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Policy Title: Description of Services

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Approved by: Tonya Reagan

Policy Statement: The purpose of this policy is to clearly outline the services offered by Affordable Assist, ensure transparency in care delivery, uphold patient rights, and establish safety and professional standards. It serves as a guide to provide consistent, compassionate, and high-quality non-medical home care for all patients.

Services Offered

Affordable Assist provides a range of personalized non-medical home care services to ensure the well-being, comfort, and independence of our clients. Our services are tailored to meet the unique needs of every individual, offering the highest standard of compassionate care.

1. Personal Care

- Assistance with bathing, grooming, and hygiene.
- Dressing assistance to maintain dignity and comfort.
- Mobility assistance, including transferring and positioning.
- Incontinence care and toileting support.

2. Meal Preparation and Nutrition

- Planning, cooking, and preparing nutritious meals based on the patient's dietary needs and preferences.
- Assistance with feeding when necessary.
- Encouragement of proper hydration and balanced meals to promote overall health.

3. Housekeeping and Home Management

- General housekeeping, including dusting, vacuuming, and cleaning.
- Laundry and linen changes.
- Organizing and maintaining a safe, clutter-free living space.

4. Errands and Transportation

- Providing transportation to medical appointments, pharmacies, and grocery stores.
- Accompaniment and support during errands to ensure a safe and efficient experience.

5. Medication Reminders

- Verbal reminders to take medications on schedule.
- Monitoring and assisting in organizing pill dispensers.

6. Companionship and Emotional Support

- Engaging in meaningful conversation and activities to reduce loneliness.
- Assistance with hobbies, games, and recreational activities.
- Encouragement for social interaction with loved ones.

7. Specialized Non-Medical Care

- Fall prevention assistance and monitoring.
- Respite care for family caregivers.
- Support for individuals with Alzheimer's, dementia, or other cognitive challenges.

8. Flexible Accommodations

- Efforts are made to fulfill special requests or unique needs outside the typical scope of services, wherever possible.
- Adaptability in care plans to align with changing client requirements.

9. Financial Transactions and Invoicing

- Grocery shopping or supply purchases are documented with receipts.
- Financial transactions are completed securely, typically with a business credit card or reimbursements for the patient.
- Weekly invoices are sent via email, detailing service dates, times, and charges for transparency. Payment is due upon receipt of the invoice.

Scope of Services and Limitations: To ensure client safety and operate within our scope as a non-medical care provider, please note the following limitations. Our caregivers

1. **do not** administer medications directly. Furthermore, our caregivers are
2. **not permitted** to perform any medical tasks, including but not limited to:
 - Administering injections or managing IVs.
 - Performing sterile dressing changes or advanced wound care.
 - Any procedure requiring the skills of a licensed nurse or physician.

Our services are strictly non-medical and are designed to assist with activities of daily living.

Commitment to Care

- Enhancing the quality of life for our patients through reliable, compassionate, and respectful care.
- Maintaining open communication with patients and their families to foster trust and clarity in every aspect of care.

Our Professional Caregivers To ensure the highest standard of care, all Affordable Assist caregivers undergo a thorough screening process, including comprehensive background checks. We are a fully licensed and insured agency, and our caregivers receive ongoing training to meet the diverse needs of our clients, including specialized support for dementia and fall prevention.

Scheduling, Rates, and Billing

10. **Hours of Operation:** Care services can be scheduled at any time of day, seven days a week, subject to caregiver availability. Administrative office hours are Monday-Friday, 9:00 AM to 5:00 PM.
11. **Scheduling and Cancellations:** We request a minimum of 1 hours' notice for the cancellation of a scheduled visit
12. **Rates and Payment:** Service rates and any applicable fees for transportation are outlined in the Client Service Agreement.

Patient Rights

1. **No Contracts Required:** Affordable Assist does not require patients to sign long-term contracts.
2. **Termination of Services:** Patients may terminate services at any time and for any reason without explanation.
3. **Caregiver Comfort** - If a client feels uncomfortable or wishes to request a caregiver change for any reason, we will respond immediately. A new caregiver will be assigned on the same day whenever possible, and we will continue making adjustments until the client feels safe, supported, and fully comfortable with their care team..
4. **Care Plan Adjustments:** Care plans can be modified upon request, typically addressed within 24 hours. The first adjustment is complimentary; subsequent changes may incur a fee based on our standard hourly rate, depending on the scope and time required to revise services.
5. **Confidentiality and Privacy:** All patient information, including personal, financial, and health details, will be kept strictly confidential in accordance with privacy laws.
6. **Safety Protocols:** Services may be discontinued if the caregiving environment is deemed unsafe due to the presence of illicit drugs, abuse, harassment, or combativeness toward caregivers.
7. **Open Communication:** We prioritize clear and transparent communication with patients and their families.

Emergency Procedures Our caregivers are trained to respond safely and promptly in an emergency. As non-medical personnel, a caregiver's protocol in a medical emergency is to:

1. Call 911 immediately for professional medical assistance.
2. Notify the patient's designated emergency contact.
3. Contact the Affordable Assist agency office.

Enrollment and Termination Criteria

Enrollment Criteria: To enroll, patients or their representatives must:

- Provide accurate information about care needs during the initial consultation.
- Agree to the terms outlined in this document.
- Confirm the caregiving environment is safe and free from hazards.

Termination Criteria Services may be terminated by Affordable Assist due to:

- A patient's request to end services.
- An unsafe caregiving environment as defined in the safety protocols.
- Failure to pay invoices or fulfill financial obligations.

Core Values (R.E.C.I.P.I.E.N.T. Framework) We uphold the following values in our care:

- **Responsibility:** Delivering high-quality, dependable services.
- **Empathy:** Understanding the unique challenges of each patient.
- **Collaboration:** Working with families and other care stakeholders.
- **Integrity:** Maintaining honesty and transparency.
- **Professionalism:** Upholding the highest standards of care.
- **Innovation:** Adopting modern solutions to enhance care delivery.
- **Education:** Providing patients and families with knowledge to make informed decisions.
- **Nurturing:** Creating a supportive and comforting environment.
- **Timeliness:** Responding promptly to patient needs.