

# HOME CARE AGENCIES

	<b>AMEDISYS HOME HEALTH CARE</b> 5221 Valley Park Drive, Ste 3 Roanoke, VA 24019 540/265-5980 540/265-5985 (fax) 800/276-9203	<b>CARE UNLIMITED</b> 367 Hershberger Rd. Roanoke, VA 24012 540/265-2193	<b>CARILION HOME CARE SERVICES - ROANOKE</b> 1917 Franklin Road Suite C Roanoke, VA 24018 540-224-4800
Medicaid Certified	✓		✓
Medicare Certified	✓		✓
State Licensed	✓	✓	✓
Office Hours	8-5 / M-F	8-5 / M-F	8-4:30 / M-F
Hours of Service	24 hours / 7 days	24 Hours / 7 Days	24 Hours / 7 Days
Companion/Sitter			Private Duty
Durable Medical Equipment	Make arrangements		✓
Homemaker		✓	
I.V. Therapy	✓		✓
Medical Social Worker	✓		✓
Occupational Therapy	✓	✓	✓
Oxygen	Make arrangements		✓
Personal Care Aide		✓	✓
Home Health Aide	✓	✓	✓
Nursing Assistants	✓	CNA	✓
Physical Therapy	✓	✓	✓
Skilled Nursing	✓	✓	✓
Speech Therapy	✓	✓	✓
Other Services	Chemotherapy; Joint Commission Accredited; Private Insurance.  Other Offices: Fincastle, Martinsville	Private Nursing Assistants; RN Supervision every 2 weeks or as needed free; free evaluation; case management.	Pediatric; HIV; OB; Joint Commission Accredited; Pre-term Labor Management; JCAHO Accredited.

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<b>GENERATION SOLUTIONS</b>  3825 A Electric Road Roanoke, VA 24018 540/776-3622	<b>GENTIVA HEALTH SERVICES</b>  5306 Peters Creek Rd. Suite D Executive Park Roanoke, VA 24019-3874 540/362-7578	<b>GRISWOLD SPECIAL CARE</b>  2727 Electric Road, Suite 203 Roanoke, VA 24018 540/725-7575	
	✓		Medicaid Certified
	✓		Medicare Certified
✓	✓	✓	State Licensed
8-5 / M-F	8-5	9-5	Office Hours
24 Hours / 7 Days	24 hours / 7 days	24 hours / 7 days	Hours of Service
✓		✓	Companion/Sitter
	Make arrangements		Durable Medical Equipment
✓		✓	Homemaker
	✓		I.V. Therapy
	✓		Medical Social Worker
	✓		Occupational Therapy
	Make arrangements		Oxygen
✓	✓	✓	Personal Care Aide
✓	✓		Home Health Aide
✓	✓		Nursing Assistants
After license approval	✓		Physical Therapy
✓	✓		Skilled Nursing
	✓		Speech Therapy
Care Management; Meal Delivery; Transportation; Lawn Care; Housekeeping; Medication dispensing unit; Emergency Response System; Shopping.	AIDS patients; Chemo-therapy; Office in Lynchburg		Other Services

# HOME CARE AGENCIES

	<b>HEARTLAND HOME HEALTH</b> 2800 Electric Road Suite 105C Roanoke, VA 24018 540/725-7600	<b>HELPFUL HANDS HOME CARE SERVICES</b> 2302 Colonial Ave., Suite D Roanoke, VA 24015 540/342-3434  www.helpfulhands.net	<b>HIGHLAND HOME HEALTH</b> 214 W. Main Street Covington, VA 24426 540/962-7112  Administrative Manager: Suzanne Adcock
Medicaid Certified	✓		✓
Medicare Certified	✓		✓
State Licensed	Medicare	✓	✓
Office Hours	8:30-5	8:30-5	9-5 / M-F
Hours of Service	24 hours / 7 days	24 hours / 7 days	24 hours / 7 days
Companion/Sitter		✓	
Durable Medical Equipment	Make arrangements		
Homemaker	✓ (Nursing assistant)	✓	
I.V. Therapy	✓		✓
Medical Social Worker	✓		✓
Occupational Therapy	✓		
Oxygen	Make arrangements		
Personal Care Aide	✓	✓	
Home Health Aide	✓		✓
Nursing Assistants	✓		✓
Physical Therapy	✓		✓
Skilled Nursing	✓		✓
Speech Therapy	✓		
Other Services	Pharmacy services; registered dietician; spriritual care counselor; enterals.	Companioshp; household chores; laundry; grocery shopping; respite care; meal preparation; transportation; bonded; secured and insured caregivers.	

<p><b>HOME INSTEAD SENIOR CARE</b>                  41 Summers Way, Suite 102                  Roanoke, VA 24019                  540/966-3399</p> <p>www.homeinstead.com</p>	<p><b>INTERIM HEALTH CARE</b>                  2747 Penn Forest Blvd., SW                  Roanoke, VA 24018                  540/774-8686</p>	<p><b>INTREPID USA HEALTHCARE</b>                  362 West Main Street                  Covington, VA 24426                  540/965-7648                  540/965-7652(fax)</p> <p>www.intrepidusa.com</p>	<p><b>HOME CARE AGENCIES</b></p>
	✓	✓	
	✓	✓	Medicare Certified
✓	✓	✓	State Licensed
8:30-5 M-F	8-5 / M-F	8:00 a.m.-5:00 p.m.	Office Hours
24 hours / 7 days	24 hours / 7 days	24 hours	Hours of Service
✓	✓		Companion/Sitter
	Make arrangements		Durable Medical Equipment
✓	✓		Homemaker
	Contract	✓	I.V. Therapy
	✓	✓	Medical Social Worker
	Contract	✓	Occupational Therapy
	Make arrangements		Oxygen
✓	✓		Personal Care Aide
	✓	✓	Home Health Aide
	✓		Nursing Assistants
	Contract	✓	Physical Therapy
	✓	✓	Skilled Nursing
	Contract	✓	Speech Therapy
<p>Companioshp; Meal preparation; Light Housekeeping; Laundry; Errands; Incidental Transportation. On call 24 hours a day, 7 days a week. Bonded and insured caregivers.</p>	<p>AIDS waiver; technology dependent waiver.</p> <p>Other offices: Christiansburg, Galax, Danville, Martinsville, Blackstone and Richlands.</p>		<p>Other Services</p>

# HOME CARE AGENCIES

	<b>MEDI HOME HEALTH &amp; HOSPICE</b> 5369 Peters Creek Road Roanoke, VA 24019 540/278-1322	<b>NURSEFINDERS</b> 2012-A Plantation Road Roanoke, VA 24019 540/563-5252  www.nursefinders.com	<b>PROFESSIONAL HEALTHCARE RESOURCES</b> 5104 Fallowater Lane, Ste G Roanoke, VA 24018 540/904-7880 540/904-7870(fax) 866/243-1234(intake)  www.professionalhealthcare.com
Medicaid Certified	✓		
Medicare Certified	✓		
State Licensed	✓	✓	
Office Hours	8:00 a.m.-5:00 p.m.	8:00 a.m.-5:00 p.m	
Hours of Service	24 hours	24 hours / 7 days	
Companion/Sitter			✓
Durable Medical Equipment	✓		
Homemaker		✓	
I.V. Therapy	✓		
Medical Social Worker	✓		✓
Occupational Therapy	✓		
Oxygen	Make arrangements		
Personal Care Aide		✓	✓
Home Health Aide	✓	✓	
Nursing Assistants		✓	
Physical Therapy	✓		✓
Skilled Nursing	✓	✓	✓
Speech Therapy	✓		
Other Services	Hospice also offered. Offices in Pulaski, Blacksburg and Clifton Forge.		

<p><b>RESCARE HOMECARE</b> 5115 Bernard Drive #103 Roanoke, VA 24018 540/772-0085</p>	<p><b>TEAM NURSE</b> 2728 Colonial Ave., Ste 18 Roanoke, VA 24015 540/344-1331</p>	<p><b>VISITING ANGELS</b> 2728 Colonial Ave., Ste 17 Roanoke, VA 24015 540/904-7104 FAX(540)904-7105</p> <p><a href="http://www.visitingangels.com/roanokeva">www.visitingangels.com/roanokeva</a></p>
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✓	✓		Medicaid Certified
			Medicare Certified
✓	✓	✓	State Licensed
8:30-5 / M-F	8-5 / M-F	9:00 a.m.-5:00 p.m	Office Hours
24 hours / 7 days	24 hours / 7 days	24 hours / 7 days	Hours of Service
✓	✓	✓	Companion/Sitter
			Durable Medical Equipment
✓		✓	Homemaker
			I.V. Therapy
			Medical Social Worker
			Occupational Therapy
			Oxygen
✓	✓	✓	Personal Care Aide
✓		✓	Home Health Aide
✓	✓	✓	Nursing Assistants
	✓		Physical Therapy
✓			Skilled Nursing
			Speech Therapy
<p>Private insurance; LPN; RN; Live-in; Personal Care Program; No extra charge for evenings or weekends.</p>		<p>Joyful companions. Up to 24 hour care day/night live in or live out. Meal preparation, errands and shopping. Respite for family caregivers. Light housekeeping. Transportation accompaniment. Grooming and dressing. Bonded and insured.</p>	<p>Other Services</p>

## CHECKLIST FOR CHOOSING A HOME CARE AGENCY

Home health is defined as any public or private organization, whether operated for profit or not for profit, that provides, at the residence of a patient or individual in the Commonwealth of Virginia, one or more of the following services:

1.) Home health services, including services provided by or under the direct supervision of any health care professional under a medical plan of care in a patient's residence on a visit or hourly basis; to patients who have or are at risk of injury, illness, or a disabling condition and require short-term or long-term interventions;

2.) Personal care services, including assistance in personal care to include activities of daily living provided in an individual's residence on a visit or hourly basis to individuals who have or are at risk of an illness, injury or disabling condition; or

3.) Pharmaceutical services, including services provided in a patient's residence, which include the dispensing and administration of a drug or drugs, and parenteral nutritional support, associated patient instruction, and such other services as identified by the Board of Health by regulation.

Finally many home care providers are bonded. A bonded agency pays a fixed dollar amount and then obtains a bond which acts as a kind of insurance policy. If the consumer has a problem with an agency, sues and wins, awards to the consumer can be paid from bond. Bonding does not assure quality service.

	YES	NO
<b>AGENCY</b>		
1. Does the agency have written statements outlining its services, eligibility, cost and payment procedures, employee job description, malpractice and liability insurance?		
2. If only limited services are available, can the agency provide assistance to obtain other home care services as needed?		
3. Can the agency provide references from professionals who have used their services?		
<b>PLAN OF CARE</b>		
4. Is the plan of care to be professionally developed with you, (your physician if appropriate) and your family?		
5. Once developed, will the plan be written out with copies given to you and the workers in the home?		
<b>PERSONNEL</b>		
6. Are references required by the agency and on file for all personnel?		
7. Are aides who are not required to be licensed or certified adequately trained?		
8. Are aides adequately supervised? In the home? How often? How soon?		
9. How available is the supervisor? What arrangements are made for emergency situations?		
10. Are substitute aides provided when the regular aide is absent? Is weekend/holiday coverage provided?		
<b>COSTS</b>		
11. Are the costs covered by any federal, state, or local program?		
12. What are the hourly fees? Are there minimum hours or days per week required?		
13. Who pays for employee's social security or other insurance? Are there additional costs such as travel?		
14. How does the agency handle payment and billings?		