



## Who We Are, How We Help

SelectCare is a New York State licensed, owner operated home care service agency that has provided top-quality care to New Yorkers since 1985.

Our Staff works closely with your medical team to provide you with personalized service tailored to suit your specific home care needs.

Selectcare's administrative and nursing staff is on-call 24 hours a day to provide reliable service and overnight when our clients need it most. Our 39 years of experience means that when you choose SelectCare, you are choosing an agency that knows how to support its clients no matter what challenges they face.

*"I am impressed, IMPRESSED, with the professionalism, the detailed attention and the kind attending care we received in every single area. As my husband's recovery progressed and home care was no longer needed, we parted with this company as if moving away from friends."*

-Evette R., SeleCare Client  
Angie's List Review

## The SelecCare Advantage

1985. Our experienced home care team provides all SelecCare Clients with:

- Free RN Health, Home & Safety Assessment before service begins.
- Free RN home visits performed by your personal Registered Nurse Supervisor.
- One-to-one clinical assistance with your personal Service Coordinator.
- One-to-one clinical assistance and overnight from your personal RN Supervisor.
- Timely communication with all health team members to ensure a coordinated care plan.
- 24 Hour On-Call Staff to assist you on nights, weekends and holidays.

If you are considering home health care for yourself or a loved one, we stand ready to answer any and all questions and provide you with the information you need to make the best choice for yourself and your family

**SelectCare**  
home care services

**212-505-3640**

[www.SelectCareNYC.com](http://www.SelectCareNYC.com)



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Successfully Preparing  
For Home Care

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# Successfully Preparing For Home Care

## Tips Before Home Care Starts

1. Prepare a "Wish List" of specific chores you would like completed, including personal care and household tasks.
2. Compare your wish list to the written Home Health Aide job description provided by each home care agency you consider.
3. Call the home care agency to discuss any tasks not covered by the HHA job description. Also check that these tasks can be completed by your home caregiver within the time you request.

## Create a Personal Emergency Contact List

1. Draft a list with phone and email contacts for everyone you would like notified during a medical emergency. A nearby neighbor should be given an extra house key.
2. Plan ahead-a Power of Attorney, Health Care Proxy and Advance Directives should be established early and reviewed regularly.
3. Your home care agency should keep copies of all these documents in the clients records.

## Be Prepared to Discuss Finances

1. Ask for a list of the agency's current rates, a sample service agreement and any other document that requires your signature. Review these documents before the agency's Registered Nurse (RN) visits your home.
2. Many agencies require an Advance Deposit which is usually applied to your final invoice or returned at the end of service.
3. Long Term Care and other supplemental insurances only go into effect if authorized by the policyholder. The client is typically responsible for all expenses not covered by insurance.

## What to Expect During a SelectCare Home Health Assessment

During your free home health assessment, SelectCare's RN Supervisor meets with you to learn about your needs and works with you to build a safe, personalized home care plan.

Your home care plan determines what services your caregiver will perform, and ensures that you received consistent, dependable care.

## Frequently Asked Questions

**Q: What services does SelectCare offer? What Boroughs are covered?**

**A:** SelectCare staff provides personal care duties ranging from short term, intermittent visits to around the clock care in the home.

We provide service in Manhattan, Brooklyn, Queens and the Bronx.

**Q: What forms of payment does SelectCare accept?**

**A:** SelectCare is a private pay, fee for service agency. While we do not accept Medicaid and Medicare directly, we work closely with insurance providers to ensure clients receive the full benefits of Long Term Care, No Fault, Workers Compensation and Catastrophic insurances plans.

Our insurance specialists verify benefits, send bills directly to the claim offices, and resolve reimbursement errors free of charge.

SelectCare partners with a variety of Medicare-approved community organizations that provide supplemental services to our clients, ensuring our services are affordable and accessible.

**Q: Who are SelectCare's caregivers?**

**A:** We believe our service is only as good as our team of caregivers and we build close ties to our staff while developing their skills. more than one third of our field staff has worked with SelectCare for 5 years or more.

SelectCare follows all NYS Department of Health regulations regarding criminal background checks, employee health requirements and references.

Candidates interview in person with the Director of Nursing and Service Coordinators before being considered to continue the orientation process.

We will never send any one to your home who we would not welcome into our own.

**Q: How do I know SelectCare's HHAs will be the "right fit" for me or my loved one?**

**A:** Service Coordinators and Nursing Supervisors take into account the client's needs and match them with our caregivers skills, personality and availability when considering assignment. We gladly allow the clients and their families to meet our staff before we begin service. If you are not satisfied with your caregiver at any time, please call and we will work together to find the right person.

**Q: How do I reach assistance when the office is closed?**

**A:** We understand important choices about a clients care are not always made during traditional office hours. As a result, On-Call Supervisors answer our 24 hour telephone number whenever our office is closed, including nights, weekends and holidays. Clients and caregivers have direct phone numbers for the Director of an emergency.

Patient care doesn't end on Friday at 5pm. SelectCare is always available to answer your call.