person learning about your needs and expectations and then personally match your family with just the right caregiver. We can provide immediate placement if needed.

### **What about transportation service to Doctor's appointments?**

We accompany clients to doctors' appointments. We will stay in the waiting room, or take notes for the client during the appointment, as long as the family gives written permission to the doctor in advance.

### **What about shopping and other errands?**

We will escort the client and help with shopping and other errands as necessary.

### **Do you serve people of all faiths?**

Yes

### **What are your rates?**

Rates vary based on the number of hours and the complexity of the care provided.

### **How are services billed? Do you accept credit cards?**

Services are billed bi-weekly. Yes, we take credit card payments. Please call our business office at 404.351.8410.

### **Is there a minimum number of hours?**

We have a five-hour minimum. We provide a discount for 24/7 care.

### **Will my private home care be covered by insurance?**

Private home care is private pay and is not covered by Medicare/Medicaid. Please consult your long-term care policy for additional information on your coverage for private home care.