

How We Help Families Like Yours

Your parents are aging. They want to stay in their home, the place where they feel most comfortable, even though they live hours from your home. Naturally, you're concerned. How can they manage all of the little things that life demands?

Due to a medical condition, your wife is unable to care for herself. You want her with you, at home, yet retirement is still years away. There's no way you can care for her alone.

You just had surgery. While recovering, you need help getting around the house along with transportation to follow-up medical appointments.

As much as family members would like to help, family, career responsibilities, and distance often hinder how much family can support a loved one when he or she needs it most.

At Home Preferred is here to help. We're a highly respected, highly trusted personal service agency focused on assisting families like yours keep loved ones safely in their homes and living independently. We provide experienced, compassionate caregiver assistance to help loved ones with the routine activities of daily living. And we do so in a manner that preserves comfort and instills confidence.

At Home Preferred is an Indiana-licensed, personal service agency and a division of RN & Allied Specialties, a Joint Commission-accredited, healthcare-staffing company that has served Indiana hospitals since 1995.

CARING **for our loved ones**



"My grandmother was hospitalized, leaving me to care for her in addition to my disabled father who requires constant supervision. At Home Preferred helped me manage this overwhelming situation with great sensitivity. They quickly provided caregivers best suited for my father's needs. I cannot tell you what a relief it was to have someone at the house around the clock so I could tend to my grandmother."

*Stacy S., Indianapolis, IN
Care of Grandmother*

Senior Care; A solution that is professional and personal

When we were young, our parents and other relatives cared for us. Now those roles are reversed and many families face the situation of caring for an aging parent, wife, husband, or other family members who needs help at home due to normal aging, memory loss, mild dementia, Alzheimer's or Parkinson's disease, or other condition. Caring for aging seniors can be even more complicated when children live in other cities or states, have demanding careers and families of their own.

At Home Preferred provides comfort, support and companionship to these loved ones and peace of mind to you. Our senior care services focus on helping seniors with the activities of daily living so family members no longer worry knowing their loved one is safe and well cared for.

Our services include:

- Mobility assistance
- Bathing/grooming
- Medication reminders
- Toileting/incontinence care assistance
- General companionship
- Meal preparation
- Errands like grocery shopping, doctor's appointments
- Light housekeeping and laundry
- Exercises after rehabilitation
- Post-surgical and hospital discharge concierge services
- Respite (relief) care for family members
- Overnight care
- End-of-life care


AGING **in place**

Post-Surgical and Hospital Discharge Support

Sometimes people forget to consider what it takes to recover from a major surgery, injury or other hospitalization. Regaining strength and mobility takes time. Often people are unable to drive, maintain their home, prepare meals, or address all of the other tasks we take for granted when we feel well. At Home Preferred is uniquely qualified to step in and help ease the road to recovery. Not only do we provide a solution to the client's needs, we act as the "eyes and ears" of spouses and family members who can't be at home with the loved one during this vulnerable time. This enables you to go about the things you need to do with the confidence that your loved one is safe, not stressing themselves by trying to perform household tasks, and is instead focusing entirely on getting better.

Our caregivers can provide:

- Transportation
 - To and from surgery
 - To and from ongoing treatments such as chemotherapy or radiation therapy
 - When discharged from the hospital
 - Follow-up medical visits
- Implementation of discharge instructions and plans
- Bathing and walking assistance
- Bedside assistance
- Meal preparation and hydration
- Medication reminders
- General companionship while recovering



"At first Mom needed part-time companion care; someone to assist around the house, run errands and take her to appointments. At Home Preferred has always been quick to respond, kind and completely professional. The caregivers are so good to Mom; so patient and willing to help her in any way. Some have been with Mom since we started, and Mom really appreciates that. Our entire family is so grateful."

*Maura Welch
Indianapolis, IN
Care for Elderly Mother*

PROVIDING **rest for the recovering**



"My grandmother was hospitalized, leaving me to care for her in addition to my disabled father who requires constant supervision. At Home Preferred helped me manage this overwhelming situation with great sensitivity. They quickly provided caregivers best suited for my father's needs. I cannot tell you what a relief it was to have someone at the house around the clock so I could tend to my grandmother."

*Stacy S., Indianapolis, IN
Care of Grandmother*

Our Process Is Proven

At Home Preferred has helped thousands of families preserve the independence of their loved ones. Our experience has shown that successful relationships involve four elements: a thorough assessment of your loved one's needs, the selection of the right caregivers, open communication with you and your family member, and finally, a willingness to assess and adjust the care plan to make this shared journey better for all.

We integrate these components into every client engagement so families are assured their loved ones have a rewarding, safe experience.

Individualized Care Plan

Our first step is to visit the home to meet with you and the family member requiring assistance so that we gain an understanding of your specific needs. With this information, our Nurse Liaison develops an Individualized Care Plan for your family member that addresses the client's requirements and coordinates care with our caregiver or team of caregivers.

Caregiver Selection

After the initial meeting, we carefully select a team of caregivers whose skills and temperament complement the client and home environment to ensure the best possible fit. Our Nurse Liaison makes sure the care team understands the client's specific needs and is trained and oriented to the home so they successfully perform the tasks outlined in the specific plan of care.

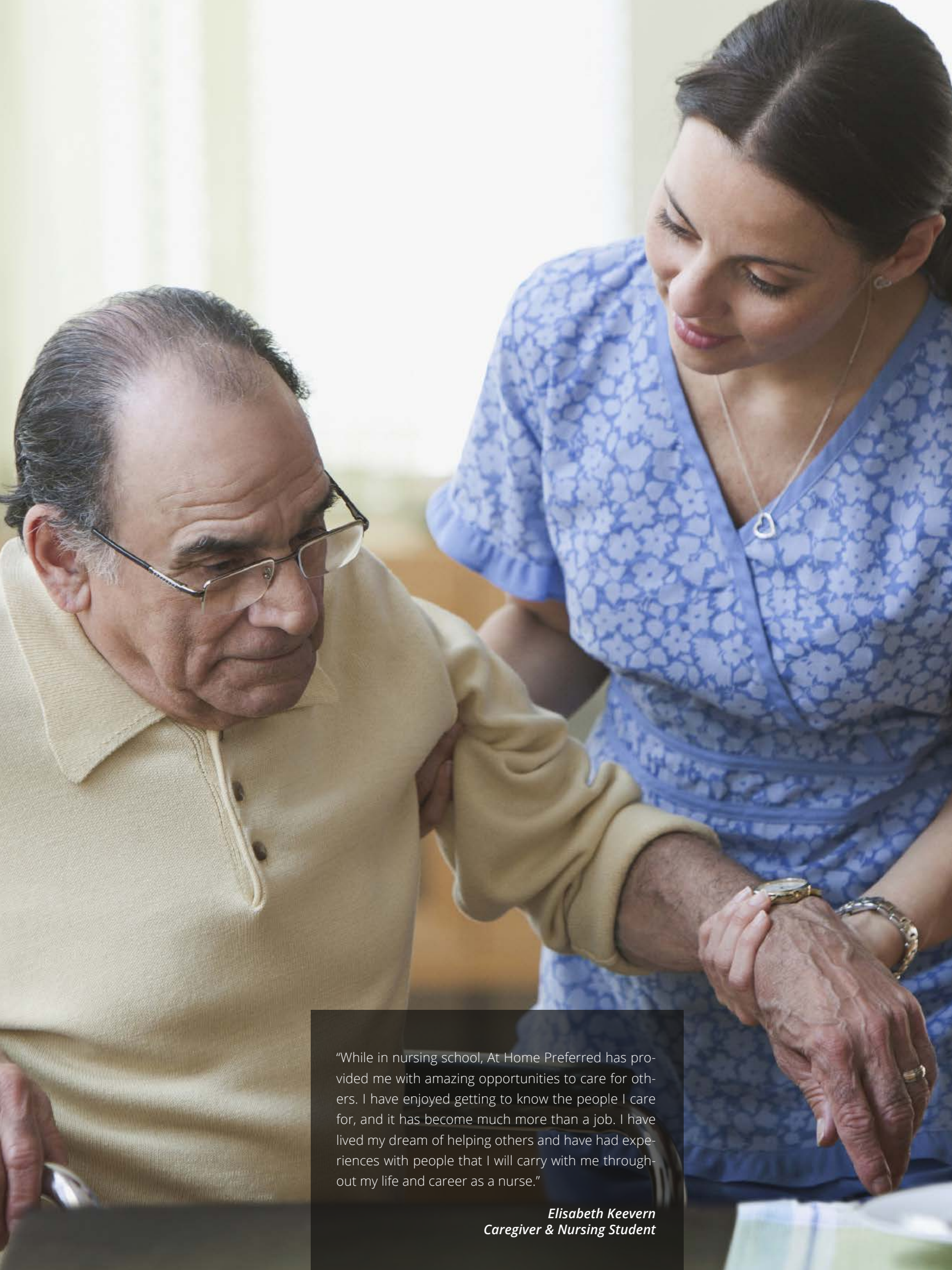
Ongoing Communications

We want to hear from you and your loved ones on how we're doing. We encourage open communications at all times your satisfaction is our top priority. Our Nurse Liaison conducts routine visits to the home to follow up and talk with the client, you and other family members, and the caregivers. Formal and informal conversations are welcomed as this enables us to be more responsive to you. All family members have 24/7 access to an At Home Preferred care manager.

Plan Assessment

As our relationship with you progresses, you may find the needs of your loved one change as well. We are happy to assess your care plan and adjust based on what help is needed at the time. This allows us to provide the services most appropriate to our clients.

EXCEEDING clients expectations



"While in nursing school, At Home Preferred has provided me with amazing opportunities to care for others. I have enjoyed getting to know the people I care for, and it has become much more than a job. I have lived my dream of helping others and have had experiences with people that I will carry with me throughout my life and career as a nurse."

*Elisabeth Keevern
Caregiver & Nursing Student*

A Team of Qualified Caregivers

The health and safety of your loved ones is your primary concern—it's ours, too. To this end, At Home Preferred has created and follows a stringent hiring process incorporating the highest industry standards and our own proven experience to ensure we hire the most qualified caregivers. We look for individuals who are caring, trustworthy and reliable; who have a genuine passion for helping others; and who practice professionalism and integrity. Many of our caregivers are nursing and allied health students, Certified Nursing Assistants and Home Health Aides. With the safety and happiness of your loved one and our reputation riding on every hire, not every applicant is invited to join our team!

Our thorough selection process includes:

- An initial online screening and testing to ensure job fit and competency
- Behavioral and personality assessments
- A face-to-face interview with members of the At Home Preferred leadership team
- National and state criminal background checks
- National and state sex offender registry checks
- Social Security verification
- Medicare and Medicaid fraud and abuse checks
- A 10-panel drug screen
- Professional and personal references checks
- Verification of previous employment and education
- TB test

Individuals selected to join our team participate in a general orientation with our Nurse Liaison to gain a deep understanding of our philosophy and culture. Client-specific orientations are held with each new assignment. At Home Preferred also sponsors continuing education activities for our caregivers to promote best practices throughout their career with us.

HELPING FAMILIES **make good choices**

"We learned of At Home Preferred when my wife needed in-home care. From the initial interview through my wife's passing a year later, our needs were met by some of the finest individuals I have ever known. We had both companions and certified nursing assistants; the proper care of my wife was their first priority. They were like family, that's how much they cared. I would recommend this fine group to anyone."

*Doug Allison
Indianapolis, IN
24 Hour Care for Wife*

Frequently Asked Questions

Here are some of the most common questions and answers. If you don't see the information you are looking for, please visit our website at AtHomePreferred.com

How do we initiate services?

The first step is to contact At Home Preferred at (317) 237-7770 so we can learn about your specific needs and answer your questions. Next, we will schedule a home visit so we can meet you and your family and develop an Individualized Care Plan addressing your needs. Our care team includes a Nurse Liaison who will help facilitate the care between you and caregivers chosen to have the skills and temperament for your unique needs.

Are you insured and bonded? Are your caregivers employees?

At Home Preferred is a licensed, bonded and insured agency. Our caregivers are employees, and we provide the necessary Worker's Compensation and General Liability insurance to our employees so our clients are protected. Our primary concerns are providing safe, quality care and your trust and confidence.

How are caregivers selected for me?

We want our clients and their family members to be comfortable with their caregivers. After all, you will be spending a good bit of time together. After our Nurse Liaison meets you and develops your Care Plan, we select an individual or team of individuals who have the appropriate skills and personality to match your preferences and needs. If you are not satisfied with your caregivers, all you have to do is communicate with us and we will find caregivers better suited to you.

If we need transportation services, whose car will be used?

We can use either your car or the caregiver's car. If your car is used, you must have auto owners insurance. All At Home Preferred employees provide proof of insurance and a valid driver's license when hired.

How soon can you begin providing services in our home?

In most instances, we can begin services as quickly as you need.

Is there a minimum number of hours required? Do you provide overnight care?

We are flexible and will meet the needs and schedules of the families we serve. We request a minimum three-hour shift per week and can provide shifts up to 24 hours a day, 7 days a week. And yes, we do provide overnight care!

How do I pay for your services?

Our services are generally private pay, however, many Long Term Care policies and Veterans Aid and Attendance benefits cover our services. We work closely with families to determine the best payer source. We also are a provider for Medicaid Waiver.

Why should families use a company with employees rather than just hire a caregiver directly?

- We extensively pre-screen all caregivers.
- We train all caregivers.
- We protect our clients against liability risks, such as a caregiver who is injured on the job.
- We pay employment taxes and file necessary tax documents.
- We oversee all of the caregiver scheduling.

CAREGIVER hiring and selection is important



"I am a nurse case manager and have used At Home Preferred for the in-home needs of many clients. One referral was a 60-year-old gentleman who was a quadriplegic, requiring 24-hour in-home care. Their caregivers made such a difference in his life. I can honestly say they were responsible for greatly enhancing his quality of life to the end. Their professionalism is superior to any one in the industry."

*Cheryl Hendrixson, RN, BSN, CMC
Age Navigation*