

Frequently Asked Questions

**1. Who is eligible for home health care services?
Have you been hospitalized recently?**

Do you feel you're at risk for a fall?

Have you been diagnosed with a new illness?

Do you require therapy, skilled nursing services or home medical equipment?

2. What is the process to start receiving your home health services?

In order for you to receive home health care, we can assist you and your physician in this process. Please call our customer care and we will gladly answer your questions and help with the detail process. Home health is provided in the patient's place of residence. The patient is considered home bound and the skilled home health care is provided on an interim basis under the orders of the patient's physician.

3. How do we protect your health care privacy?

We understand that your medical information is personal and confidential. We create a medical record of the care you receive because it's our legal obligation. Please know we are committed to protecting your personal medical information from any use for which it was not intended.

4. What services do Florence provide?

Home health aide services and Home nursing services.

Elder Care

Physical therapy & Rehabilitation.

Laboratory Test at Home

Medical equipment, health & hygiene products

Support for Hospitalised patients



5. Home health nursing responsibilities

They may perform an assessment, measure vital signs and make sure the patient understands how to take their medication. Nurses working in home health may also provide treatment, such as wound care, dressing changes, administer IV medication and change catheters

6. What are the things that a Florence Home Health nurse would do?

Florence Home Health's trained nurse can assist you with post-surgical care, tracheostomy, urine catheterization, suture removal, wound care, injections, and oxygen administration, IV infusion and more.

7. How often a nurse will visit me?

The frequency of nursing visits varies depending on the patient's needs and treatment plan.

8. Can I avail 8hr, 12-hr or 24-hr nursing service?

Yes, we offer 8hr, 12-hr and 24-hr nursing service at home for patients in need.

9. How qualified are nurses from Florence Home Health?

All Florence Home Health nurses are professionally trained and certified. Also, most of our nurses have clinical experience.

10. Are Florence Home Health's trained attendants medically qualified?

No, our trained attendants are not medical professionals. However, we do train our attendants for daily living assistance and basic medical assistance like vital check and medicine administration.

11. Are Florence Home Health's trained attendants reliable?

Yes, we do a complete background check of our attendants before recruiting. Also, we provide them thorough training prior to appointing them to a patient.

12. How long will a trained attendant stay at my home?

You can avail long term or short term care for your loved one. You can opt for 8-12-hr or 24-hr trained attendant service as per need.

13: Which cities can I avail caregiver services at home?

A: Our services are currently available in Bhubaneswar & Lucknow.



14: How can I find a trained caregiver near me?

A: You can choose from multiple options to find a caregiver near you - Book online, request a call back on our website or simply dial our customer helpline number. Our team will connect you with the nearest caregiver at home in your city.

15: What is the qualification of trained attendants at Florence Home Health & Elder Care?

A: All our caregivers are our own employees & are trained under National Skill Development Project. They undergo a pre-employment health check and are police verified for background checks and records. They also undergo regular training sessions conducted by Florence.

16: What can I expect from trained caregivers at home?

A: Based on your requirement, Florence assigns trained caregivers at home who can look after your loved ones and provide holistic support at home. Trained caregivers, however, do not take care of medical needs like injections or changing catheters and do not help with household chores.

17: What is the cost of caregiver services?

A: The cost depends on the details of your requirement. It is based on several factors including criticality of illness, duration of service, city for service & other details.

18: Do I need a Physician's recommendation for your caregiver service?

A: No. You do not need Doctor's recommendation for our caregiver service.

19: Can I select preferred choice or a particular caregiver from your list?

A: No. We assure you that only trained caregivers for the requirement stated will be provided.

21: Can I pay online for your services?

A: Yes. We have hassle-free online payment gateway for your convenience.

22: Will caregivers help with household chores like floor cleaning, mopping & cooking?

A: Our caregivers are focused on patient care. In cases where patients need help with feeding etc., our caregivers will be glad to help. Household chores like floor cleaning, mopping or cooking are not part of their duty.

23. How do I rely on Florence Home Health?

We are the home care partner for leading hospitals. You can also read Florence Home Health reviews to take a second opinion on us.



24. How do I reach out to Florence Home Health when there is a service related issue/query?

For any service support, you can reach out to us at info@florencehomehealth.com or Customer care number- **6372050035(Bhubaneswar) & 8840744174(Lucknow)**

25. How will I receive my reports?

Your reports will be delivered to you via email.

26. Can I avail multiple lab tests at home?

Yes, you can avail one or more lab tests at home as per need. You can also take our health packages comprising of specific tests.

27. How much will each physiotherapy session cost?

The cost per session varies depending on the patient's need and treatment plan.

28. Do you have a local centre for physiotherapy treatment?

No. Our experts come to your home and treat you at your convenience.

29. What will be the duration for each session?

The maximum duration of each session is 1 hour.

30. Does Florence Home Health have local centre?

Florence Home Health delivered health care services at your home. Our physiotherapists, attendants, nurses and doctors visit you at your doorstep.