



VIPPRIVATECARE

NEW YORK CITY

“REDUCING THE UNCERTAINTY WITH EXCLUSIVE, DIGNIFIED AND DISCREET CARE”

International Royalty

Our experience has helped us shape our company’s approach to this class of clientele. This document illustrates the uniqueness of providing VIP Home Care service to International Royalty. We expect each Care Giver to use this document as a reference and education to providing service excellence.

Royalty

By definition, royalty are considered people of a royal bloodline or status. They can be a King, Queen, Prince or Princess. There are distinct names for this status in each culture. They can also be considered successful, famous or highly regarded members of a particular group.

Royalty as a VIP patient

Taking on a care taking and clinical responsibility to royalty can be challenging because there is usually a hierarchy of communication and authority within their group. This can create communication difficulties. Additionally, the English is usually a second language and lastly we are not only dealing with the patient and their staff, we are dealing with the liaison to the royalty. The liaison’s expectations are very strict and clear. We are to provide timely and excellent service free from any errors. You must understand, there is very little if any margin for error. This is quite serious.

Bare in mind that royalty are diplomatically protected which can provide them more freedom to behave and act irresponsibly or offensively.

We have had wonderful royalty patients as well. Each case can be quite different.

Care Givers

- Registered Nurses (RN)
- Licensed Practical Nurses (LPN)
- Home Health Aides (HHA)
- Certified Nurses Assistants (CNA)

These are the contractor professions that are commonly caring for royalty. Each profession has their unique scope of practice based on training and state law. Our duty as administrators is to make certain each Care Giver is treated fairly and respectfully.

Here are some things to expect prior to signing a contract to serve on a royalty case.

Privacy

- Royalty Privacy is a serious issue. They prefer to remain anonymous. We ask you to respect this by not sharing this private information with any peer, social media or person

Contractor

- You are a contractor. You decide what you can and can't do in terms of willingness and ability to serve the case in completion. You must follow our contractor guidelines for legal and financial reasons. You are responsible for your own withholding for tax, social security and retirement. We can advise you on resources to consider to be fully knowledgeable on these issues.

Rate of Pay and Terms

- Your excellent rate of pay is based on several factors. We always attempt to negotiate as high a rate as possible. You are held to the contract expectations as soon as you confirm and sign.
 - Experience level
 - History with our company
 - The pay rate finalized with the patient
- Our invoices are often satisfied to us in an abnormal manner. This means the payment rarely comes from the patient and usually by the hospital or embassy.
- If the case does not pay biweekly or at least monthly, we will give you the option to decline if that doesn't work for you. However, if you accept the terms then you must respect the entire length of the contract.

- The contract length is rarely known in advance. Royalty cases require each contractor to be flexible and expect the unexpected
- Royalty may request only two caregivers for the entire length of service. Such as an am/pm 12hr shift respectfully. That could mean 84hrs per week for each caregiver. Since you are a contractor, you can accept or decline these terms prior to the case.

Preparedness

Nurse

- Each nurse must be prepared by arriving with the appropriate appearance and attitude, appearance and clinical tools such as stethoscope, BP Cuff, gloves, mask and a mobile device to communicate, access online patient case file and/or have physical notes.
- There must be a Care Plan and Emergency Plan for each patient
- Each Shift must quietly and discreetly report to the next shift

Home Health Aide or Certified Nursing Assistant

- Must be prepared in appearance and attitude and full understanding of the scope of your duties. You must document each shift by using your mobile device to log in to the patient file and/or keep written notes.
- Each Shift must quietly and discreetly report to the next shift

Common Sense

- Act in accordance to the VIPrivate Care Contract and Handbook
- Communicate Clearly
- Think ahead
- Prepare in advance
- Do not assume anything
- Listen more, speak less when relating to doctors and the patient
- Cooperate
- Kindness and Sincerity are critical and noticed

Appearance

- The first impression is powerful. You are representing VIPrivate Care. We have chosen you for a reason. Be prepared in appearance and clinical devices. Do not try to impress with clothing, hair, perfume, jewelry and makeup.
- The usage of scrubs or clothing will be determined prior to the first shift. However, that may change during the case

In Hospital Care

- Each Hospital's Global Services or International Services division oversees these cases very thoroughly. They will carefully monitor patient satisfaction, your performance and our representation at the hospital. We must always be accountable and exceptionally professional.
- Hospital Staff Nurses are in charge. Regardless of your professional experience or level, you are only considered a patient advocate or help in the hospital setting. It is your duty to form a close and respectful relationship

with hospital staff. Please cooperate with them, be prepared and detail oriented and communicate clearly.

Resting and Breaks

- **In Hospital:** Inform the staff nurse and the patient before taking any breaks
- **In Hotel or Home:** You must request the break and be flexible if a break is not permitted at that time. You must always make certain you are within communication range and distance that permits you to return quickly at any moment.
- **Meals:** The scent of food can be bothersome to a patient as well as the scent on your breath after eating. Please be aware. Keep food scent away from the patient and refresh your breath prior to returning.

Culture and Behavior

- Royalty can turn on you at any moment. They praise you one day, they can fire you the next. It's out of our control.
- Knowing their culture and customary practices will help you bond and create trust. Each contractor will have adequate time to use the internet to understand hygienic practices, polite greetings, entrance to the dwelling, permission to do things not related to their care, meal times, prayer, religious practices and rest time.

Safety

- Each contractor may not do anything to be considered negligent or abandonment. You may not leave the patient for any reason whatsoever. If you have an emergency, the procedure is to approve coverage by contacting us immediately.
- Emergency Numbers and Plan must be discussed and written for each patient

Gifts and Generosity

- If a royal family member, the patient or their staff offer you any gifts or benefits such as hotel amenities, dinners, meals or shopping then you are obligated to use wise judgment. We prefer you inform us prior to accepting and politely request time to see if you should accept. We must confirm the acceptance by informing and rechecking with all channels to make certain it does not appear to be a contractor's misunderstanding or abuse of generosity.
- We ask you not to give gifts to patients

Service Excellence

- By Going the Extra Mile with service excellence, you are building a foundation of trust and excellence with the patient, the liaison and VIPrivate Care. You will be compensated well above industry rate and become one of our preferred service providers.

VIPrivate Care Administration Contact

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