

Smooth Transitions



We at Black Stone understand the time demands and scheduling challenges many nursing homes face. Our **Smooth Transitions** program was designed specifically to help nursing homes seamlessly move a resident back home and arrange the level of home care needed to ensure the resident is comfortable throughout recuperation. “Professional Care With a Personal Touch” is Black Stone.

Our Home Healthcare Services include instruction, skilled services (hands-on clinical treatment), rehabilitative therapies, social work services, and home health aides. Black Stone is a certified Medicare and Medicaid provider, and is the largest provider of PASSPORT services in southwest Ohio. In addition, our healthcare division provides non-medical services to assist the elderly.

The process for initiating a home healthcare referral with Black Stone is easy:

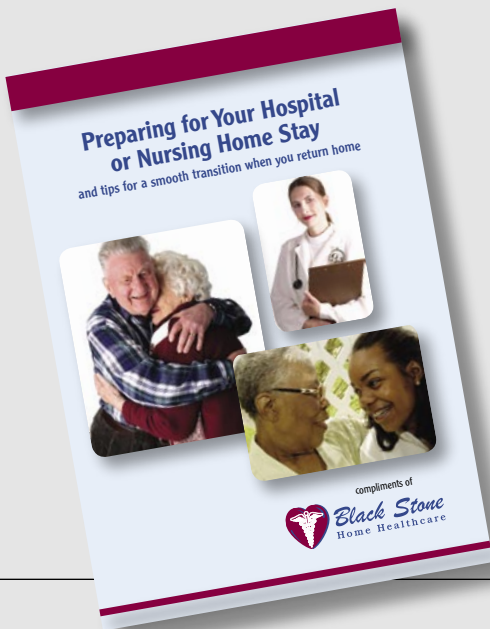
- You can call our Dayton headquarters at (937) 424-1370 or (800) 871-2034. Chris Doggett, RN, or Vickie Flatter, RN, will promptly assist you. OR...
- You can fax us the resident demographics, anticipated discharge date, services required, and physician contact information. Our fax number is (937) 424-1372. Black Stone will notify you once information is received. OR...
- You can e-mail us the appropriate information. E-mail to: referral@blackstonehc.com. We will reply once information is received.

Our Dayton-area Nursing Homes Liaison, Peggy Wagner-Mitchell, LSW, is available to meet and evaluate any resident at your facility. Peggy can be scheduled through Chris or Vickie at the above phone numbers.

Smooth Transitions was designed to save you time while helping the resident get resettled at home effortlessly. Here are a few ways this program benefits you and the resident:

- The Black Stone patient and resident oriented guide *Preparing for Your Hospital or Nursing Home Stay and tips for a smooth transition when you return home*, is provided to residents and delivered by our liaison,

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who will explain home healthcare services. If your resident chooses Black Stone as their home healthcare agency, our liaison will perform an on-site evaluation to meet with the resident and the family, explain in full detail the home healthcare services, and verify their needs and preferences.

- The resident will then be provided a written recap, which outlines the services needed, along with an anticipated start-of-care date, and contact information. This written recap makes the resident comfortable that all services needed have been arranged.
- To further help your facility identify the home healthcare provider chosen by the resident, Black Stone places

our identification sticker on the resident's chart. This sticker indicates that the resident is a recipient of Black Stone services and provides our contact information. This simple sticker, at a glance, enables the discharge planner or social worker to quickly contact us with any changes in their needs, location to be serviced, or discharge date.

- Once our liaison completes a resident referral, a copy of our referral form is left with the social worker. This form includes pertinent resident information such as: conversations with the physician, services ordered, and where and when durable medical equipment is to be delivered. This form also contains contact information for Black Stone offices and date and type of services.

Smooth Transitions promotes resident wellness and quick recuperation while saving the nursing home precious time. We will look forward to helping your residents with home healthcare services.

Black Stone is headquartered in Dayton, with offices in Springfield, Blanchester, Fairfield, Xenia, and Cincinnati. In-home services vary by office and county. Skilled services are available in these counties: Montgomery, Greene, Clark, Warren, and Butler. Please phone us so we may help with your needs.



3055 Kettering Blvd., Suite 314
Dayton, OH 45439
(937) 424-1370 or (800) 871-2034
www.blackstonehc.com

"Professional Care With a Personal Touch"

Benefits of a Black Stone On-site Evaluation:

- Our liaisons may be able to identify issues that must be resolved prior to discharge and assist in their resolution.
- Our liaisons will order the appropriate equipment (walkers, beds, wheelchairs, etc.) from the resident's supplier of choice, saving time for the nursing home and providing continuity for the resident.
- All necessary clinical information is obtained by our liaison. With facility and resident permission, we will investigate the clinical record, contact the physician for orders, and meet with the resident or family members to obtain all other needed information. If ever the resident needs to return to a facility, our liaison will work with the hospital to make sure the original nursing home is contacted for continuity of care for this resident.
- We identify and initiate additional community support options, to assist in the resident's transition back to productive, day-to-day living.
- We explain our services in detail to residents and family members, ensuring realistic expectations of what home healthcare will provide. Personal choice should always come first and foremost when a health care provider is selected. Black Stone is committed to honoring resident choice.
- Residents and/or family members become knowledgeable about how to contact Black Stone, 24 hours a day, seven days a week, which means fewer phone calls to discharge planners, case managers, and social workers.