

A daughter, in New Hampshire, called the local Dr. in New Smyrna Beach, Florida, on behalf of her mother. Her mom was increasingly confused and it was becoming more difficult for her extended family, who resides in a neighboring city to safely assist her. Dr. Dae Choi was the Primary care Physician for the patient. The daughter, in calling Dr. Choi's office was inquiring for placement assistance on her mother's behalf. She spoke to Mary who is Dr. Choi's staff member. The daughter needed information on Assisted Living Facilities in Daytona and the nearby surrounding cities which could provide a secured placement of her loved one. Mary put the daughter in touch with a LOSpro.com Care Coordinator for one-on-one consultation services, which included a free interview and needs assessment. After fact gathering from the daughter, it was established that LOSpro.com Care Coordination would be very helpful in this case. With the families' permission, the LOSpro coordinator called the Physicians office, obtained demographic information and informed the Drs Office that the daughter in New Hampshire wanted LOSpro's assistance for Assisted Living placement needs for her mom. Mom wanted to remain close to her extended family in Florida; Daytona and the surrounding cities, like Port Orange, New Smyrna Beach and Edgewater. These were the cities to be looked at for choosing the Assisted Living Facility. The LOSpro coordinator made an appointment for mom's evaluation that very afternoon following the daughters' phone call. The coordinator went out to meet the patient. After the initial assessment, it was found the patient was home bound and in need of a nurse for medication education. Home Care was put into place with Omni Home Health to establish a safe patient care plan while an Assisted Living Facility could be found. All LOSpro care coordination communication was with one key family member who remained in touch with all other family members involved. As moms' needs were met here in Florida with the LOSpro team member's assistance, the onsite work in Florida, allowed the daughter to remain at her job until such time as the right facility was found; then she would fly down. The local family members had specific requests for placement to remain close to their homes to ensure them the ability to visit and mom stated she did want to remain in beautiful "sunny warm Florida". The LOSpro team called and toured several facilities to include; Tiffany on the River ALF in New Smyrna Beach, Regency ALF in Edgewater, Quinley Inn ALF in Port Orange, Sterling House ALF in Port Orange, Maytown Manor Family Care Home in Oakhill and Summerville/ Emeritus ALF in Port Orange. The final decision was Sterling House Assisted Living (a Brookdale Property) in Port Orange, Florida. The secured community was spotlessly clean with a friendly, competent staff. The daughter was in contact throughout the entire process with the multiple facilities' admissions coordinators. She was able to discuss terms of placement and financial concerns regarding each facility that best met her mother's needs. Once Sterling House Assisted Living was chosen as the secured setting, the LOSpro Care Coordinator arranged an onsite visit for mom to tour the facility. Once mom toured and agreed this was a good "home "match for her and her beloved dog BEN; her daughter was contacted and she could fly in to help mom settle into her new place. When they arrived the family was able to close moms current home, decorate her new home with loving placement of her treasures and prepare her heirlooms for her grandkids; and Mom got a chance to be part of all those treasured family moments. The ALF 1823 paperwork for placement had been started and the daughter was able to fly in less than 5 business days after the initial phone call was placed. Care Coordination saved in many ways; less time lost from work and a safe competent placement for Mom. The patient, her pet and the family all benefited from LOSpro's Care Coordination.