

Questions	Agency One	Agency Two	Noval SeniorCare
1. Does the agency provide a <u>free</u> assessment to determine the patient's individual needs?			YES -- A Registered Nurse performs a complete assessment either in the hospital or at the patient's home.
2. Does the agency allow family members to participate in the planning/selection process?			YES -- Noval Senior Care encourages family participation.
3. Does the agency provide on-going supervision?			YES -- Supervision by a Registered Nurse is provided at <u>no additional charge</u> .
4. Who provides the supervision?			A Registered Nurse oversees <u>all</u> aspects of the patient's care.
5. What hours are agency personnel available to me?			24 hours a day, 7 days a week. We never close!
6. If I call the agency in the evening or on the weekend, will I get a timely response?			Noval's phones are answered 24 hours a day, 7 days a week. Response time is 15 minutes.
7. If my insurance carrier allows it, will the agency bill them directly instead of me?			YES -- Noval will verify insurance coverage before the start of services. As a courtesy we bill the insurance carriers, however, the patient is responsible for payment.
8. Are employees screened, reference checked, insured and bonded?			YES -- Noval employees are experienced and we conduct an extensive screening process for our client's protection.
9. Are background checks performed on employees?			YES -- All checks include a OSBI criminal background check.
10. Will you help me assess the level of care needed in our particular situation and will you help us create a plan?			YES -- Personalized service is the cornerstone of Noval SeniorCare and we will work with you to analyze your unique situation and make a plan of care tailored to your individual needs.
11. Is the agency licensed through the Oklahoma State Department of Health?			YES -- Noval SeniorCare is licensed through the Oklahoma State Department of Health.