



# WHAT CAN HOME CARE DO

## For Your Patients?



SILVER LININGS

Home Healthcare

## We're post-acute care specialists.

We know that it takes looking at a patient holistically, caring about things like if they have fresh food or are going to get to their follow-up appointments. It's why our services are so unique, and so effective.

### If you frequently have:

- Calls to you or the doctors you work with
- Preventable medication errors
- Issues with care compliance
- Patients with recent hospitalization(s)

**Our services are often the perfect fit for what you and your patients need to get home and stay home.**

### Your patients want to:

- Get home and stay home
- Have one place to go for questions, advocacy and assistance
- Have someone to make the medical system easier and know an expert is helping them
- Be educated on their options so they can do what works for them, whether it's starting the process to live at a facility, adapt their home for long term, drink a glass of wine every night, or go golfing again

## Here are a few of the things we do for your patients so you know you're not sending them into the abyss!

**Getting Home** – We know patients want to stay in their *primary place of residence*. As a skilled home health agency, we're in the perfect position to help them achieve that!

Our stats back it up; we track *quality of life, readmissions, hospitalizations, and consistency of care* so we can proactively address the unique needs of each client.

Our *"There in 2, Care in 3"* program ensures a rapid transition home, when needed.

**Assistance with EVERY level of care** – Did you know that home care agencies (PASAs) cannot assist clients with transfers? Only Home Health agencies in Delaware are able to provide this service. We provide *every level of care* a client needs from companionship to personal care to nursing care. We're a *one-stop-shop* for you and your patients for questions, to advocate, and for assistance.

And we provide our care by setting the *right expectations* and *measuring what matters*. Our *Reliability Pledge* shows our commitment to our clients. We have a *zero missed visits* policy and we pay when we're late.

**Care Coordination and Inter-Agency Relationships** – Our Clinical Director is a Registered Nurse and *Certified Dementia Practitioner*. She oversees all care, assists with care plan creation, advocates for clients and empowers her team to do the same. Every client has a care plan meeting at least every 60 days. Every client start of care, resumption of care and recertification is done by a **Registered Nurse**. We have a social worker on staff to assist with any resource recommendations.

We work with other skilled agencies, especially post-acute. We are able to work well with a team of PTs, OT and nursing after a recent discharge. Our team of nurses, CNAs and HHAs are able to **quickly address with the team any issues or concerns, as we spend a lot of time with the client**. Our RN Care Manager specializes in post-acute needs.

**Durable Medical Equipment, arranging transportation, and completing home evaluations** (with actual tangible recommendations/fixes) are all covered by our Care Coordination services. And it doesn't cost our clients any extra.

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**Education** – We create and push the right education for your patients and their loved ones. We're big on resources and getting people matched with what they need, even if we're not it. Our blog posts (with a recent series on Being a Primary Caregiver), YouTube video Coffee Chats, and resource directories are all geared towards **helping people get the quality of life they want**. After all, that leads to the purpose of our company: **Life to the Fullest**.

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**Feedback for You** – We can paint a picture of the patient's true home life. We are able to see the patient holistically, and can provide a doctor or healthcare provider with the needs of the client taking into account their **environment, socioeconomic status** and **educational deficiencies**. We can do a follow-up reporting for you when you need it.



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Questions? Call **302.724.7902** anytime,  
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