

HOW TO GET STARTED

1. Start Planning Don't procrastinate, start discussing what you or your family members needs will be. Decisions made without prior planning can result in unsuitable care choices, family feuds and money unwisely spent. Call our office for an information packet so you can review the services with your family members.

2. Get Started There are many important aspects of doing a home care assessment that will allow us to create a customized service for you or your family member. Our qualified professional will be performing the assessment. During the assessment we will review and discuss:

Observation of client's condition: limitations of mobility, what daily activities can they do on their own: housekeeping, meal preparation, dressing, and personal hygiene.

Memory Loss: Taking medications on time, remembering to eat and take fluids.

Home Safety: Are there any obstacles that could cause someone to fall, need hand rails for stairways or bathrooms.

3. The Caregiver Arrives Before arriving at the client's home the caregiver is instructed by our scheduler on what their duties are and the type of care your family member needs. The caregiver will arrive and review the duties on the home aid assignment sheet with the client.

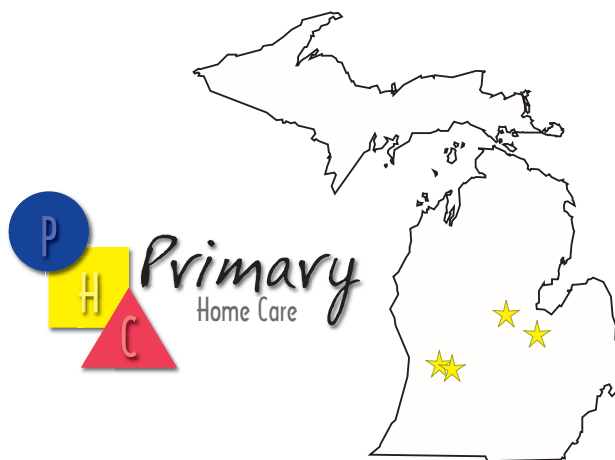
Our Registered Nurse Will:

- Do follow up calls to our clients.
- Home visits to review our caregivers performance.
- Visit once a month to review the assessment and overall health of the client.

Top 5 **PRIMARY** Reasons to choose Primary Home Care

- **Advocating leader** for Seniors in the home care industry
- **Dedicated Caregivers** who are genuine and **knowledgeable** of your environment
- Specialized Services focusing on **Alzheimer's and Dementia**
- Unprecedented Ability to **match a perfect Caregiver**
- 24/7 Availability enhanced by **NURSE ON-CALL**

We invite you to CALL NOW, Lets discuss all the Primary reasons home care will fit for you!



Contact Our Office

Grand Rapids
(616) 245-8899

Saginaw
(989) 793-6674

St. Louis
(989) 681-6674

Villa Maria
(616) 776-8555

TOLL FREE
(800) 454-5242



OUR PRIMARY SERVICES

Our Primary Services are individualized and designed through a Plan of Care to meet and exceed your loved ones needs. We have a team with over 30 years of experience matching the perfect caregiver for your loved one. Hours range from one-hour visits to around the clock care, providing all activities of daily living including:

- Assistance with Adult Daily Living Needs
- Bathing & Grooming Assistance
- Companionship & Socialization
- Errands, Shopping & Transportation
- Housekeeping, Laundry & Meal Preparation
- Medication Reminders & Vital Signs
- Nurse Medication Set-Ups & Supervision
- Range of Motion Exercises & Positioning
- Transferring & Mobility Assistance



OUR SPECIALIZED PRIMARY SERVICES

In addition to our general home care services, our experienced caregivers can perform the necessary services that unique circumstances require:

- Alzheimer's & Dementia Care
- Brain Injury & Auto No-Fault Care
- Diabetic Care
- Family Respite Care
 - Attendant Care for Family Events
 - One Time or On-going Visits
 - Vacation Coverage
 - Waiver Vouchers
- Geriatric Care Management Services
 - Assessments & Safety Reviews
 - Medication Monitoring
 - Family Elder Care Planning
 - Facility Placement Assistance
 - Relocation & Travel Companions
 - Community Resources & Referrals
 - Hospice, Custodial Care
 - Long Term Care Insurance
 - MS and ALS Care
 - Nurse Visits
 - Parkinson's Care
 - Technology Enhanced Customer Care

THE PERFECT CAREGIVER MATCH

Selecting and matching caregivers to your loved one is just ONE of The PRIMARY reasons we have been a leader in the home industry.

All Caregivers are:

- Background Checked
- Bonded and Insured
- Clinically Tested
- Reference Checked
- Matched to fit YOU
- RN Supervised and Trained

PRIMARY PAYORS

- ✓ Auto-No Fault Insurance
- ✓ Long Term Care Insurance
- ✓ Private Pay
- ✓ Mi-Choice Waiver Program
- ✓ VA Aide and Assistance Program



WHAT PRIMARY CLIENTS SAY

No one was more resistant to having someone come into her home than my elderly mother. We contacted Primary Home Care, they couldn't be more accommodating. The caregivers they sent completely understood my mom's resistance to having people in her home. Per my instructions, everyone of them "steered clear" when needed, administered her meds as needed, kept her company when she felt like talking, prepared meals, and left a journal entry of the days' events.

Eventually, one young woman developed a bond with my mom and after mom's surgery I kept her on daily. No one knows how hard it is to keep an elderly parent with memory issues at home... there is no way to explain it until you've experienced it. It is difficult and exhausting. I feel Primary Home Care and moms caregiver saved MY LIFE and extended my mother's.

When I needed someone to cover weekends, they worked to find the RIGHT fit. When I changed the schedule, they accommodated it. Every person I spoke to at Primary Home Care was patient, professional, and catered to our requests.

For just shy of four years, Primary provided my mother with caring people and I cannot thank them enough for the personnel and the patience they provided to both me and my mom. I could never have kept mom home....which was her greatest wish....without them!

—Sincerest thanks, Lori C.