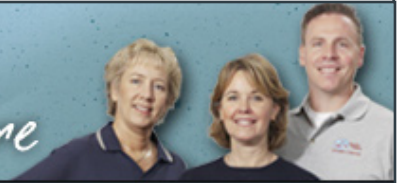




**Comfort  
Keepers.**

*Comforting Solutions  
For In-Home Care*



WE ARE COMFORT KEEPERS™

Omaha Office  
5437 N. 103<sup>rd</sup> Street  
Omaha, NE 68134  
(402)991-9880

Council Bluffs Office  
136 S. Main Street  
Council Bluffs, IA 51501  
(712) 256-5800

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## Levels of Service

### COMPANIONSHIP CARE SERVICES

- Conversation and companionship
- Special diet and meal preparation
- Light housekeeping
- Errand and transportation services
- Grocery Shopping
- Respite and relief for family
- Grooming and dressing guidance
- Oral hygiene
- Laundry and linen washing
- Recreational activities and crafts
- Periodic reviews and communication with family
- Home safety and appropriate home emergency interventions
- 24 hour care available

### PERSONAL CARE SERVICES

- Bathing
- Mobility
- Transferring and positioning
- Incontinence care
- Toileting
- Feeding

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## The Comfort Keepers Difference

- A registered nurse on staff
- Two hour minimum of service per visit
- Locally owned and operated
- Nursing staff on-call 24/7
- Free in-home assessments
- Personal Emergency Response System (lifeline)
- Free Care Partner 6700 with 20 hours of service\*\*
- Telephones answered 24 hours a day
- On-site employee skills training and continuing education
- All employees are bonded and insured
- Caregiver tracking system utilizing caller ID (Teletrack)
- Web-based scheduling system (ERSP)



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## The Comfort Keepers Difference



### HIPPA Compliant

Comfort Keepers embraces and supports the Health Insurance Portability and Accountability Act of 1996 (HIPAA). As a non-medical, in-home provider of Companion, Homemaker and Personal Care services, we at Comfort Keepers consider ourselves a Covered Entity. As such, we often have access to our client's protected health information.

We have developed a specific Notice of Privacy Practice, along with HIPAA policies and procedures related to our company, to protect the privacy of our clients and the confidentiality of their records.

Each and every Comfort Keepers employee is required to complete the Comfort Keepers HIPAA Training. Each employee must demonstrate competency in relation to HIPAA and how it affects our clients, Comfort Keepers, and referral sources. These areas include privacy, confidentiality, security, and business practices as they relate to our policies and procedures.

### TeleTrack Service

*You can be comfortable knowing a Comfort Keeper will be where they are scheduled to be.*

- Comfort Keepers call TeleTrack's 800 number upon arrival and departure
- TeleTrack alerts Comfort Keepers if a Comfort Keeper is late
- Greater control over mistakes in billing due to human error
- Accurate invoicing based on time called in at arrival and departure

Caregiver	Client	Scheduled	Actual	Delinquent
Shawn Raudman	Harry Jones	12:30:00 PM	12:25:00 PM	No
Sue Fletcher	Jack Smith	12:30:00 PM	N/A	Yes
Nicole Morr	Robert Paxton	1:00:00 PM	N/A	No
Dusti Roads	Betsy Rhimes	1:30:00 PM	N/A	No
Perry Jones	Teri Shelby	2:00:00 PM	N/A	No

### eRSP Scheduling System

- Automates the tracking of client requests and Comfort Keeper schedules
- Creates the ability to match Comfort Keepers to Clients based on needs
- Provides detailed work history for each Client and Comfort Keeper
- Allows client and family members to log on from anywhere and view current schedule and past history

MON	TUE	WED	THR	FRI	SAT	SUN
				Crystal Turner 10:00 A - 4:00 P	Diane Kane 8:00 A - 4:00 P	Crystal Turner 8:00 A - 4:00 P
8 Sandra Latham 8:00 A - 4:00 P	9 Sandra Latham 8:00 A - 4:00 P	10 Diane Kane 8:00 A - 4:00 P	11 Diane Kane 8:00 A - 4:00 P	12 Monica Bennett 8:00 A - 4:00 P	13 Diane Kane 8:00 A - 4:00 P	14 Monica Bennett 8:00 A - 4:00 P
15 Sandra Latham 8:00 A - 4:00 P	16 Sandra Latham 8:00 A - 4:00 P	17 Diane Kane 8:00 A - 4:00 P	18 Diane Kane 8:00 A - 4:00 P	19 Monica Bennett 8:00 A - 4:00 P	20 Diane Kane 8:00 A - 4:00 P	21 Monica Bennett 8:00 A - 4:00 P
22 Sandra Latham 8:00 A - 4:00 P	23 Sandra Latham 8:00 A - 4:00 P	24 Diane Kane 8:00 A - 4:00 P	25 Diane Kane 8:00 A - 4:00 P	26 Monica Bennett 8:00 A - 4:00 P	27 Diane Kane 8:00 A - 4:00 P	28 Monica Bennett 8:00 A - 4:00 P



**Comfort  
Keepers.**



**Comfort  
Keepers**

**Personal Monitoring Systems are available to ensure independent living and personal security**

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**CarePartner 6700 Communicator**

- Monthly Fee: \$27.00 per month
  - Installation Fee: \$35.00 one time fee
  - Weekly Self-tests and Advanced Monitoring
  - Enhanced sensitivity
  - Waterproof Pendant to wear
- 

**Telephone with Reminders Model 9500**

- Monthly Fee: \$35.00 per month
- Installation Fee: \$35.00 one time fee
- Enunciated Dialing with Speakerphone
- Hearing Aid Compatible



**Medication Dispenser (MD2)**

- Monthly Fee: \$75.00
  - Installation Charge: \$45.00
  - Holds up to 60 doses of medication and automatically dispenses them in individual cups at pre-programmed times
  - Reminders announce each dose in clear, adjustable voice
  - Locking storage compartments allows machine to be loaded by family members, friends, or nurses
  - Family members can be notified if dosages are missed
  - Comfort Keepers notified automatically
- 



**PHILIPS**

**Lifeline**