

# FAQ

- How Do I Pay for My Care ?
- Concern About Safety?

## Frequently Asked Questions

Q. What kind of services do you provide?

**A: IJN Health provides Nursing, CNA, HHA, Companions and Personal care Services. Our home care services are designed to provide assistance with activities that patients need help with in order to stay at home safely and with dignity. Our home care services may include fall prevention, medication and fluids reminders, light housekeeping, grooming or bathing assistance, and running errands.**

Q: How quickly can home care services be provided/started?

**A: In most cases services can be provided within a 48-hour period and often the same day.**

Q: Do you provide services in assisted living facilities?

**A: Yes. People sometimes discover that the assistance provided in an assisted living facility is not sufficient to enable them to remain independent. In these cases, IJN provides a qualified caregiver to make this possible in accordance with the facilities policies and procedures.**

Q: Can I change the schedule if I have appointments to keep?

**A: Schedule changes are easily accomplished with as little as one-week notice. Our philosophy is to put the patient's need first and to make the schedule work for the family, not the agency. We will do everything possible to make sure the schedule you want is the schedule you get.**

**Q: What kind of payment form do you accept?**

**A: We accept private pay and other insurances.**

**Q: How do I start home care services with IJN?**

**A: contact us by calling 302 239 0987 / 855 202 5993. We will have our Registered nurse come to your home and conduct a free no obligation assessment. We will then identify caregivers who have the skills, personality and availability to assist you. You will meet the caregiver and they will begin working for you.**

## **Still Have More Questions?**

**Most frequent questions and answers**

**Q: Do you provide services in All Counties in the State Delaware?**

**A: We provide services in all of Newcastle and Kent Counties.**

**Q: Do you provide Services to Children?**

**A: Yes. Our services are catered to all age groups; from Children to the elderly.**

**Q: Can I Report or File a complaint if not happy with the Services?**

**A: Absolutely Yes. It is your Right as our valued client to get the exceptional care and services from IJN Health. Call us for any concerns you may have. @ 302- 239-0987 and one of professional staff will contact you to address your concerns.**

**Q: What is Home Health or Home Care?**

**A: Home Health agencies provides brief and intermittent health care services directly to the homes of consumers or clients.**

These services must be ordered by a doctor and can only be delivered in 60 day episodes. Some of the types of services that home health agencies provide include: skilled nursing, physical therapy, occupational speech therapy and or home health aid services. Home Health agencies can also offer more than two services. They are reimbursed through Medicare or Medicaid.

Private Duty is another service provided by Home Health Agencies in clients or patient's own home. The services are determined by the clients in away that suite their needs. However, the payment methods are different from Medicare. Private duty are paid through private pay by the client or through insurance coverage

**Q: What does the term "aging in place" mean?**

**A: Aging in place means the ability of any person to grow old in the comfort of their own home or that of their family. It is the opposite of institutional residential care like a nursing home. Sometimes it may mean the ability, with extra help, to stay in an assisted living facility as well.**

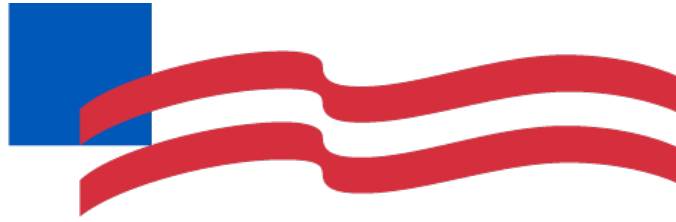
**Q: Am I safe in My Home with IJN Staff ?**

**Yes. The safety and well being of our patients is our utmost priority.**

**Our trained companions, Aids and professionals go through stringent pre-employment process in the following areas:**

- Job Interview Selection Process
- Delaware State Background Check
- Adult / Elder Abuse Check
- Child Abuse Check
- Fingerprinting and Criminal Background Check
- Drug Screening
- Pre-employment Health screening
- Professional and personnal References

How You Can Pay for your Care



# AmeriHealth®

Learn More



Learn More

**Private pay**



Make a Payment