



FREQUENTLY ASKED QUESTIONS ABOUT HOME CARE

Q. I am being discharged from the hospital. When will I hear from Home Care?

A. Home care will make contact with you and/or your family within 48 hours of your return home from the hospital. Our standard is to make the initial visit to your home within 48 hours of the referral, unless you or your doctor requests a different time.

Q. Is a hospital stay required in order to get home care?

A. No, your doctor may refer you directly to Sonoma Valley Hospital Home Care. You must, however, meet the qualifications for home care.

Q. What are the qualifications for home care?

A. To qualify for home care, you must have a need for skilled nursing and rehabilitative services, be homebound, and have the service ordered by your physician.

Q. What time will my Home Care nurse or therapist be coming?

A. The clinician will call you the day they are coming in order to set up the time with you. All of our clinicians set their own daily schedule and changes may occur based on many factors, so it is generally not feasible to schedule any sooner than that day.

Q. Will I always have the same nurse or therapist?

A. You will be assigned a Case Manager who will make the majority of visits to you. However, there will be times when a different nurse or therapist will take their place. All of our staff are licensed and competent.

Q. Can I refer myself to SVH Home Care?

A. Home Care referrals must be made by your physician. Since we provide skilled service in the home we are required to work under the direction of a doctor.

Q. Who pays for Home Care?

A. Skilled home care services are covered by many health insurance plans. We accept Medicare, MediCal, and private insurance. Please contact your private insurance company to determine if there is a deductible and/or copayment for skilled home care services.

Q. What is skilled home care?

A. Skilled home care services include the following: Registered Nurse, Physical Therapy, Occupational Therapy, Speech Therapy, Medical Social Work, and Certified Home Health Aide. In order to qualify for skilled home care, you must have a diagnosis and/or treatment that require the expertise of a nurse or rehabilitation therapist.

Q. What is the purpose of home care?

A. The purpose of Sonoma Valley Hospital Home Care is to help you and your family through your recovery to your highest level of independence. We focus on providing treatments and teaching in order to help you reach your individual health goals.

Q. I need help with bathing. Do you provide this help?

A. SVH Home Care provides Home Health Aide services while you have the need for skilled services. Once you no longer qualify for skilled Home Care services, bathing assistance is no longer covered. At that time, you may need to hire a private caregiver. SVH Home Care offers Medical Social Work services to assist you in determining your needs and refer you to the appropriate services.

Q. Do I need to be homebound to get your services?

A. Medicare requires that patients receiving Home Health services are homebound. This means that it is difficult and taxing for you to leave your home, you are not going out socially on a regular basis, and you need assistance to leave your home. You are allowed to go to doctor's appointments, church, and to get your hair done and still be considered homebound. Private insurance may not require you to be homebound to receive home care services. Please contact your private insurance provider for further information about this.