**General Information**

National Home Health Services provides care without regard to age, race, color, religion, creed, sex, gender identity, national origin, disability, sexual orientation, or veteran status.

Patients will be accepted for treatment or care on the basis of reasonable expectation that the patient’s needs can be met by the agency.

Treatment, frequency, and duration of home visits are individually determined based on the condition and needs of the patient. The services are ordered by your physician and coordinated with the home health agency staff.

National Home Health Services are:

 Licensed by the State of California

 Certified for Federal Medicare Program participation

 Accredited by The Joint Commission

**Office Hours**

**HOURS OF AGENCY OPERATION: 9:00AM – 5:00 PM 7 days/week**

**CALL TOLL FREE: 1-866-978-3555**

Non-clinical calls received after hours will be answered by an answering service and returned the next business day.

In the event of an emergency, please call 911 or the advice nurse at your hospital to make arrangements for your care.

**For life threatening emergencies call 911**

**To Our Patients and Families,**

We are pleased to offer you our home health services. We are committed to giving you excellent care with every visit we make.

Our goal is to assist in improving your overall health. We will achieve this by:

 Checking your surroundings to let you know if we spot any safety risks.

 Reviewing your medications and explaining why you are taking them, how to take them properly, and telling you about any side effects or interactions to look out for.

 Updating your doctors and the rest of your health care team on your current health status and any concerns we may see.

We are committed to treating you gently and with respect. We want to help you be as comfortable as possible. Please let us know if you have any requests or suggestions.

Visits are made as needed, until you are able to manage your care safely and confidently by yourself or with the help of family members or caregivers.

We strive to make sure that we give every single one of our patients the best possible care. Your feedback is vital to help us continue to not only meet, but exceed, your expectations.