

WITH AN INTEGRATED PATIENT-SUPPORT TEAM, QUALICARE PROVIDES:

- o Home care services that help people staying out of hospital
- o Support in hospital or with convalescence
- o Caring for parents with help to remain independent

Our R.N. case managers uniquely address physical, emotional and psychosocial issues that arise from illnesses. Healthcare and social support are combined with compassionate care and treatment; following doctors' leads and relieving patients and families of increasing responsibilities. Qualicare offers physicians a sense of relief by extending care into patients' daily life and providing R.N. Case Managers who are available 24/7. Qualicare Registered Nurse case managers will follow a physician's direction to:

- o Coordinate each patient's care, keeping the doctors up-to-date, as required.
- o Monitor changes in treatment plans and the impact of these changes.
- o Help patients and families navigate the complexities of the healthcare system.
- o Explain each event and treatment in clear, understandable terms.
- o File comprehensive reports for patients, families or Doctors.

OPTIONS ASSESSMENT: A GOOD WAY TO START.

An Options Assessment helps patients who need information on healthcare choices or guidance on decisions that assist them through a medical event, in areas such as:

- ✓ Elder-care living options; choices & criteria for living adjustment
- ✓ Hospital discharge planning after a challenging medical event
- ✓ Acute or chronic care options and planning
- ✓ Patient advocacy to help navigate the healthcare system
- ✓ Palliative care planning for those who want to stay at home

Following an Options Assessment, the family will have a path to follow on their own or Qualicare will customize services to their specific needs. Qualicare service areas are outlined in more detail as follows;

TREATMENT SERVICE #1: HOSPITAL SUPPORT

- ✓ Personal care by experienced caregivers
- ✓ Post-operative or rehabilitation support
- ✓ Navigating the healthcare system
- ✓ Hospital discharge planning
- ✓ Patient advocacy

The services we provide to patients around their hospital stay include:

- o Supplementing government services at reasonable cost to our clients.
- o Ensuring that homecare is in place before the patient is discharged.
- o Informing patient, family and friends of critical issues as necessary.

TREATMENT SERVICE #2: HOME CARE

People at home with chronic or acute illnesses or seniors challenged by aging, need help with their expanded responsibilities and to help clarify priorities. Qualicare's home care services include;

- ✓ Personal care by experienced caregivers
- ✓ Companionship; home-making and light house-keeping
- ✓ 24 hour monitoring and support by a Registered Nurse
- ✓ Assistance with daily activities
- ✓ Live-in care for short stays or longer term needs

An experienced R.N. manages each case, prioritizing continuity of care, undiluted personal attention and commitment. Doctors feel confident, knowing that their orders are followed and that they can be informed of patient needs and/or changes in condition.

We can act as a Doctor's healthcare team "in-the-field". We help families handle new responsibilities, find options and address challenges. Our R.N Care Managers simplify matters for the family and ensure they have the peace-of-mind knowing that the best care possible is being provided. To help your patients stay at home, we;

- o Convert potentially chaotic situations into manageable events – lowering anxiety and stress levels.
- o Act as a neutral third party, to encourage patients to speak openly about their concerns.

- o Nurture patients back to health with constant monitoring and treatment.
- o Regularly assess conditions to make necessary adjustments.
- o Ensure patients and families understand all events and changes and significant implications.
- o Keep MCI doctors informed of changes and follow-up, as required

TREATMENT SERVICE #3: PARENT CARE

Elderly parents often find themselves alone. Their adult children may live in a different city or not be as available as needed. Many recognize the value of comprehensive professional assistance. Families who want to help their parents maintain independent lifestyles, or who need their care managed or monitored, may use these Qualicare services;

- ✓ Geriatric Care Management
- ✓ Companionship, home-making and light house-keeping
- ✓ Accompaniment to Doctors' appointments
- ✓ Management of daily living activities
- ✓ 24 hour monitoring and support by a Registered Nurse
- ✓ Concierge health care services

When it comes to comprehensive parent care:

- o Doctor's rely on us to support their care and extend it beyond their office
- o Children rely on us to assist them, intervene on their behalf and guide their parents.
- o Qualicare can be the single point of contact - coordinating care and managing case activity.
- o A personalized healthcare plan is created for each patient.
- o Experienced R.N.s manage each case, prioritizing continuity of care and undiluted personal attention.
- o An R.N. case manager is on-call for monitoring and support 24/7.
- o Qualicare provides all resources and supplies.

LIVE-IN AND HOURLY CARE:

Families who need care may choose a caregiver on an hourly basis, or a live-in caregiver who is available for patients who are sleeping through most of the night. Hourly care ranges from 4 hours to 24 hours (two 12 hour shifts).

Certified, experienced caregivers (or PSWs) are available for short-term, live-in requirements, staying over-night for a few days or a few weeks. Live-in caregivers commonly work 8 hours over each 24 hour period.

Immigrant foreign workers are recommended for long-term, live-in requirements, for full-time assistance when needed for one year or more. These foreign workers must have a family member who "sponsors" them as part of their pursuit of Canadian citizenship. Qualicare's Foreign Worker Program makes this option the easiest and most economical way of hiring an excellent live-in caregiver.

We suggest foreign workers already located in Canada so they can be met, interviewed and chosen by the families. As well, they can begin working relatively quickly and are often more adjusted to Canada. This results in a better match for the patient. To make this easy Qualicare takes care of everything:

1. **Locate** - The right candidates who are most capable and best suited for the responsibilities.
2. **Hire** - Interview, assess, check references, negotiate contracts and gain all approvals required.
3. **Orient** - A Qualicare R.N. develops a care plan and provides guidance and support to all parties.
4. **Manage** - Set up and administer payroll payments, government and WSI remittances and the on-going employment relationship. We also offer a variety of healthcare packages that provide 24/7 on-call support by a R.N. with consistent care that includes monitoring, management & guidance.

SAMPLE SERVICES:

DESCRIPTION OF SERVICE PROVIDED

Options Assessments

Personal Caregivers / PSWs

Short Term Live-in Caregivers

Comfort Package

Security Package

Response Package

Please note: Additional services including R.N. case-management and shift nursing with R.N. and/or R.P.N care are each available by contacting Qualicare. An Options Assessment will provide patients' and families with a detailed understanding of costs related specifically to their case. Please contact us for further details on pricing and costs.