



*Private Duty / Certified Companion Services
Registered Nurses / Licensed Practical Nurses
Certified Aides*

Welcome...

PROTOCOLL has been chosen as a preferred provider at this hospital because of our reputation and specialization in providing quality staffing to hospitals, nursing homes, assisted living facilities, clinics, and physician offices since 1972.

This fine hospital requires the assurance that any outside agency placing caregivers to their patients, meets the highest credentials and standards. Protocall is committed to this assurance. A current copy of all employee certifications, licenses, background checks, and educational updates are kept on file at Protocall.

When you or someone you love needs care, the responsibility may seem overwhelming. The well-being of the patient or resident is always a primary concern. Many patients and family members feel better knowing that someone is always there ready to respond to their loved ones needs. When family and friends can't be there, Protocall can.

In these situations, Protocall's Partnership in Private Duty Excellence Program is the answer. Our personnel work together in conjunction with the hospital staff to ensure comfort and companionship to the patient. You want quality care and assistance from someone you can count on. Protocall will give you the peace of mind you need.

“We enhance the quality of life through competence and caring.”

**Philadelphia & Suburbs
Southern New Jersey**

**215.592.7400
856.227.1900**



About this Packet...

The information in this packet is designed to guide you through the service request process and contains pertinent information needed to expedite service coordination. If additional clarification is needed, please do not hesitate to contact us for further information.

About the Patient Care Provided...

Protocall's private duty staffing supervisors will work with both the family and the hospital or assisted living facility staff to arrange the appropriate care. Should you have any questions concerning patient care and facility services, please speak with a hospital nurse or the assisted living facility personnel. If you have questions regarding Protocall's caregivers, please contact Protocall. We are always available 24 hours a day, 7 days per week.

Services Available...

There are three levels of service offered by Protocall. We will assign caregivers to meet your service request in a timely fashion. We provide Nursing Assistants/Companions, Registered Nurses, and Licensed Practical Nurses. In the event we are unable to meet the specifics of your service request, an alternative solution will be recommended.

Contact Information...

Please provide necessary contact information for the patient and/or the person requesting service.

Name	Address
Primary & Alternate Phone Number	Email
Relationship to Patient	Patient Date of Birth

Service Description...

Care Location (Hospital Name & Room Number)	Service Dates & Duration
Reason for Admission	Willingness to Receive Service
Describe Assistance Needed	Any Other Pertinent Information

Our goal in providing services is reflective of our Mission Statement.

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PRIVATE DUTY SERVICES TERMS AND AGREEMENTS

Service Agreement Acknowledgement

Upon service request, I hereby authorize Protocall to contact my credit card issuer to approve the purchase of Private Duty services. I authorize Protocall to charge my credit card in the amount to cover actual hours approved per time ticket specifications **IN ACCORDANCE WITH THE BILLING FEE SCHEDULE ENCLOSED**. In the event my credit card is declined for any reason, I hereby agree to provide Protocall with another credit card to cover any outstanding balances. I fully understand that I am responsible for any and all charges incurred for purposes of Protocall services rendered.

Payment & Billing Information

The hospital assumes no responsibility for the coordination and payment for private duty services. Prior to rendering service, Protocall will request the name of the individual who is responsible for payment and require credit card authorization as the form of initial payment. The following credit cards are accepted as a form of payment: VISA, MasterCard and American Express. Protocall will contact your credit card issuer who will pre-authorize initial charges. The actual charges will be billed to your credit card account each week. The invoice will be accompanied with a credit card receipt detailing the applicable charges to include service dates, hours, charges and names of personnel assigned.

Verification of Hours Worked

The caregiver will present a time ticket for approval at the end of the workday. In the event the patient and/or authorized customer representative is unable to sign the time ticket, a hospital nurse may sign for verification. The time ticket serves as verification of hours worked and client will be billed accordingly.

Cancellation Policy

Please notify Protocall immediately as we require a four (4) hour cancellation notice. An office representative is available twenty-four (24) hours per day, seven (7) days per week. If service is not canceled within four (4) hours from start of shift and the caregiver cannot be notified and arrives to work; you will be billed for four (4) hours.

Hiring Policy & Terms

Protocall invests considerable time and effort to recruit and hire its personnel. If you desire to hire a Protocall employee or refer an employee to be hired by another company you may do so at an agreed upon separation fee. Please contact Protocall to discuss the applicable fee. All clients and employees have signed an agreement, which addresses the hiring of Protocall personnel. Any violation of this policy will be strictly enforced.

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Most Commonly Asked Questions and Answers

Insurance Coverage

1. What is the typical insurance coverage for Private Duty Services?

Insurance policies rarely cover private duty services. A typical reason for exception and consideration may be due to “medical necessity.” This type of circumstance generally requires a written authorization from the treating physician. Protocall may assist for this type of request.

Billing for Services

2. What is Protocall’s policy for billing?

Prior to rendering service, Protocall will request the name of the individual who is responsible for payment and require credit card authorization as the form of initial payment. The following credit cards are accepted as a form of payment: VISA, MasterCard and American Express. Protocall will contact your credit card issuer who will pre-authorize initial charges. The actual charges will be billed to your credit card account each week.

PRIVATE DUTY SERVICES ARE SEPARATE FROM THE HOSPITAL BILL!

Medicare Coverage

3. Does my Medicare Insurance cover the cost of Protocall Private Duty Nursing Services?

Unfortunately, Medicare does not reimburse for Private Duty Services in the hospital.

Home Nursing Care

4. May I continue to receive services from Protocall after hospital discharge?

YES! As a private pay homecare agency, Protocall would welcome the opportunity to provide services ranging from 2 hours per day to 24 hours per day/seven days a week. These services can be provided in your home and/or the home of another person where you may reside or be staying with for care. Additionally, Protocall can also provide service in a rehab, nursing home, or assisted living facility. You may request the same caregiver you had in the hospital. We will do our best to ensure continuity of care. Please inform the hospital social worker, discharge planner and/or case manager that you would like service from Protocall. Then please call us directly to arrange for services.

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Protocall Private Duty Excellence Program
Billing Fee Schedule
Effective January 1, 2010

Job Category	Weekday	Weekend
Certified Nursing Assistant	\$18.50 - \$19.95	\$19.50 - \$20.95
Licensed Practical Nurse	\$40.20 - \$42.30	\$42.30 - \$44.40
Registered Nurse	\$48.60 - \$50.70	\$50.70 - \$52.80

** Prices may be subject to change*

BILLING POLICIES

Timesheet Authorization Client signature constitutes a certification that hours recorded are accurate and Client shall be billed accordingly.

Minimum Service Charge Client shall be billed the minimum service charge, calculated at the applicable bill rate for three (3) hours.

Pay/Bill Period The pay/bill period commences with the day shift Monday morning and ends with the night shift, Sunday.

Weekend Rate Policy Weekend rates begin Friday 11p-7a & end Sunday 11p-7a shift.

Overtime Rate Policy Client shall be billed the overtime bill rate, calculated at time and one-half (1.5) the hourly rate for service hours performed that exceed forty (40) hours within the defined pay/bill period.

Holiday Rate Policy Charges for services performed on holidays listed below shall be calculated at time and one-half (1.5) the hourly rate, 11 PM on the eve of the holiday; ending 11 PM on the day of the holiday. The exceptions are noted with an (*) beginning at 3 PM.

New Year's Eve *
 July 4th
 Christmas Eve *

New Year's Day
 Labor Day
 Christmas Day

Memorial Day
 Thanksgiving

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