

## Our Promise to you:

We know that you have many home care options and appreciate your trust in our company as one of your viable options. We promise that

1. The confidentiality of your health care needs will be protected
2. You will be carefully matched with a health care professional who has experience in your area of need and will deliver care in accordance with applicable standards
3. Your care will be provided in the comfort and familiarity of your home or a designated place and delivered with compassion, excellence.

## Payment:

Home care services are covered by many insurance providers. You do not have to worry about what coverage you have for the services needed. Our Insurance specialists would contact your insurance provider, verify coverage and obtain authorization (if needed). We participate with the following insurance providers:

- Maryland Medicaid: REM, Model Waiver, REM optional
- Amerigroup Community Care (MD)
- Carefirst Community Health Plan (MD)
- Maryland Physicians Care
- Aetna Better Health of Maryland
- Long term care insurance
- Other PPO plans
- Private Pay

### Reliable Care Services

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[www.Reliablecarellc.com](http://www.Reliablecarellc.com)



## Reliable Care Services

*Working with you for a quick home recovery.*

*Reliable Care is a home care agency that believes in the personal approach to health care services. Your individual/family needs are key factors in our service provision. Choosing Reliable Care Services means that you can relax knowing that you would be working with health care professionals you can rely and depend on. At times when decisions have to be made quickly, Reliable Care can make it easier on the whole family.*





## Our Services:

We provide nursing services to the following client base:

Pediatric clients with complex medical diagnosis

Adults needing a broad range of services including:

Wound care

Post hospital care

Home IV therapy services

Tracheostomy care

G/J-tube care

Personal Care Services including:

Assistance with Activities of daily living

Assistance with safe ambulation, feeding, transfers, light housekeeping and more.

## Our Staff

At Reliable Care, we pride ourselves with highly knowledgeable staff who are experienced in pediatrics, adults and seniors. We strive to ensure privacy and compassion for our clients. Our carefully selected health care professionals are certified and insured. In-depth background checks are performed with every employee and assessments done to ensure their ability to perform needed home care services. Our hiring process includes the following: license verification, complete professional reference checks, skills check/assessment, health screening, face to face assessment of clinical and interpersonal skills.

Compatibility with your family, lifestyle and situation are important to us. To assist you in your transition, our professional skilled nursing staff will work with your family and physician to create a plan specifically designed to help you live at home comfortably. We begin by performing an assessment to determine your medical and personal care needs. A treatment plan is developed with the goal of achieving favorable outcomes.

Registered Nurses, Licensed Practical Nurses and Certified/Geriatric Nursing Assistants make up our staffing pool.

## Coverage Area:

Services are provided in the following Maryland counties:

Montgomery County

Prince George's County

Howard County

Anne Arundel

Frederick County

Baltimore County

Baltimore City



## We are here to help

We are committed to offering families a comfortable quality of life in the comfort and familiarity of their homes.

Call us to learn how we can support you.

**Phone: 301-947-9545**

**Fax: 301-947-9548**

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