

Highmark Health Options wants to support you and your family as you work with your home care agency. Review the information below and discuss any questions or concerns with your Private Duty Nurse Care Coordinator.

What to Expect from Your Home Care Agency

Your home care agency will:

- Provide you with a monthly nursing schedule at least one week prior to the beginning of the month, if not sooner.
- Communicate with you immediately about schedule changes to cover any openings.
- Work with you to schedule “meet and greets” for both you and the nurse prior to placement in your home.

The assigned nurses will:

- Provide the nursing care ordered by your doctor.
- Be attentive to the needs of the person receiving care.
- Communicate with those receiving care, you, and the agency about any changes or needs observed, including supplies, medication refill needs, or any health or care concerns.

Nurses should:

- Arrive on time for their shifts and work their entire scheduled shift.
- Maintain clean and organized work areas.
- Be respectful to the family’s dynamic and patient’s home.

Your home care agency and the nurse will respect you, your beliefs and your home.

What is Expected from the Member (Your Child) and Family (You, Family Caregiver)?

You should:

- Be respectful to the nurse that is providing services.
- Create a clean and safe home environment for them to work.
- Inform the agency as soon as possible if you need to cancel a shift.
- Work with your Care Coordinator and home care agency to build a back-up plan for times that you and/or the agency are unavailable to provide care **before** the need arises.

If you have any care concerns:

- Report them to the home care agency and to us.
- Speak directly to the home care agency and your Care Coordinator with any staffing concerns.
- If you are not satisfied with the care and wish to have the nurse dismissed from your case, contact the home care agency and your Care Coordinator.

We are here to help you.

Common Issues with Private Duty Nursing

Common concerns include:

- Having a non-family member in your home can seem strange to you.
- Times that you have open shifts because of staffing issues.

Keep in mind:

- Communication is important when having home nursing.
- Both the nurse and the family should remember that this is a working relationship.
- Most issues can be worked out if communicated with the home care agency and the nurses.

It is important for the nurse to remember that they are providing a service in your home.

Alternatives to Private Duty Nursing

There are benefits and resources available as an alternative, or in addition to, private duty nursing that can be discussed with your Care Coordinator:

- Medical Day Care
- Skilled Nursing Facility Admission
- Skilled Nursing Visits
- Home Health Aide services

Care Coordinator: _____ Phone: _____