



SILVER LINING

Home Healthcare

YOUR QUESTIONS, ANSWERED

Silver Lining's Frequently Asked Questions

Our Contact Information:

Email: jackie@silverlininghealthcare.com

Phone: 302.724.7902

Address: 24 Hiawatha Lane, Dover DE 19904

Website: silverlininghealthcare.com

Office hours are Monday to Friday 9am to 5pm, and our business hours are 24/7.

Who is my main point of contact?

Jackie. Jackie is our care coordination and scheduling persona (not just one person). Her email is monitored every day, including holidays. To ensure we never have lapses in your customer experience, this is your single point of contact for absolutely everything. She can answer clinical questions, scheduling questions and billing questions! Jackie@silverlininghealthcare.com.

How do I reach someone if I need help?

Call Jackie! You can call us 24 hours a day at 302.724.7902. We are in the office Monday - Friday 9 am - 5 pm; however when you call us after hours, someone will always answer. If it's urgent (needs handled before noon the next day), then our on call specialist will start working on your request and provide you an update. If it's not urgent (can be handled the next day), then we'll action your request then.

Who do I call for billing questions?

You can call 302.724.7902 or email Jackie. We have a full accounting team to ensure seamless processes. If you prefer, you can email them directly (accounting@silverlininghealthcare.com).

How do I stay connected?

We have a blog, a YouTube channel (learn about us and find educational How Tos!), Twitter, Instagram, Pinterest - you can access all of these through our website!

What is your list of observed holidays?

Our observed holidays are outlined in your service agreement and are: Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day, New Years Eve and New Years Day. All holidays are charged at time and a half, as we pay our team members time and a half. **You do not pay time and a half on holidays if you have the Silver Lining Club Membership.

How do I know who will be coming to see me?

You have access to the Family Room portal. This portal allows you (and as many other users as you want) to see your schedule in real-time, see the care that has been provided, communicate with our team via the "To Do" tasks, and see your invoices. If you prefer a mailed copy, we're always happy to provide that; changes to the schedule that occur after the schedule is sent would not be reflected on your sheet. Jackie can always send you a PDF version of your schedule, or answer any scheduling questions. If there are changes to your schedule short-notice, then we will notify you.

How do I pay?

For your convenience, we have several ways for you to submit payment. On your service agreement, you noted whether you'll be paying via ACH or Credit Card. This information will be used to automatically pay your invoice. If you're paying through a long term care insurance policy, this information remains the same. You pay us, the long term care insurance company then pays you. For insurance clients or VA clients, we invoice the appropriate company directly.

How can I make a scheduling change?

You have full control of your schedule! If something comes up and you want to cancel a visit, we ask for 48 hours notice to cancel. If it is less than 48 hours' notice, we may charge you for that visit. For short notice add-on visits, time and a half may be billed. If the visit change is not short notice, email or call is the best way to communicate. If it's a short notice change (in the case of an emergency add-on visit or short notice cancellation), always call! 302.724.7902.

Three ways to adjust your schedule:

1. In your Family Room portal, you can create a "To Do" task. You can assign whomever you are familiar with, and it will get done.
2. You can email. Email is preferable because there is a documented paper trail and this prevents miscommunication! Jackie@silverlininghealthcare.com.
3. Call - 302.724.7902



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How many caregivers will I have?

This is directly related to how many hours of care you have. What we have found is that if you have very few hours (3-12 hours per week) or a lot of hours (24/7 care), that is when you have the most caregivers. The more consistent your hours are, and the longer your visits are, the easier it is to maintain caregiver consistency.

Every client has a team of direct-care workers (companions, aides or nurses), a support team (office team) and a Care Coordinator.

We are committed to continuity of care through our superb employee retention practices and care of our people. We also believe in ensuring our employees are living our core purpose (Life to the Fullest) and understand that life and school will adjust their availability regularly. We know you get to know your caregivers and nurses quite well and it can be sad or disconcerting when someone no longer is available. This is why you have an agency - because you'll always get the care you need. We'll always provide a competent and qualified caregiver to replace someone when the time comes (or in a short notice situation).

In GENERAL (we don't like generalities! but we know you want concrete answers), we see the following:

3-12 hours per week in short visits (3 hours per visit) - 2-3 caregivers ongoing

13-40 hours per week - 2-3 caregivers ongoing - if you have split visits (ie one in morning and one at night), then 2-6 caregivers

41-80 hours per week - 3-6 caregivers ongoing

81-120 hours per week - 4-6 caregivers ongoing

121-168 hours per week - 6-8 caregivers ongoing

Why so many caregivers? There are several tangible reasons. We have a 40 hour a week limit with our employees, unless you want to pay overtime (time and a half) which is an option to you if the caregiver is available. In addition, no employee works every weekend, so if you have visits every weekend, there will be alternating schedules. Lastly, employee availability changes so even if all your visits stay exactly the same days and times, your caregivers' availability may change, resulting in an adjustment to your care team.

What is my role in addressing things with the caregiver? What if I don't get along with a caregiver?

To make sure you have a great customer experience, we need you to communicate your needs with your caregiver. If they are doing something the wrong way, or you simply have a way you would prefer they do it, please communicate this with them. Our team members love what they do, and they're all a little different so some direction on your part is always appreciated! That being said, we never want you to address any disciplinary concerns or conflicts. If you have concerns or something you have addressed in the past where no behavior has changed the way you'd like it, please email Jackie (jackie@silverlininghealthcare.com) or call 302.724.7902. Our business model is a little unique; the support team and Care Coordinator don't get to see you face to face very often! So we really do want your feedback and information when something isn't working the way you want it to.

What if a Silver Lining team member is late or doesn't show up?

We have a Reliability Pledge - if we're late, we pay you. For every minute we're late. This is calculated automatically and applied to your next invoice.

We're also quite proactive: our employees get a text notification at 5pm the day before a client visit. In addition, if they haven't clocked in within 7 minutes of the start time, we get an alert and can start investigating. Short notice situations do evolve and we will always keep you updated as soon as we are aware. If you're ever concerned about a no-show, always call us at 302.724.7902. We have a lot of processes in place to eliminate human error within the scheduling system, but we know it can still happen.

We will always get someone to you that is competent and qualified if your normal or scheduled caregiver called out, as long as you don't have limits on who we can send (ie. you have a list of caregivers that are the only ones that can come). We understand you may choose to cancel a visit if your scheduled caregiver is unavailable; in that instance, you choose not to have a replacement through our Reliability Pledge program, and will not get paid per the Reliability Pledge. It is totally normal to have a bond with the direct-care workers; when they do have a situation that requires them to be unavailable for their visit, remember that they were once a stranger to you as well. Please give us the opportunity to ensure you still get the care you need or want. One of the hardest things for our caregivers is they are afraid to callout because they want you to always get your care; but situations arise and we want them to have a workplace that supports their needs and a healthy life balance. Allowing us to fill your visit with one of their peers encourages a healthy relationship and environment for everyone.

Silver Lining is not an emergency service. We will do everything in our power and ability to ensure anything you need short notice is accommodated. After you are a client with us, we will always staff a visit if we have at least one weeks' notice (pending you don't have employee restrictions). If you have employee restrictions (i.e. favorite people you like), then we cannot guarantee service because we can't guarantee a specific employees' availability.

We are so proud to serve you and we look forward to helping you

Live Life to the Fullest!