

## FREQUENTLY ASKED QUESTIONS

**1. *What is a skilled nursing facility?***

A skilled nursing facility provides care for those who require care of nurses or therapists for conditions that cannot be realistically attended to in the person's home. Care is also provided for those who require assistance with activities of daily living – eating, bathing, walking, toileting.

**2. *Will my own doctor take care of me?***

If your doctor has chosen to be on the staff of the nursing facility he/she may continue to do so. If not, the facility will provide a physician and nurse practitioner.

**3. *How often will the physician see me?***

The physician routinely sees his patients monthly. If there is a need that arises between visits the staff will call.

**4. *What are the therapy services offered?***

CCNH has Physical, Occupational and Speech Therapies.

**5. *How is the facility paid?***

CCNH accepts Medicare, Private Insurance, Private Funds, and Medicaid. All payors have rules that must be followed for us to bill. Medicare has very specific guidelines and limitations to the number of days that are covered.

Many private insurers also cover care in a skilled nursing facility. However, they reserve the right to review each case and make a determination. As our staff reviews the coverage with representatives of the insurance company you will be informed.

Medicaid covers the cost of care but there is generally a requirement that the individual contribute their monthly income except for certain medical allowances and a personal allowance of \$50. per month. Each person will be given a budget from Medicaid that individualizes the monthly contribution.

For those who do not qualify for Medicaid, the individual will be billed a private rate for care.

**6. *What are the visiting hours?***

It is suggested that you visit whenever you would like. The building is locked at 8 pm (9 pm in the summer) until 6 am. There is a doorbell to alert staff so that visitors have access during the night if desired.

**7. *How will outside medical appointments be handled?***

Staff will assist with appointments for services that cannot be accommodated in the facility. The facility does not have a van; arrangements will be made with a private carrier. There may be a fee for transportation.

**8. *Can I go out for visits/outings with family?***

Yes. Outings are encouraged whenever possible.

**9. *What should I bring?***

The facility provides furniture including a hospital bed, dresser, wardrobe, and nightstand. Many bring a comfortable chair, TV, bedspread, and room decorations.

All residents get dressed daily so will need 5 to 6 outfits, underclothing and sleepwear. Shoes are very important especially for those attending therapy. The facility can do laundry or family may take it home.