



Welcome to Home Health Care Specialists of Southern ME and NH. We are excited to help you in your home and provide you with the services you need. We have been aligned with the VA for several years and love serving our Veterans.

We are respectful of your time and try to make schedules work for our Clients as well as our Aides. Please keep in mind that our Aides do care for other Veterans and Clients. **If you are sick or need to reschedule, please give your Aide as close to a 24 hour notice as you can.** Our Aides will work their best to do the same for you. Please look at your visit time the same way you look at a doctor's appointment and try to schedule around your visits. We understand that isn't always possible but just like the MD office, if we see too many cancellations then we may need to cut your hours back to better utilize our caregivers time or have the VA step in with another agency for you.

**If you are canceling your shift, please call the Office to let us know (207) 494-4649** This makes sure that our Aides get the hours that they are hired for and count on weekly as we may be able to place them elsewhere for the day. If you know about appointments ahead of time, you should be having a conversation with your Aide so you can work together to possibly move your shift for the week.

**Holidays for Providers: New Years, Memorial Day, 4th of July, Labor Day, Thanksgiving, and Christmas**  
**-There will be NO care on these days as we value our Staff and try to create a good work/home balance.**

If at any time, you feel that you need to modify your Care Plan, please speak to your Home Health Aide. HHCS of Southern ME and NH will work with our RN and the VA to make any modifications that are needed. If you are a private pay Client, we will make the needed adjustments and record in your file.

Lastly, we need to adhere to the hours that we are approved for by the VA. If your Aide goes over your permitted weekly time, the VA does not pay us for that. Please do not take it personally if they have to wrap up early during a week that they are close to the hours permitted by the VA.

You will be contacted by our RN or LPN in the next few weeks. **It is State mandated that we conduct oversight visits so we make sure that you are getting the exceptional care that you deserve! You will see Statements that reflect "Skilled" billing. Those are the hours allowed by the State for RN oversight.**

**See the next page for the services we are Authorized by the VA and DHHS to provide.**

### Home Health Aide covered services may include:

Personal care including:

Bathing, Oral Care, and Grooming (shaving/deodorant application/Skin care with lotions and/or powder)

Hair care and Nail care (filing/soak only, no cutting)

Assistance with ambulation

Changing position in bed

Assistance with transfers

Changing bed linens of an incontinent beneficiary

Feeding

Assistance with elimination (enemas, routine catheter care, routine colostomy care)

Meal Planning/Prepping

Shopping (per the VA, we are not allowed to transport)

Respite Care, if approved by the VA

Simple dressing changes that do not require the skills of a nurse

Assistance with medications that are ordinarily self-administered and do not require the skills of a licensed nurse to be provided safely and effectively, and may include:

handing the bottle to the beneficiary, opening the bottle,

handing the beneficiary water or other liquid to take the medication,

reminding the beneficiary to take prescribed medication

Note: Aide services to assist the beneficiary in "prefilling" medi planners are not covered.

Assistance with activities that are directly supportive of skilled therapy services but do not require the skills of a therapist to be safely and effectively performed. Examples: routine maintenance exercises and repetitive speech routines to support speech-language pathology services.

Light Homemaking services:

“Light Housekeeping/Regular Cleaning,” includes the things you would do on a weekly basis: A regular clean is designed to help maintain a certain level of cleanliness around the Veterans house.

The HHA will do some of the following things that support the **VETERAN's** needs:

- Vacuuming
- Tidying up the house
- Cleaning the bathrooms – toilet, bath, mirror, sink, etc.
- Cleaning the kitchen – wiping surfaces, outside of appliances, taking out trash, etc.
- Making beds and changing sheets
- Laundry as needed for the veteran
- Meal preparation
- Grocery shopping
- These cleaning tasks typically don't take that long to complete; however, they are essential to help keep the home free from dust, dirt and other debris.

\*\*\*\*Per the VA: “Homemaker services are supplemental to the provision of a home health aide. These services may include assistance with instrumental activities of daily living (IADLs), such as: light housekeeping, necessary to maintain a safe and sanitary environment in the areas of the home used by the Veteran; laundering, essential to the comfort and cleanliness of the Veteran; meal preparation; grocery shopping; **escorting the patient to necessary appointments, not to include travel reimbursement, nor the provision of transportation using an aide's private vehicle and ensuring patient safety.**”\*\*\*\*

Please reach us at any time with questions or concerns and Thank you for trusting us with your care!

**Home Health Care Specialists of Southern ME and NH (207) 494-4649**

**Office hours: Monday-Friday 8am-3pm**

**If you reach us after business hours, we will return your call during the next business day**

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**I acknowledge receipt of this document and I understand the cancellation policy as well as the State required Oversight visits policy.**

Veteran Signature:

Date: