PATHWAYS

HEALTHCARE

HOME HEALTH · PALLIATIVE · HOSPICE

REIMAGINING HOMECARE

Welcome

RECOVERY AT HOME



800.939.1855

AVAILABLE 24 HOURS A DAY,
7 DAYS A WEEK

www.pathwaysllc.com

Fax 855.939.1855

Welcome to Pathways

Thank you for choosing Pathways Healthcare for your home care needs!

As a patient, you have the right to choose who cares for you in the home, and we are honored that you chose us. We were founded on the core belief that the best place for patients to heal, recover, and rehabilitate is their home. Our mission is to inspire healing and independence.

Over the next few days, you will be meeting a number of our very experienced and caring clinicians. Depending on your needs you may be receiving a variety of services from our clinical team. Be assured that our clinicians will always call to set up an appointment with you and explain how they will help you in your recovery.

While under Pathways' care you may need to contact us with general questions about your care or have an urgent need to speak to a member of our clinical team. In such circumstances, please call 800.939.1855. We have physicians, nurse practitioners and nurses on call 24 hours a day, seven days a week.

Our first priority is each patient's complete satisfaction with our health care services. We welcome your comments and concerns at any time. Again, thank you for choosing Pathways!

Sincerely,

John Talbot
Founder and President
jtalbot@pathwaysllc.com

Sean Talbot
Co-Founder and COO
stalbot@pathwaysllc.com

WE ARE HERE FOR YOU

24 HOURS A DAY

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Recovery at Home

At Pathways Healthcare, our goal is to help you recover in the comfort of your own home.

- **Working with you and your doctor**
- **Nursing, therapy and other services**
- **Helping you with your medications**
- **24/7 on-call service led by our own doctors and nurse practitioners**
- **Education to put you in control of your recovery**

You can expect that our clinicians will dress professionally and follow the highest standards of care. What makes us different than most home care companies is that a Pathways physician or nurse practitioner will always be overseeing your care. They are the leaders of your care team, and every morning, during our "rounds," Pathways team members meet to discuss your needs.



Our Services

Depending on your treatment plan, Pathways can offer patients the following services in the comfort of home:

- **Physicians**
- **Nurse Practitioners**
- **Skilled Nursing**
- **Physical Therapy**
- **Occupational Therapy**
- **Speech Therapy**
- **Social Services**
- **Home Health Aides**
- **Wound & Ostomy Care**
- **Peripheral Line/IV Monitoring**

If you have any questions about the services above, ask your nurse. Our team members promise to show you professionalism, courtesy, and compassion everyday.

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2012 – Family-owned since

6 – States, one standard of care

24/7 – Nurse-led on-call

3x – Boston Globe Top Place to Work (2023 to 2025)

Your Next Step: Home

Soon, you are going home, where we will take care of you. In those first few days, here is what to expect:

- You will receive a **welcome phone call** from our clinical manager to discuss the transition to home care and address your questions or concerns. If you do not hear from us, please call **800.939.1855**.
- A Pathways nurse will complete an official **admissions visit** within 24 hours of your return home. During this visit, the nurse will complete a start-of-care Outcome and Assessment Information Set (OASIS), which is the foundation of your electronic medical record kept by our team. The nurse will walk you through the admissions visit, which will be a bit longer than standard visits.
- With you and your caregivers, we will create a **treatment plan** that will specify what services and/or medical equipment you need, which clinicians will provide these services and how often, and what results are expected by our team.





Will my insurance cover home care?

Our skilled services (nursing, therapy) are covered 100% by Medicare and private insurance with no copays. But, just like a doctor's office, you may be asked for a small copay only if you see one of our doctors or nurse practitioners. We verify your coverage before we start and tell you exactly what's covered, so there are no surprise bills. Feel free to call our office at 800.939.1855 any time if you have questions.

What is the difference between home care and private duty care?

In home care, we provide skilled services such as (nursing, therapy) that have been ordered by your doctor and covered by insurance. Private duty care includes housecleaning, transportation and meal preparation. These are paid out-of-pocket by the patient, as insurance does not cover private duty care. Our skilled home health aides can help bathe and dress you if requested by your doctor.

When is my nurse/therapist coming?

On the day of a visit, the visiting clinician will give you a call in the morning. Due to traffic and unforeseen issues, we provide a two-hour range of our arrival time.

Does Pathways communicate with my primary care doctor?

Yes! Your primary care doctor has approved our services, and our clinicians will provide your physician with updates on your progress. Led by our own physicians and nurse practitioners, Pathways acts as the bridge between your primary care physician and your home. We communicate with and work with your personal primary care doctor to provide care designed for your specific needs.

I'm not feeling well. What should I do?

Call our office immediately at 800.939.1855, 24 hours a day, 7 days a week. We are here for you. Share our number with family and friends so that they can call us as well.

Does Pathways treat wounds and ostomies?

Yes. Our nurses are trained in wound and ostomy care — pressure injuries, surgical incisions, diabetic wounds, and ostomy education and supplies. They provide and track the supplies your doctor has approved and stay in touch with your wound clinic. Call your nurse or our office at 800.939.1855 any time.

Why does my clinician use an AI listening tool?

Some of our clinicians use an ambient listening tool during your visit — it quietly writes up the visit note in the background. That means they can look at you and talk with you instead of typing, giving you their full attention. It also means a clearer, more complete record of your care, so anyone on your team who sees you next already knows what happened.

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Any Immediate Questions?

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ACHC Accredited · **Medicare**-certified · **BBB** Accredited Business since 2013

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