



**A DIRECTORY OF
IN-HOME SERVICE
PROVIDERS
FOR CHESTER COUNTY
2011**

**Compiled and published by:
The Chester County Department of Aging Services
Government Services Center, Suite 320
601 Westtown Road, P. O. Box 2747
West Chester, Pennsylvania 19380-0990
610-344-6350 or 1-800- 692-1100, Ext. 6350
Website: www.chesco.org/aging
TTY (Hearing Impaired): 610-344-5233
ELDER ABUSE HOTLINE: 1-800-564-7000**

CHESTER COUNTY DEPARTMENT OF AGING SERVICES

GENERAL INFORMATION

Home Health Care Providers offer a variety of community-based services including assistance with personal care (bathing, dressing, grooming, toileting), meal preparation, shopping, laundry, and housekeeping, in addition to skilled medical therapies.

The cost of these services is paid by individuals, families, Medicare, Medical Assistance (Medicaid) and private insurance policies. The Chester County Department of Aging Services provides a limited amount of subsidized services for eligible county residents.

To qualify for **Medicare** home health services, an individual must be homebound, reside in a qualified residence, have a Plan of Care established by a physician, and require part-time and intermittent skilled nursing care, physical therapy or speech therapy. Services must be medically necessary and can only be provided by a Medicare certified home health agency.

To determine whether you qualify for Medicare funded home health benefits refer to the financial arrangements box in the listings, which follow and contact the Medicare certified agency of your choice.

Medical Assistance may also pay for medically necessary home health visits to homebound individuals with limited home support. The individual must be pre-certified, Medical Assistance eligible by the County Assistance Office and services must be provided by a Medical Assistance certified home health agency. Refer to the financial arrangements box in listings for Medical Assistance information.

Before contacting a home health care provider, we recommend preparing a list of questions related to your individual service needs, the provider's accreditation and certification, fees and methods of payment, and staff qualifications. At the end of this directory, we have provided a sample list of questions to assist you. Advise providers of all your insurance coverage offering home health care benefits for possible reimbursement of expenses. Once you have selected a provider, be sure to also advise them of any changes in your insurance coverage.

If you experience difficulties with the delivery or quality of your home health care services, contact your home health care provider directly. If your concerns or complaints cannot be resolved with agency personnel, we encourage you to contact the Long Term Care Ombudsman at the Chester County Department of Aging Services for assistance 610-344-6350.

Please note that the following listings are for information only and do not imply endorsement or recommendation by the Chester County Department of Aging Services.

ACCUCARE HOME NURSING, INC.

Delaware County Medical Center

1999 Sproul Rd, Suite 1

Broomall, PA 19008

Phone: 610 - 353-7360

Fax: 610 - 353-7013

E-mail: Accucarehomecare@aol.com

Office Business Hours: 8:30 AM – 5:00 PM

Answering Service after Hours: YES

AREAS OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Payment (Fixed Rate), Medicare Reimbursement, Medical Assistance Reimbursement, Private Payment (Sliding Scale)

SERVICES AVAILABLE: Nursing (RN, LPN), Personal Care/Home Health Aide, Occupational Therapy, Speech Therapy, Physical Therapy, Medical Social Services, Companion, Live In, Shopping Assistance, Home Repair & Maintenance, In-Home Hairdressing.

ACS ATTENDANT CARE SERVICES, INC.

200 Melvin Drive

West Chester, PA 19380- 4130

Phone: 610-696-8583

Cell phone: 610-405-0892

Fax: 610-696-8584

E-mail: fneal@attendantcareservices.com

Office Business Hours: 8:00 AM – 6:00 PM

Answering Service after Hours: Answering machine

AREAS OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Medicaid Reimbursement only. No private pay.

SERVICES AVAILABLE: In-home attendant care by insured and bonded attendants, Assistance with activities of daily living such as bathing and dressing, cooking, shopping, errands, light housekeeping, companions.

ADDUS HEALTHCARE, INC.

2528 South Broad Street

Philadelphia, PA 19145

Phone: 215-755-8580

Fax: 215-755-9365

E-mail: bdlinks@addus.com Web: www.addushealthcare.com

Office Business Hours: 8:30 AM – 5:00 PM Monday-Friday

Answering Service after Hours: YES

AREAS OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Pay, Medicaid.

SERVICES AVAILABLE: Personal Care / Home Health Aid, light housekeeping, meal preparation, laundry, errands, live in overnight, companion, escort, food shopping.

ALWAYS BEST CARE SENIOR SERVICES

558 w. Uwchlan Avenue, Suite #2

Exton, PA 19341

Phone: 610-450-6776

Fax: 610-450-6782

E-mail: jmontgomery@abc-seniors.com

Office Business Hours: 8:30 AM – 5:00 PM Monday-Friday

Answering Service after Hours: YES

AREAS OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Pay, VISA, MASTERCARD, DISCOVER, Long Term Care Insurance

SERVICES AVAILABLE: Free Assisted Living Placement Service as well as many in-home services including: Alzheimer's and dementia, bathing, cancer patients, comfort care, companionship, dressing, escort/transportation, errands/grocery shopping, grooming, hourly or live-in care, incontinence care, light housekeeping/laundry, meal preparation, medication reminders, monitoring skin integrity, Multiple Sclerosis, Parkinson's Disease, recreational activities, respite care, stroke, terminal illness, transferring, weekends, holidays..

ANGEL COMPANIONS

582 Lancaster Avenue

Berwyn, PA 19312

Phone: 610-644-8780

Fax: 610-644-3770

Hours: 24 hours/day 7 days/week

AREAS OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Pay and long term care insurance

SERVICES AVAILABLE: Laundry, light housekeeping, meal preparation, bathing and hygiene, errand services, transportation services, grocery shopping, recreational activities, medication reminders, companionship.

AUM PHYSICAL THERAPY P.C.

1065 Andrew Drive
West Chester, PA 19380
Phone: 610-344-7374
E-Mail: marie@aumphysicaltherapy.com

Fax: 610-344-7350

AREAS OF COUNTY SERVED: Chester County Of Chester

FINANCIAL ARRANGEMENTS: Most major insurance, Medicare and Worker's Compensation

Services Available: Physical Therapy in office or at home for those who are home bound.

BAYADA NURSES – 2 locations

3000 Valley Forge Circle, Suite 3150
King of Prussia, PA 19406
Phone: 610-992-9200
Office Business Hours: 8:30 AM – 5:00 PM
Answering Service after Hours: YES
Web: www.Bayada.com

Fax: 610-992-0146

111 E. Cypress Street 1st floor
Kennett Square, PA 19348
Phone: 610-444-1990
Office Business Hours: 8:30 AM – 5:00 PM
Web: www.Bayada.com
E-Mail: jreimer@bayada.com

Fax: 610-444-4258

AREAS OF COUNTY SERVED: Chester County

FINANCIAL ARRANGEMENTS: Private Payment (Fixed Rate), Insurances, Medicaid,

SERVICES AVAILABLE: Nursing (RN, LPN), Personal Care/Home Health Aide, Companion

BRANDYWINE RIVER VALLEY HOME HEALTH AND HOSPICE

121 Bell Tower Lane
Oxford, Pa 19363
Phone: 610-998-1700
E-mail: jrhhs@chs.net
Office Business Hours: 8:00 AM – 4:30 PM
Answering Service after Hours: YES
On Call – 24 Hours, 7 Days/Week

Fax: 610-998-1799

AREAS OF COUNTY SERVED: Chester County

FINANCIAL ARRANGEMENTS: Private Payment, Medicare Reimbursement, Medical Assistance Reimbursement, private insurances.

SERVICES AVAILABLE: Nursing (RN, LPN), Physical Therapy, Occupational Therapy, Speech Therapy, Hospice, Medical Social Services, Personal Care/Home Health Aide (Spanish-speaking available).

Care First Nursing

8400 West Chester Pike
Upper Darby, PA 19082
Phone: 610-572-3440
E-mail: cfn8400@gmail.com
Office Business Hours 9:00 AM – 5:00 PM Monday-Friday
Answering Service after Hours: YES
On Call – 24 Hours, 7 Days/Week

Fax: 610-572-3460

AREAS OF COUNTY SERVED: Chester County

FINANCIAL ARRANGEMENTS: Private Pay and Long Term Insurances

SERVICES AVAILABLE: Nursing (LPN/RN), Personal Care/Home Health Aide, companion, live-in.

CARING COMPANIONS, INC.

1333 Wayne Street
Reading, PA 19601
Phone: 610-374-6522 or 888-280-7552
Office Business Hours: 8:30 AM – 4:30 PM Monday-Friday
Answering Service after Hours: YES

Fax: 610-374-6577

AREAS OF COUNTY SERVED: Chester County

FINANCIAL ARRANGEMENTS: Private Pay

SERVICES AVAILABLE: Personal Care, light housekeeping, meal preparation, errands and respite care.

CARING NEIGHBORS

619 Kings Highway
Coatesviller, PA 19320
Phone: 610-380-3201

Fax: 610-431-3953

Office Business Hours: 8:00 AM – 4:00 PM Monday-Friday

Answering Service after Hours: YES

AREAS OF COUNTY SERVED: Chester County

FINANCIAL ARRANGEMENTS: Private Payment, Commercial Insurance (client pays for services and gets reimbursed from insurance).

SERVICES AVAILABLE: Home Health Aide, Personal Care with bathing, dressing, meal preparation, Exercises set up by Physical Therapy, small errands (e.g. grocery shopping, pharmacy), some transportation, Companion available days and evenings, live-ins sometimes available.

CHESTNUT KNOLL AT HOME

100 Schaffer Street, Suite C
Boyertown, PA 19512

Phone: 610-473-3328

Fax: 610-473-2996

E-mail: ldetwiler@chestnutknoll.com

Web: www.chestnutknoll.com

Office Business Hours: 9:00 AM – 5:00 PM Monday-Friday

Answering Service after Hours: 24hrs/day / 7 days/week

(Leave message to be called back)

AREAS OF COUNTY SERVED: Northwest, (North Coventry, Pottstown, Phoenixville, Limerick, etc...)

FINANCIAL ARRANGEMENTS: Medicaid, Veterans, long term care Insurance, private pay

SERVICES AVAILABLE: Companion care, personal care, home support, med. set up.

COMFORCARE HOME CARE

255 Gordon Drive, Suite 204
Exton, PA 19341

Phone: 610-363-1485

Fax: 610-400-8000

Office Business Hours: 8:30 AM – 4:30 PM Monday-Friday

Answering Service after Hours: YES after 4:30 PM

AREAS OF COUNTY SERVED: Chester County

FINANCIAL ARRANGEMENTS: Private Pay, Medicaid, Medicare Long Term Health Care

SERVICES AVAILABLE: Companionship, personal care, errands/transportation, meal preparation, chore service/light housekeeping, transfer, bathing, grooming & hygiene, med reminder and more.

COMFORT KEEPERS

1204 Baltimore Pike, Suite 301
Chadds Ford, PA 19317

Phone: 610-358-1640

Fax: 610-358-1645

Office Business Hours: 9:00AM – 5:00 PM Monday-Friday

Answering Service after Hours: YES

AREAS OF COUNTY SERVED: Chester County

FINANCIAL ARRANGEMENTS: Private Pay, Medicaid

SERVICES AVAILABLE: Home Support, Respite, and Companion, 24 hour companion, personal care, shopping, transportation, light housekeeping, laundry and linen, medication monitoring, meal preparation, errands, recreational services, non-medical.

CRITICARE INC.

223 Wilmington/West Chester Pike, Suite #104
Chadds Ford, PA 19317

Phone: 610-675-1111

Fax: 610-675-1112

E-mail: rpanaccio@criticareplus.com

AREAS OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Insurance, Private Pay, Medicaid, Medicare

SERVICES AVAILABLE: Personal Care, Respite, Companion, Attendant Care, Home Health Aide, Nursing, LPN, Health Assessment, Occupational and Physical Therapy, Housekeeping, Personal Laundry, Shopping, Transportation, and Escort.

CROSSROADS HOSPICE OF PHILADELPHIA

300 Lakeside Drive, Suite #120
Horsham, PA 19044

Phone: 215-956-5110

Fax: 215-956-5175

E-mail: chpr@crossroadshospice.com

Web: www.crossroadshospice.com

AREAS OF COUNTY SERVED: Greater Philadelphia Area

SERVICES AVAILABLE: “EXPECT MORE FROM US .. WE DO.”

In addition to standard hospice services, Crossroads Hospice of Philadelphia offers the following unique programs: the Ultimate Gift, the Gift of Blessings & Gratitude, and our Grief Recovery Program.

EXTENDED HOME CARE OF THE HOME CARE NETWORK, JEFFERSON HEALTH SYSTEM

**#400 One Radnor Corporate Center
240 Radnor Chester Road, Suite 100
Radnor, PA 19087**

Phone: 484-580-1534 OR (1-888-533-3999, CENTRAL INTAKE DEPT.)

Fax: 484-580-1540

Office Business Hours: 8:00 AM – 8:00 PM Monday-Friday; 7:30 AM – 4:00 PM Saturday & Sunday

Answering Service Hours: YES

AREAS OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Payment (Fixed Rate)

SERVICES AVAILABLE: Registered Nurses (RN), Licensed Practical Nurses (LPN), Personal Care/Home Health Aides, Physical Therapy (PT), Occupational Therapy (OT) and Speech Therapy (ST)

GENTIVA HOME HEALTH

486 Tom Jones Way Suite 260

Exton, PA 19341

Phone: 610-363-1569

Office Business Hours: 8:00 AM – 4:30 PM Monday-Friday

24 hour on Call Service

Answering Service After Hours: Yes

E-Mail: Elizabeth.Adams@gentiva.com

Web: www.gentiva.com

AREAS OF COUNTY SERVED: All of Chester County Of Chester

FINANCIAL ARRANGEMENTS: Medicare, Tri-Care, Humana, Geisinger, Blues with some exceptions, Medicaid, Medicare PPS

SERVICES AVAILABLE: Cardiac and pulmonary care, treatment for balance problems, disease and pain mgmt, medication mgmt and education, nursing, wound care, physical, occupational and speech therapy

HEARTLAND HOSPICE SERVICES

5 Christy Drive, Suite 103

Chadds Ford, PA 19317

Phone: 484-840-0811

Fax: 484-840-0818

Office Business Hours: 8:30 AM – 5:00 PM Monday-Friday

24 Hour on Call Service

Answering Service after Hours: YES

AREAS OF COUNTY SERVED: Chester and Delaware Counties

FINANCIAL ARRANGEMENTS: Most insurance, including Medicare and Medical Assistance.

SERVICES AVAILABLE: Hospice, 24-Hour Hospice Service

HHCA, An Amedisys Company

620 Freedom Business Center, Suite 100

King of Prussia, PA 19406

Phone: 1-800-872-5250

Fax: 610-491-2726

Office Business Hours: 8:00 AM – 4:30 PM Monday-Friday

Answering Service after Hours: YES

AREAS OF COUNTY SERVED: Chester County

FINANCIAL ARRANGEMENTS: Medicare Reimbursement, Private Insurance

SERVICES AVAILABLE: Nursing (LPN, RN), Occupational Therapy, Physical Therapy, Personal Care/Home Health Aide, Speech Therapy, Medical Social Services, Wound Care Specialists, Telehealth Program, Disease Management Programs, Balance for Life Program.

HOME HELPERS

P.O.Box 184

Lima, PA 19037

Phone: 610-358-1110

Fax: 610-358-0148

Office Business Hours: 8:00 AM – 6:00 PM Monday - Friday

Answering Service after Hours: Yes

AREAS OF COUNTY SERVED: Chester County (West Chester and east)

FINANCIAL ARRANGEMENTS: Private Pay, Medicaid, most long-term care insurances.

SERVICES AVAILABLE: Home support, personal care, respite, companion, home health, and personal emergency response devices.

HOME INSTEAD SENIOR CARE

7 North Five Points Road

West Chester, PA. 19380

Phone: 610-431-7877

Fax: 610-431-2677

Email: homeinstead7877@homeinstead.com

Web: www.homeinstead.com

Office Business Hours: 8:00AM-6:00PM

Answering Service after Hours: YES 24/7

AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private pay (min. three hours); Short and Long Term Care insurances

SERVICES AVAILABLE: companionship, housekeeping & laundry, meal prep., transportation, hourly, sleepover & 24 hour service, respite care, errands & appointments, bathing assistance, and medication reminders.

IMMEDIATE HOME CARE, INC.

2920 Olga Avenue
Bensalem, PA. 19020
Phone: 215-638-2223

Fax: 215-638-3439 or 215-638-9776

AREAS OF COUNTY SERVED: Eastern

FINANCIAL ARRANGEMENTS: Medicare, Medicaid, All types insurances

SERVICES AVAILABLE: Personal Care, Respite, Companion, Attendant Care, Housekeeping, Home Health Aide, LPN, RN, Physical Therapy, Occupational Therapy, Speech Therapy, Medical Social Worker, Hospice, and Dietician.

INNOVATIVE LIVING

585 Exton Commons

Exton, PA. 19341

Phone: 610-280-0610 or 610-280-0612

Fax: 610-280-0618

Emergencies: 610-283-4040

Office Business Hours: 8:00 AM – 5:00 PM Monday-Friday

Answering Service after Hours: YES

AREA OF CHESTER COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Pay

SERVICES AVAILABLE: Home Health Aide, errands, light and heavy housekeeping, shopping, transportation.

JEFFERSON HOME CARE

240 Radnor Chester Road

Radnor, PA 19087

Phone: 484-580-1601 or 1-888-533-3999

Fax: 610-254-1640

Office Business Hours: 8:30 AM – 5:00 PM

Answering Service after Hours: YES

AREA OF CHESTER COUNTY SERVED: Most Areas of Chester

FINANCIAL ARRANGEMENTS: Private Payment, Medicare, most insurance's

SERVICES AVAILABLE: Nursing (RN), Physical Therapy, Occupational Therapy, Speech Therapy, Psychiatric Assessment, Medical Social Services, Hospice, Personal Care/Home Health Aide (Male, Female), No Cost Health Monitoring Program, Blood Pressure Screenings.

JORPAT HOME HEALTH CARE

85 N. Lansdowne Avenue, Suite 2

Lansdowne, PA 19050

Phone: 610-622-0338

Fax: 610-622-0355

Office Business Hours: 9:00 AM – 5:00 PM Monday-Friday

Answering Service after Hours: YES

AREAS OF COUNTY SERVED: Some areas of Chester County

FINANCIAL ARRANGEMENTS: Private Pay, Medicare for covered services/Medicaid

SERVICES AVAILABLE: Skilled nursing, Physical Therapy, Occupational Therapy, Personal Care/Home Health Aid, Respite, companion, home support, Attendant care over and under 60 years of age, Medicaid and Medicare certified, employees screened, criminal background and child abuse clearances.

LEE'S INDUSTRIES, INC.

3858 Pulaski Avenue

Philadelphia, PA 19140

Phone: 215-663-1447 ext. 402 or 404 or 1-800-784-7865 ext. 232

Fax: 215-663-1771

Office Business Hours: 8:30 AM – 4:30 PM

24-Hour On-Call Supervisor: YES

AREAS OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Payment (Fixed Rate), government funded

SERVICES AVAILABLE: Nursing (RN, LPN, CNA), Personal Care/Home Health Aide, Companion, Live-In, Housekeeping, Pest Control.

LIBERTY IN HOME CARE

206 Old Lancaster Road

Devon, PA 19333

Phone: 610-254-9440

Fax: 484-585-1383

www.LibertyCares.com

Office Business Hours: 8:00 AM – 5:00 PM, available 24 hours

Answering Service after Hours: 24 hour answer

AREAS OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Pay/Option-Waiver/VA – Chester County, Philadelphia/Long Term Care Insurance

SERVICES AVAILABLE: Companionship, meal planning and preparation, incidental transportation, running errands, light housekeeping, medication reminders, monitoring of safety while bathing, assistance with bill paying, and information and referral services. Services are available seven days a week and can range from a few hours daily to 24 hours and live-in care.

LIFE FORCE ELDERCARE CORP.

3544 West Chester Pike, Suite 216

Newtown Square, PA 19073

Phone: 610-359-0260

Fax: 610-359-1117

Office Business Hours: 8:30 AM – 5:00 PM

Answering Service after Hours: YES

AREAS OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Payment (Sliding Scale)

SERVICES AVAILABLE: Personal Care/Home Health Aide, Companion, specializing in Live-In Companions.

LIFELINE HOME HEALTH, INC.

530 Baltimore Pike

Springfield, PA 19064

Phone: 610-328-2788

Fax: 610-328-9388

Office Business Hours: 8:30 AM – 5:00 PM

Answering Service after Hours: YES

AREAS OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Payment (Sliding Scale) Medicare Reimbursement, Medical Assistance Reimbursement, Private Payment (Fixed Rate), Preferred Provider for many major insurers.

SERVICES AVAILABLE: Nursing (RN, LPN), Physical Therapy, Occupational Therapy, Speech Therapy, Respiratory Therapy, Social Services, Personal Care/Home Health Aide, Companion.

MAIN LINE NURSES

586 Lancaster Avenue

Berwyn, PA 19312

Phone: 610-644-9160 Fax: 610-644-3770

E-Mail: htorres@nursebankamerica.com (Hiram Torres)

Hours: 24 hours/day 7 days/week

AREAS OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Pay, Insurance, Medicare

SERVICES AVAILABLE: Live-in care, Companionship, Light Housekeeping, Meal Preparation, including future meals, Bathing and Hygiene, Errand Services, Laundry, Recreational Activities, Grocery Shopping, Transportation Services, Medication Reminders, Skilled Nursing Visits and Private Duty, RN's & LPN's, Physical Therapy, Occupational Therapy, Certified Home Health Aides.

MAXIM HEALTHCARE SERVICES

748 Springdale Drive, Suite 120

Exton, PA 19341

Phone: 610-363-6044

Fax: 610-363-6488

AREAS OF COUNTY SERVED: Chester County

FINANCIAL ARRANGEMENTS: Private Pay, Private insurance, Medicaid

SERVICES AVAILABLE: Home support, personal care, respite, companion, home health, personal assistant, nursing.

MERCY HOME HEALTH SERVICES

1001 Baltimore Pike, Suite 310

Springfield, PA 19064

Phone: 1- 888-690-2551

Fax: 610-690-2555

Office Business Hours: 8:00 – 5:30 PM

Answering Service after Hours: YES

AREAS OF COUNTY SERVED: Limited areas in Chester County

FINANCIAL ARRANGEMENTS: Private Payment (Fixed Rate, Sliding Scale), Medicare Reimbursement, Medical Assistance Reimbursement, Managed Care and Commercial Insurance

SERVICES AVAILABLE: Nursing (RN, LPN), Physical Therapy, Occupational Therapy, Speech Therapy, Social Services, Personal Care/Home Health Aide, Diabetic Education, Wound Specialist, Asthma Program, CHF Program, COPD program, Palliative Care Program.

NEIGHBORHOOD HEALTH AGENCIES, INC.

NEIGHBORHOOD VISITING NURSE ASSOCIATION, NEIGHBORHOOD HOSPICE,

NEIGHBORHOOD LEAGUE HEALTH SERVICES

795 East Marshall Street, Suite 204

West Chester, PA 19380

Phone: 610-696-6511

Fax: 610-344-7064

Office Business Hours: 8:00 AM – 4:30 PM

Answering Service after Hours: Yes, with on-call homecare and hospice nurses and managers available

AREAS OF COUNTY SERVED: All of Chester County, Easter Lancaster County, Western Delaware & Montgomery Counties

FINANCIAL ARRANGEMENTS: OK

SERVICES AVAILABLE: Nursing, Physical Therapy, Occupational Therapy, Speech Therapy, Home Health Aides, Medical Social Services, Hospice (in-home + in-patient), Volunteers, Personal Care Aides/Companions, Senior Healthlink Community Outreach.

PERSONAL HEALTH CARE, INC.

1220 Valley Forge Road #13

P. O. Box 987

Valley Forge, PA 19482

Phone: 610-933-6130

Fax: 610-933-0154

Office Business Hours: 8:30 AM – 5:00 PM

Answering Service after Hours: YES

AREAS OF COUNTY SERVED: Chester

FINANCIAL ARRANGEMENTS: Private Payment (Fixed Rate), Medicare Reimbursement, and Medical Assistance Reimbursement.

SERVICES AVAILABLE: Nursing (RN, LPN), Personal Care/Home Health Aide, Companion, 24-hour Emergency Aide Service.

Tri-County Home Health and Hospice

13 Armand Hammer Blvd., Suite 201

Pottstown, PA 19464

Phone: 610-327-7216

Fax: 610-327-7562

Office Business Hours: 8:00 AM – 4:30 PM Monday-Friday

24-hour On-Call

Answering Service after Hours: YES

AREAS OF COUNTY SERVED: Northern Chester

FINANCIAL ARRANGEMENTS: Medicare Reimbursement, Medical Assistance Reimbursement; Private Insurance

SERVICES AVAILABLE: Nursing (RN) Occupational Therapy, Physical Therapy, Speech Therapy, Personal Care/Home Health Aide, I.V. Therapy Program, and Hospice.

PROFESSIONAL NURSING SERVICES, INC.

Commons of Valley Forge East

1288 Valley Forge Road, Unit 69

P.M.B. 264, P.O. BOX 987

Valley Forge, PA 19482

Phone: 610-933-9483

Fax: 610-933-4080

Office Business Hours: 8:30 AM – 4:30 PM Monday-Friday

Answering Service after Hours: YES

AREAS OF COUNTY SERVED: Chester and Montgomery counties.

FINANCIAL ARRANGEMENTS: Private Payment, Insurance

SERVICES AVAILABLE: Nursing (RN, LPN), Personal Care/Home Health Aide/Companion, Private Duty 24 hours a day/7 days a week, Light Housekeeping, Meal Preparation, Food Shopping (if feasible), transportation to physician's office (6 hours a day minimum and several days notice).

RELATIVE CARE

36 W. Lancaster Ave.,

Downingtown, PA 19335

Phone: 610-269-2935

Fax: 610-269-9514

Office Hours: Mon. – Fri. 9 a.m – 5 p.m.

E-Mail www.myrelativescare.com

After hours answering service – Yes

AREAS OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Pay, Insurance, Medicaid and VA

SERVICES AVAILABLE: Personal Care, Homemaker, Companionship, Errand Assistance, Respite, Live-in, Overnight and peace of mind check ins.

RIDGAWAY PHILIPS HOME CARE SERVICES

P.O. Box 906

Spring House, PA 19477

Phone: 215-643-1200

Fax: 215-540-0756

AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Insurance, Private Pay, Medicare, Medicaid

SERVICES AVAILABLE: Personal Care, Respite, Companion, Attendant Care, Housekeeping, Laundry, Shopping, Transportation, Escort, Home Health Aide, Nursing, Psychiatric Nurse, Physical, Occupational, and Speech Therapies, High Tech RN.

RIGHT AT HOME

60 Pottstown Pike, Suite 8

Chester Springs, PA 19425

Phone: 610-458-5050

Fax: 610-458-5057

Office Business Hours: 8:30 AM – 5:00 PM

After hours: someone available to take call

Website: www.rahcspa.com

E-mail: info@rahcspa.com

SERVICES AVAILABLE: Companionship assistance, housekeeping and laundry, meal preparation, bathing assistance, incidental transportation, hourly, sleepover and 24 hour service, respite care, errands and appointments, medication reminders.

AREAS OF COUNTY SERVED: Chester Springs, Colleeville, Downingtown, Elverson, Exton, Glenmoore, Monte Clare, Norristown, Phoenixville, Pottstown, Royersford, Spring City, Thorndale

FINANCIAL ARRANGEMENTS: Private pay, Short Term and Long Term Care insurances with reimbursement.

RPR SOLUTIONS HOME HELPERS

260 Park Road, Suite 1
Downingtown, PA 19335
Phone: 610-458-7550
Hours: 8:30 AM – 4:30 PM

Toll free: 1-888-672-9147
Fax: 610-458-7800
www.homehelpers.cc

AREA OF COUNTY SERVED: Chester and Lancaster Counties

FINANCIAL ARRANGEMENTS: Private pay, Medicaid, Long Term Care Insurance, Aging Program for Financial Assistance.

SERVICES AVAILABLE: Waiver, Options, Respite W1703, W1704, W1702, W1700, W.729. Personal Care, Home Support, Companion, Attendant Care, 24 hour care. Providing the best care in Chester County. Dependable, bonded, reliable serve for the past 5 years.

SCHUYLKILL FINANCIAL LLC

11 Grandville Way
Exton, PA 19341
Phone: 484-318-7188 Fax: 484-318-7189
E-mail: Jason.lazurick@schuykillfinancial.com
Website: www.schuykillfinancial.com
Hours: Call for an appointment

AREAS OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Pay

SERVICES AVAILABLE: Financial Planning, Budgeting, Estate Planning, Trust Management, Insurance (life, disability and Long term care) Investment management.

SENIOR HELPERS

256 Eagleview Boulevard
Suite 261
Exton, PA 19341
Phone: 484-879-6573 Fax: 484-879-6576
Email: Colleen@seniorhelpers.com
Office Business Hours: 8:00 AM – 5:00 PM (24/7 on-call)
Answering Service after Hours: YES

AREAS OF COUNTY SERVED: Exton, West Chester, Coatesville, Chadds Ford, Kennett Square, Oxford, Honey Brook

FINANCIAL ARRANGEMENTS: Private pay, most long-term care insurances

SERVICES AVAILABLE: Personal and companion care, housekeeping, meal prep, transportation, bathing assistance, respite care, medication reminders and Transportation. 3 hours/week to 24/7.

SENIORS HELPING SENIORS

601 Gay Street, Suite 8
Phoenixville, PA 19460
Phone: 610-590-4888 Fax: 610-313-8617
Email: seniorsofncc@hotmail.com
Office Business Hours: 8:00 AM – 5:00 PM (24/7 on-call)
Answering Service after Hours: YES

AREAS OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Pay, Long Term Care Insurance

SERVICES AVAILABLE: Companionship, light housekeeping, meal preparation, transportation, doctor appointments, shopping, yard work, house maintenance and small repairs, overnight stays (24-hour care), personal grooming and dressing, mobility assistance, pet care.

SOUTHEASTERN HEALTH SERVICES OF PA

101 Plaza Drive
Downingtown, PA 19335
Phone: 610-269-9876 or 1-866-674-9189 Fax: 610-269-9566
E-mail: sfriel@sehealth.com
Office Business Hours: 8:00 AM – 5:00 PM
Answering Service after Hours: YES

AREAS OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Pay, Medicare Reimbursement, Medical Assistance Reimbursement, Private insurance

SERVICES AVAILABLE: Nursing (RN, LPN), Physical Therapy, Occupational Therapy, Speech Therapy, Social Services, Personal Care/Home Health Aide/Companion, Housekeeping, Live-In, No-Cost Blood Pressure Clinic, Flu Shots in the fall to those with traditional Medicare.

SPECIAL CARE

72 Pottstown Pike, Suite 102
Chester Springs, PA 19425
Phone: 610-458-7100 Fax: 610-458-8601
Office Business Hours: 9:00 AM – 5:00 PM Monday-Friday
Answering Service after Hours: Yes, answering machine

AREAS OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Payment, Reimbursement from insurance, if applicable.

SERVICES AVAILABLE: Non-medical personal care, home support such as cooking, laundry, housekeeping, transportation. There's always staff on-call 24/7.

STRAFFORD REGISTRY HOME CARE AGENCY
237 Lancaster Avenue, Suite 100
Devon, PA 19333
Phone: 610-688-5001 Fax: 610-688-5006
E-mail: www.straffordregistry.com
Answering Service after Hours: YES - 24 hours/day

AREAS OF COUNTY SERVED: Chester, Montgomery and Delaware Counties
FINANCIAL ARRANGEMENTS: Private Pay; Long Term Insurance
SERVICES AVAILABLE: In home care by insured and Certified Nursing Assistants: Personal Care, light housekeeping, meal preparation, laundry, errands, escort, food shopping, medication management and assistance, Respite care. In home evaluation of individual needs prior to first visit. RN's and LPN's also available.

SUCCESSFUL AGING CARE NET
117 W. Gay St. Suite 112
West Chester, PA 19380
Phone: 610-692-2852 Fax: 610-692-2854
E-mail: successfulagingcaremanager@yahoo.com
Office Business Hours: 8:30 AM – 5:00 PM
Answering Service after hours: YES

AREAS OF COUNTY SERVED: All of Chester County Of Chester
FINANCIAL ARRANGEMENTS: Private Pay, Medicaid
SERVICES AVAILABLE: Skilled care, Personal care, Attendant care, Home support, Medication reminders, Companionship, Respite care, Light housekeeping, Environment Modifications, Medical Equip. Supplies and Sales.

SURREY SERVICES FOR SENIORS
28 Bridge Avenue
Berwyn, PA 19312
Phone: 610-647-6404 Fax: 610-647-8047
E-mail: mdalessandro@surreyservices.org
Office Business Hours: 8:30 AM – 4:30 PM
On-call with RN back-up 24 hrs./day

AREAS OF COUNTY SERVED: Easttown, Tredyffrin and part of Willistown Townships, and West Chester.
FINANCIAL ARRANGEMENTS: Private Payment (Sliding Scale), Long Term Care insurance.
SERVICES AVAILABLE: Personal Care/Home Health Aide; Companion Care: 1 or 2 hour service available, in addition to longer hours, including overnight and live-in. Care management; Housekeeping; Respite Care; Transportation: Bryn Mawr to Malvern. Volunteers for: Transportation, minor home repairs, errands, regular phone call check-in. Activities center, subsidized lunches Monday-Thursday. Consignment shop; Assistance with appraising, downsizing and help with daily money management. Home maintenance program with certified tradesmen.

SYNERGY HOME CARE
60 Pottstown Pike Suite 2
Chester Springs, PA 19425
Phone: 484-341-8720
Web: www.synergychesco.org

AREAS OF COUNTY SERVED: Majority of Chester County Of Chester
Hours: 24 hours, 7 days per week
SERVICES AVAILABLE: Meal preparation, laundry, groceries, personal care, companionship, respite care, medication reminders, transportation

TOTAL HEALTH HOME CARE
2710 West Township Line Road, P.O. Box 930
Havertown, PA 19083
Phone: 610-853-1402 Fax: 610-446-1701
Office Business Hours: 7 DAYS: 7AM – 8PM Monday-Friday, 8AM – 7PM SAT/SUN
Answering Service after Hours: YES (Voice mail)

AREAS OF COUNTY SERVED: All of Chester County
SERVICES AVAILABLE: Personal Care, Home Support, Respite, Meal Preparation, Light Housekeeping.

UNITED DISABILITIES SERVICES

Attention Cindy Davidson
1901 Olde Homestead Lane
P.O. Box 10485
Lancaster, PA 17605-0485
Phone: 1-800-995-9581 (for eligibility information, contact intake coordinator)
Fax: 717-293-1595
E-mail: www.udservices.org
Office Business Hours: 8:00 AM – 5:00 PM Monday through Friday
Answering Service after Hours: YES

AREAS OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Medicaid

SERVICES AVAILABLE: Attendant Care Provider, Personal Care for the Elderly and people with disabilities. Accessible Home Modifications. Skills Instruction.

UNIQUE AID HOMECARE

978 Hickory Ridge Drive
Chalfont, PA 18914
Phone: 1-888-998-6478 Fax: 1-888-211-4528 Fax Alternative: 1-888-572-6828
E-mail: info@uniqueaid.com
Web: www.uniqueaid.com
Office Business Hours: 9:00 AM – 5:00 PM
Answering Service after Hours: On Call

AREAS OF COUNTY SERVED: All

SERVICES AVAILABLE: Occupational Therapy, Physical Therapy, RN, General Practical Nurse, Certified Home Health Aide, and other aide services.

VISITING ANGELS Living Assistance Services

557 Exton Commons
Exton, PA 19341
Phone: 610-280-3540 Fax: 610-280-3542
Web: www.visitingangels.com/westchesterpa/home
Office Business Hours: 8:30 AM – 5:00 PM
On Call Manager – 24 hours per day/7 days per week

AREAS OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Pay, Long Term Care Insurance, PA State Waiver, Veterans Benefits

SERVICES AVAILABLE: Assistance with hygiene, transfers, toileting, transportation, meal preparation, medication reminders, light housekeeping, errands, shopping, companionship, respite, live-in, service avail. 24/7, temporary or long term service.

VISITING NURSE ASSOCIATION OF POTTSTOWN AND VICINITY

1963 E. High Street
Pottstown, PA 19464
Phone: 610-327-5700 Fax: 610-327-5701
Office Business Hours: 8:00 AM – 4:30 PM Monday through Friday
Answering Service after Hours: YES

AREAS OF COUNTY SERVED: Northern, Eastern and Central Chester County

FINANCIAL ARRANGEMENTS: Private Payment (Fixed Rate and Sliding Scale), Medicare Reimbursement, Medical Assistance Reimbursement and most insurances.

SERVICES AVAILABLE: Nursing (RN, LPN), Physical Therapy, Occupational Therapy, Speech Therapy, Medical Social Services, Personal Care/Home Health Aide, Hospice, Companion, Housekeeping, Support Groups, Personal Care/Home Aide (Spanish Speaking), Health Assessment Visits.

VNA COMMUNITY CARE SERVICES

525 Highlands Boulevard, Suite 114
Coatesville, PA 19320
Phone: 610-384-4200 Fax: 610-380-9091
Office Business Hours: 8:00 AM – 4:30 PM Monday-Friday
Answering Service after Hours: YES

AREAS OF COUNTY SERVED: Chester, Lancaster and Berks Counties

FINANCIAL ARRANGEMENTS: Medicare Reimbursement, Etna, Managed Care reimbursement.

SERVICES AVAILABLE: Skilled Nursing Care, which includes W.O.C.N. (Wound Ostemy Certified Nurse), Social Worker, Physical and Occupational and Speech Therapy and Home Health Aides. Provide skilled home health care 24 hours a day, 7 days a week.

WILLOW TREE HOSPICE

100 Sycamore Drive

West Grove, PA 19390

Phone: 610-869-2201 OR 866-WTREE77

Fax: 610-869-2011

Website: www.willowtreehospice.com

Office Business Hours: 8:00 AM – 4:30 PM Monday – Friday

Answering Service after Hours: YES

24-Hour On-Call Registered Nurse

AREAS OF COUNTY SERVED: Southern Chester County, Delaware, Eastern Lancaster

FINANCIAL ARRANGEMENTS: Medicare, Medicaid and most private insurances offer a hospice benefit, usually with no cost to the patient.

SERVICES AVAILABLE: RN visits, home health aide visits, Bereavement Services, Social Work, Chaplain, Medical Director, Dietician, Volunteer Program and Massage Therapy.

GENERAL QUESTIONS

- Is the agency currently licensed?
- Is the agency currently accredited? If so, by whom?
- Is the agency Medicare certified?
- Is the agency Medical Assistance certified?
- Does the agency accept private insurance payments?
- What will happen if your Medicare, Medical Assistance or insurance benefits run out and you can't pay for services privately?
- How long has the agency been in business?
- Does the agency have a brochure or description of services provided?
- How about a written statement of fees and payment policies?
- Is the agency bonded to assure payment in case of theft or a lawsuit?
- Are the employees separately bonded?
- Does the agency have its own malpractice and/or liability insurance?

AGENCY SERVICES

- Will the agency conduct an in-home evaluation of your individual needs?
- Will the agency contact your physician regarding the care that you need?
- Will the agency develop a written plan of care that identifies the specific services provided, schedule of days/times, and fees for each (including which may be paid for by Medicare, Medical Assistance or private insurance)?
- Does the agency provide service only with a minimum number of hours or days?
 - Can service be provided during evenings and weekends?
 - Does the agency charge extra fees for travel, lunch, supervision, weekends, or holidays?
 - Does the agency have someone to call after business hours?
 - How are emergencies handled?

STAFFING

- Are the agency's staff currently licensed or certified?
- What type of staff training does the agency provide?
- Does the agency maintain references on file for each employee?
- Are all employees required to have a physical exam?
- Does the agency check criminal history records on each employee?
- Will the same person provide service on each day you are scheduled for service?
- Will the agency provide a substitute if the regular worker calls in sick?
- Who supervises the agency's employees?
- Does the agency send supervisors on home visits to observe staff providing actual service?
- How does the agency handle lateness, theft, or other complaints about service?
- What will the agency do if you are dissatisfied with the person assigned to provide your service?