



# VIPPRIVATECARE

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## NEW YORK CITY

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

### **The VIP Patient Excellence**

The patient experience begins when we begin the rapport development. Whether or not a patient/family decide to hire us, we intend to present Global Private Home Care, LLC dba VIP Private Care in the most professional and patient driven manner possible.

The following document will contain categories and criteria we suggest each clinician and care giver to embody. When you sign onto a VIP case or visit, the patient and families expectations are equal to or above what is written in this document.

We developed a VIP Home Care model that is not an ordinary model. So to speak, it is the “Apples” to the common “Oranges” in the volume based Home Care industry. We pay well above industry rate to ensure contractor and employee satisfaction. Along with that excellence in monetary compensation, the patient’s standard of care must vastly exceed what is commonly found in the hospital and other “Oranges” type companies.

You all read and signed a Handbook that illustrates these points. We ask you to continue your excellence and/or raise your standard of care. Nobody is perfect so sometimes documents like these are reminders that the excellence should be delivered with each experience.

## **Quality Customer Service**

- Apart from the obvious clinical excellence you are applying. A “customer” consists of the patient and family. Equally important are the referral sources and potentially new patients that come from this experience.
- Private Pay Home Care is a niche market that requires a level of service similar to or beyond a 5 Star hotel level.
- While you may not be a customer service agent, you are expected to deliver an experience that may feel as if it’s outside of your scope of duty. That is what makes our company unique.
- You are a superior clinician as well as being a superior customer service agent that tends to patient needs above and beyond what is common in your profession. However, you are not asked to place the patient at risk to satisfy a need. Safety always comes first.
- Anticipation of needs is an excellent habit to possess

## **Fear and Uncertainty**

- Our business tagline and literature aim to communicate that we are experts in understanding family and patient fear and uncertainty.
- Our aim is to reduce or eliminate fear and uncertainty as best as possible and certainly well above any competitor in this industry.

## **Commitment**

- When you take on a patient, you are committing to an undetermined time frame. You are expected to fulfill the entire contract.

## **Personal Leadership**

- **See it, own it, and solve it.** Avoid shifting responsibility onto others and take it upon yourself to lead the patient and the team approach without undermining the confidence and trust of the patient or your peers.
- Critical Thinking will be required. This means risk tolerance must be assessed and patient/family must feel like there is More Certainty not Less Certainty. Overall observations of the well

being of everyone involved must be constantly rated and acted upon.

- Anticipation of needs is an excellent habit to possess

### **Team Unity**

- Scheduling should be done in advance bearing in mind everyone has prior engagements and obligations to personal events, other cases or hospital work
- Planning for time off with adequate communication among each other and to the Charge Nurse
- Avoiding Lateness due to weather or transportation miscalculations
- At times, you should be flexible with each other and be willing to cover for each other.
- Avoid appearing disorganized or blaming things on each other especially in front of a patient. Think about Leadership qualities

### **Clear Communication**

- Clear communication means written forms that include text, email and talking. We are in a texting age and things can be lost in translation, forgotten, mistyped etc. Always opt for talking to make sure you avoid errors. ***We are in a business where errors can be catastrophic to patient confidence or patient health.***
- Shift transition and general peer communication- we ask you to make the next clinician aware of anything such as fears, concerns, risks and ways to improve customer/patient well being
- HIPAA Laws are designed to insure Patient Privacy. Avoid making mistakes casually speaking or writing about any aspect of a patient's care outside of the clinical environment.

### **Attention to Detail**

- This means that being patiently deliberate about everything you do will permit excellence. Think about the needs, wants and desires of everyone involved.
- Try to anticipate needs

### **Personal Grooming and Appearance**

- A VIP appearance can be defined as
  - Clean
  - Hair Groomed including beards if a male
  - Breath and Teeth clean
  - Avoidance of excessive decorative items like jewelry, nails, perfumes or makeup
  - Professional Clothing whether scrubs are preferred by the patient or not. Avoid patterns that are over the top in design or juvenile. Pleasant and happy colors are fine.

### **Nature and Attitude**

- States of mind and personality both have a lot to do with making the patient and family feel secure, satisfied and safe.
- You are adding Value to the patient experience but in a long-term sense, you are adding value to your own business and well as VIPrivate Care. Take pride in eliminating any chaos that may interfere with your ability to perform at your very best

### **Energy**

- Your physical and emotional energy will be apparent if you are caring for your well being outside of the clinical experience. We encourage adequate sleep, a healthy diet and some form of exercise to assist your ability to perform at your best long-term.
- Contractors may have chronic tendency to overwork for financial reasons. Short periods of that may be needed now and then. However, we encourage you to be aware that this can adversely affect the quality and longevity of your service. Be mindful of this.

### **Advanced Planning-Thinking Ahead**

- Like everything in life, having a plan ahead of time helps direct the outcome and mitigate risks. This mindset is one of a leader. Apply it to the clinical approach and patient
- Anticipation of needs is an excellent habit to possess

### **Care Planning/HIPAA Compliance: Using the Patient Portal**

- A clearly designed Care Plan must be initially developed and steered
- All patient notes shall be stored in a private manner

### **Patient Notes**

- Please be clear about all notes. Make sure your writing is legible and the next shift understands.

### **Emergency Plan**

- Safety planning is key. Please keep phone numbers and a clearly discussed plan of action if there were to be a medical or home emergency.

### **Clinical Supply Inventory**

- Make sure there is a clearly articulated system of making sure all clinical supplies will be ordered and present well prior to anything running out. Small purchases under 100.00 shall be your responsibility to buy and invoice us with receipts. However, larger needs shall be arranged with us to supply.

### **Environmental Cleanliness**

- Safety-We want to make sure no clean or dirty clinical supplies, food, linens or clothing is left lying around at any time. Be mindful of this.

- Appearance- The appearance of the environment must be equal to or above the way you entered. Make certain the patient/family are satisfied before you leave.