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**OUR ON-CALL PERSONNEL WILL  
TAKE YOUR CALL AFTER  
OFFICE HOURS, ON WEEKENDS  
AND HOLIDAYS TO HELP YOU  
WITH STAFFING NEEDS.**

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**OUR OFFICE HOURS ARE FROM  
8:00 AM – 5:00 PM  
MONDAY THROUGH FRIDAY**

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**CONCORD<sup>®</sup>**  
**HOME HEALTH CARE**

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**YOUR BEST PATH  
TO AN OPTIMAL  
RECOVERY**

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**Joint Commission**  
On Accreditation of Healthcare Organizations



## OUR VISION

To be the best Home Health Care Agency in the county.  
We are committed to:

- ❖ *exceeding customer expectations*
- ❖ *Maintaining of the best possible standard quality of Patient Care.*

## MISSION STATEMENT

Our mission is to provide quality, safe and cost effective care in individual's homes, including any skilled nursing facility. Our professional staff is reliable, empathetic, responsive and caring. We practice good communication skills for our clients, in accordance with our continuous quality improvement program. Concord is committed to providing home health care education to the clients family, as well as to the community.

## CORE VALUES

Benevolence, Consistency, Efficiency, Fidelity, Honesty, Integrity, Optimism, Patience, Pro-activeness, Punctuality, Quality, Reliability, Sincerity, and Teamwork.

## OUR SERVICES INCLUDE

- ❖ *Skilled Nursing*
  - RN's
  - LVN's
  - CHHA
- ❖ *Social Services*
- ❖ *Physical Therapy*
- ❖ *Speech Therapy*
- ❖ *Occupational Therapy*

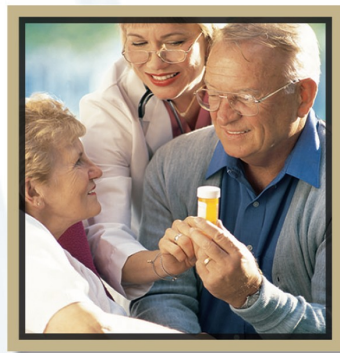
## CRITERIA FOR HOME HEALTH

Follow the condition of Participation  
(Medicare / MediCal Guidelines)

## SKILLED NURSING

Our nursing staff is dedicated in promoting wellness & independence within the home setting. They will provide skilled care & education needed to increase comfort & optimize overall health. Skilled nursing services can include but are not limited to:

- ❖ *Treatment and Injections*
- ❖ *Disease Process Teaching*
- ❖ *Catheter Care*
- ❖ *Medication Teaching*
- ❖ *Restorative Care*
- ❖ *Family/Patient Health*
- ❖ *Teaching and Counseling*
- ❖ *Diabetic Education*
- ❖ *I.V. Therapy*
- ❖ *Wound Care*
- ❖ *Pre-op and Post-op Care*
- ❖ *Ostomy Care*



## OCCUPATIONAL, PHYSICAL AND SPEECH THERAPY

Certified therapists are available to assist the patient in improving the skills needed to perform daily activities.

## SOCIAL SERVICES

Skilled social workers will be utilized to assist you and your family with the physical & emotional issues imposed by illness. They are also skilled to assist you with identification and utilization of additional community resources.

## HOME HEALTH AIDES

Our nursing assistants will assist the patient with personal care, meal preparation, ambulation and exercise under professional supervision.

## WHO WOULD BENEFIT FROM HOME HEALTH CARE?

- ❖ *Patients who need short term assistance after being discharge from the hospital.*
- ❖ *Chronic ill, terminally ill, or permanently disabled patients who wish to remain at home.*
- ❖ *Elderly adults, who due to illness or disability, require extra assistance in their home.*
- ❖ *(Family Abatement) ~ RESPITE CARE to provide short-term relief for family members caring for a relative who is ill.*

## WHO PAYS FOR HOME HEALTH CARE SERVICES?

### *Insurance Coverage*

Depending upon your level of benefits, we will bill your insurance carrier directly.

### *Medicare / MediCal*

If you are eligible for home health care coverage through the Medicare / MediCal system, our office will bill them directly.

### *Direct Payment*

When billed directly to you, Concord Home Health Care Services statement clearly identifies visits and hours spent by our home health care professionals. You pay only the per visit or per hour rate, we pay all taxes and insurance for our employees.