



Healthcare Support

— HOME CARE —

Serving with Empathy · Right at Your Home



INTAKE & ONBOARDING PROCESS GUIDE



WHO WE ARE

Compassionate, Personalized Home Care — Start to Finish

Healthcare Support Home Care is a locally owned, non-franchise agency serving Georgia families across 20 counties. Founded by a Certified Nursing Assistant with experience in long-term care, rehabilitation, and acute settings, we deliver personalized, clinically overseen care in the comfort of each client's home. We welcome referrals for Private Pay, LTC Insurance, and Medicaid Waiver clients and pride ourselves on a seamless intake experience for the families and professionals we partner with.

OUR INTAKE & ONBOARDING PROCESS

From Referral to Care — Every Step

1



INITIAL INTAKE CONVERSATION

ADMIN / CARE COORDINATOR

Our care coordinator connects with the client and/or family to identify care needs, desired services, and scheduling preferences. This is a warm, conversational touchpoint focused on ensuring we are the right fit and understanding what matters most. For Medicaid Waiver clients, this call is also used to review authorized services, help them understand what their authorization covers, and answer questions about what to expect.

2



IN-HOME ADMINISTRATIVE VISIT

ADMIN / OWNER

Our administrator visits the client's home for an in-person meeting to conduct a deeper conversation about care goals and household needs; complete all required agency paperwork including demographic sheets, consent forms, and service agreements; and provide the client with their personal binder and handbook outlining their rights, agency policies, and points of contact.

3



RN ASSESSMENT & CARE PLANNING

REGISTERED NURSE

A Registered Nurse conducts a comprehensive head-to-toe assessment reviewing full medical history, current medications, diagnoses, functional abilities, fall risk, and home safety. The RN then develops an individualized, person-centered Service/Care Plan tailored to the client's clinical needs, lifestyle, and goals. This plan guides all caregiver activity and is updated through ongoing supervisory visits.



PROMPT START AVAILABLE: Steps 2 and 3 can be completed in a single visit with multiple staff members present, allowing for same-day or next-day start of services. Please notify us at time of referral if an expedited start is required.



www.healthcaresupporthc.com



inquiries@healthcaresupporthc.com



404-375-7808



1372 Peachtree St NE S-02
Atlanta, GA 30309

SERVICES WE PROVIDE



Personal Care

Bathing, grooming, dressing, mobility, toileting, meal assistance, overnight care



Companion Care

Conversation, errands, transportation, light housekeeping, respite care



Skilled Nursing Oversight

RN assessments, care planning, supervisory visits, medication reminders



Meal Prep & Safety

Nutritious meals, fall prevention, home safety assessments

ACCEPTED PAYMENT



Private Pay



LTC Insurance



Medicaid Waiver

COUNTIES WE SERVE

Proudly serving 20 counties across Georgia.

- | | | |
|-----------|------------|------------|
| ✓ Bibb | ✓ DeKalb | ✓ Haralson |
| ✓ Carroll | ✓ Fayette | ✓ Forsyth |
| ✓ Cobb | ✓ Gwinnett | ✓ Walton |
| ✓ Douglas | ✓ Rockdale | ✓ Newton |
| ✓ Fulton | ✓ Chatham | ✓ Coweta |
| ✓ Henry | ✓ Fannin | ✓ Cherokee |
| ✓ Clayton | ✓ Gilmer | |



MAKE A REFERRAL TODAY

- 404-375-7808
- inquiries@healthcaresupporthc.com
- www.healthcaresupporthc.com
- 1372 Peachtree St NE S-02, Atlanta, GA 30309



Office: Mon–Fri 9am–5:30pm
Care: 24/7/365



Healthcare Support Home Care | Locally Owned & Operated | Not a Franchise

"Serving with Empathy, at Your Home"

✓ All caregivers background-checked, insured, and professionally trained. —♥—