

If you are faced with a decision concerning home health care for yourself, a member of your family or a friend... **talk to Family Care Services of Western New York first.**

We are the experts at providing:

- ❖ a full range of high quality home health care services.
- ❖ a cost effective alternative to nursing home placement.
- ❖ one-to-one personalized care tailored to meet your specific health care needs.
- ❖ honest and reliable home health care workers who are fully insured and bonded.
- ❖ ongoing case management and supervision of your home care program by the Director of Nursing.
- ❖ home health care services available 24 hours a day, 7 days a week.
- ❖ established referral networks and strong working relationships with geriatric physicians, dentists and podiatrists.

Please contact Family Care Services of Western New York to learn more about our full range of home health care services.

We are looking forward to working with you to design a home health care program that is tailored to meet your individual health care needs.

We are confident that you will be very pleased with not only the quality of our care, but also with the professionalism and reliability of our care providers.



331 Alberta Drive, Suite 201
Amherst, New York 14226

www.familycareserviceswny.com

Dr. Jane E. Becker
President and Owner

831-9412

**New York State's First
Licensed Home Health Care Agency**

"Our Business Is Caring"



Locally Owned & Operated

MEET FAMILY CARE SERVICES OF WESTERN NEW YORK

Small Company Philosophy

Family Care Services has been providing high quality home health care services to the Western New York community since 1985. Our Agency is **locally owned and operated** and specializes in serving a **suburban clientele**. We pride ourselves on the level of involvement and commitment which we sustain in each client relationship. Our Agency's philosophy blends the time-honored principles of service with the most current health care technology to provide every client with the highest quality home health care available in Western New York.

Licensed by New York State

We were the **first** home health care agency in New York State to be awarded a **license** by the New York State Department of Health. This license ensures that the Agency's home care services meet the State's high standards for quality of client care.

Reputable - Reliable Employees

Our Agency specializes in serving **suburban clients** with **suburban employees**. Our recruitment standards and hiring practices are extremely rigorous. We offer employment to only a select few applicants who meet our high standards of reliability, dependability and caring. Our staff is fully **insured** and **bonded** and each employee has his/her own **reliable transportation**.

Full Range of Services

Family Care Services offers the following home health care services to the residents of Western New York:

❖ Personal Care Aides

Our Personal Care Aides are **New York State certified** and experienced in assisting with all **activities of daily living... bathing, dressing, ambulation, toileting, meal preparation, laundry, light housekeeping and errands**. The PCA follows the care plan which is tailored to each client's specific needs by the Agency's Director of Nursing.

❖ Nurses

Our RN's and LPN's are **New York State licensed** and experienced in all aspects of **general nursing care... blood pressure monitoring, medication administration, glucose testing, insulin injections, and post-operative wound care**. In addition, our nurses are experienced in providing **high-tech care** for infusion therapy and ventilator dependent clients.

❖ Physical Therapy

Our physical therapists are **New York State licensed** and experienced in working with the client and client's physician to develop an **in-home exercise program** to address your specific rehabilitation goals.

❖ PRI & Screen

Our nurses are **New York State certified** to complete the PRI & Screen assessment tool which determines whether an individual qualifies for admission to an **assisted living** or **skilled nursing facility**.

Scheduling Around Your Needs

We provide home health care services on a **24 hour a day, 7 day a week basis**.

The Agency's health care services are available in **private homes, assisted living facilities**, as well as **private duty care in all Western New York hospitals**.

Ongoing Nursing Supervision

Our Agency employs an experienced **Director of Nursing** who is responsible for the **coordination and case management** of all our home health care services. The Director of Nursing facilitates and maintains open lines of communication among the client, the client's family and the client's physician. Often times the Agency's involvement also includes coordination with a client's lawyer, accountant and clergy.

Reimbursement Assistance

Family Care Services has a very successful record of assisting clients in **researching all avenues of reimbursement** for home health care services. The Agency will contact your insurance carrier for pre-authorization prior to the initiation of any home health care services.

Family Care Services has developed a strong working relationship with all the major 3rd party and long term care insurance carriers at a local as well as national level.