



How long have you been in business?

My name is Beth Sholom and I have been the owner of Right at Home of Central New Jersey for the past 19 years.

What kind of home care services do you provide?

Our caregivers provide:

- ***companionship***
- ***medication reminders***
- ***meal preparation,***
- ***stand-by assistance with grooming, bathing and dressing***
- ***assistance to monitor their client to prevent slips and falls***
- ***light housekeeping services***
- ***transportation to doctor appointments or to visit friends or family***

Our client care coordinators pride themselves on educating our clients about all the services out there for them and helping our potential clients obtain all services that they need, whether we provide them or not.

Our RN's provide case monitoring as well as medication management.

Where do you provide services?

We provide services throughout all the towns of Middlesex County, Mercer County and Northern Monmouth County. Our services are provided to our clients wherever they call home – their own house or apartment or an assisted living facility or a skilled nursing care facility.

Are your caregivers insured and bonded?

All our caregivers are bonded, insured, trained, and screened employees (not contractors).

Will I have a choice of who comes to my home?

Our goal at Right at Home is to match your family member with a caregiver who can meet their needs. We welcome your input of course and if any time you feel you need to change your caregiver, we ask that you provide us with 3 days' notice (although Right at Home will try to accommodate such request as soon as possible).

Will my family member always receive care from the same caregiver?

We strive for consistency in providing your family member with the same caregiver. However, caregivers will on occasion request time off for vacation or personal reasons and Right at Home will provide another caregiver to take his/her place until your caregiver can return.

In the event of a cancellation by our caregiver, we strive to provide a replacement caregiver as soon as possible. To assist with never or hardly ever missing a shift, we have four executive staff members in our office who are also highly trained certified home health aides who can run out immediately to fill the need and either work the shift or provide care while the office staff continues to work on a replacement and the replacement arrives to our client's home.

Additionally, depending on the number of hours and days your family member needs care, we may need to have multiple caregivers scheduled to take care of your loved one and we will do our best to be consistent. We will, of course, notify you of any change in caregivers as soon as we are notified.

Can Right at Home help with medications?

Our caregivers can provide medication reminders to your loved one. Our nurses can as a paid add-on service do medication management for our clients.

Can I change or discontinue the services my loved one receives?

Clients can absolutely change the services their family member receives. We understand that circumstances change and sometimes a client needs to move from hourly care to a live-in situation. Other times a client's health and circumstances will improve, and they'll need less frequent visits from our caregivers. We always work with our clients and their families to provide the appropriate level of care that their family member needs. Open communication is the key factor in order to understand changing needs and we pride ourselves on having dedicated client experience coordinators in our office strictly hired to ensure our client's satisfaction.

Clients can also discontinue care at any time, although we do ask in our service agreement that at least one week notice is provided to us to end care with Right at Home so that we can find our wonderful caregiver another Right at Home family to join.

How can I verify a shift was completed?

Right at Home uses a state-of-the art Telephony technology which monitors when every employee arrives at and departs from a client's shift. There is no charge to the client for this service and we believe it not only provides peace of mind to know that your family member's caregiver has arrived but the system monitors arrival and departure times so that you will be billed correctly for the hours of service provided to your family member.

Do I need a physician's authorization for your services?

You do not need a physician's authorization for your care with Right at Home. Our nurses will perform a clinical assessment of your family member before we begin services. After that, your family member will be seen and clinically assessed by a Right at Home RN every 2 months (which is required by New Jersey law). Your assigned nurse will also call you every 30 days to monitor your family member's condition and answer any additional questions that you may have. Of course, we are always available to you and your family for any questions, concerns or needed changes.

What are the costs of your home care services?

The costs of our home care services vary depending upon whether the client chooses to have something as simple as a hospitality visit, or needs someone to come several hours a day for several days a week, or needs a live-in caregiver who is there 24/7. We are happy to discuss pricing options based on a client's needs with their family members.

Are home care services covered by insurance or Medicare?

While Medicare does not currently cover home care services, there are options that each family needs to consider to determine if they are appropriate for the care needs of their loved one. Some of those options are:

- ***Long term care insurance***
- ***Private family paying***
- ***Health Savings Accounts***
- ***Flexible Spending Accounts***
- ***Automobile or Workers Compensation Insurance***
- ***Reverse Mortgage Funds***

We are happy to discuss any of these options with you or answer any questions you may have about them.

Do I pay the caregiver directly?

Because the caregiver is an employee of Right at Home, clients never pay the caregiver directly. Right at Home will provide a weekly bill by e-mail to the client reflecting the number of shifts and hours worked by the caregiver the previous week. We have an automated system for bill payment to ease the burdens of our client or family and which allows our staff to concentrate on the care needs of your family member rather than on bill collecting.

How is the privacy of my personal information maintained?

All your personal information is accessible only to our office staff employees and our nurses (on a need-to-know basis). Your personal information is stored in locked file cabinets that can only be opened and accessed by our Right at Home office staff employees. Digital information is gathered and stored on a HIPAA protected platform.

Right at Home seems like a good choice. What's the next step?

We are available to proceed to the next step in whatever manner is convenient for you. We are available to come to your home or we can meet at one of our six offices – whichever one is closest to you or we can meet at the hospital or rehabilitation center where your family member is currently. We can talk to you or visit with you on the phone or via zoom at a time that works for you and we can send you our required sign-up documents via an email link to move things along quickly. Once you join our Right at Home family, you will know that we are always there to help. Our care managers are available 24 hours a day, seven days a week, 365 days a year.

Our motto and belief have always been and will always be that Right at Home will care for your family as we care for our own! In fact, several of our employees were clients before they worked for Right at Home so they can share with you their own experiences of having their family member cared for by Right at Home of Central New Jersey because they have been where you are.

Please call us anytime at 732-967-0900 or e-mail Beth Sholom at beth@rahcentral.com. We look forward to working with you!

