



A Directory of In-Home Service Providers for Chester County 2019

Compiled and published by:
The Chester County Department of Aging Services
Government Services Center, Suite 320
601 Westtown Road, P. O. Box 2747
West Chester, Pennsylvania 19380-0990
610-344-6350 or 1-800- 692-1100, Ext. 6350
Website: chesco.org/aging
ELDER ABUSE HOTLINE: 1-800-564-7000

Chester County Department of Aging Services

GENERAL INFORMATION

Home Health Care Providers offer a variety of community-based services including assistance with personal care (bathing, dressing, grooming, and toileting), meal preparation, shopping, laundry, and housekeeping, in addition to skilled medical therapies.

The cost of these services is paid by individuals, families, Medicare, Medical Assistance (Medicaid) and private insurance policies. The Chester County Department of Aging Services provides a limited amount of subsidized services for eligible county residents.

To qualify for **Medicare** home health services, an individual must be homebound, reside in a qualified residence, have a Plan of Care established by a physician, and require part-time and intermittent skilled nursing care, physical therapy or speech therapy. Services must be medically necessary and can only be provided by a Medicare certified home health agency.

To determine whether you qualify for Medicare funded home health benefits refer to the financial arrangements box in the listings, which follow and contact the Medicare certified agency of your choice.

Medical Assistance may also pay for medically necessary home health visits to homebound individuals with limited home support. The individual must be pre-certified, Medical Assistance eligible by the County Assistance Office and services must be provided by a Medical Assistance certified home health agency. Refer to the financial arrangements box in listings for Medical Assistance information.

Before contacting a home health care provider, we recommend preparing a list of questions related to your individual service needs, the provider's accreditation and certification, fees and methods of payment, and staff qualifications. At the end of this directory, we have provided a sample list of questions to assist you. Advise providers of all your insurance coverage offering home health care benefits for possible reimbursement of expenses. Once you have selected a provider, be sure to also advise them of any changes in your insurance coverage.

If you experience difficulties with the delivery or quality of your home health care services, contact your home health care provider directly. If your concerns or complaints cannot be resolved with agency personnel, we encourage you to contact the Long Term Care Ombudsman at the Chester County Department of Aging Services for assistance at 610-344-5004.

Please note that the following listings are for information only and do not imply endorsement or recommendation by the Chester County Department of Aging Services.

ACCUCARE HOME NURSING

100 Porter Road, Ste. 210
Pottstown, PA 19464
790 East Market Street, Ste. 165
West Chester, PA 19382

Delaware County Medical Center
1999 Sproul Rd., Suite 1
Broomall, PA 19008

Phone: 610-357-9675 **Fax:** 610-353-7013

Web: <http://www.accucarehomenursing.com/>

Office business hours: 8:30 AM-5:00 PM

Answering service after hours: Yes

AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private payment (fixed rate), Medicare reimbursement, Medical Assistance reimbursement, private payment (sliding scale)

SERVICES AVAILABLE: Nursing (RN, LPN, personal care/home health aide, occupational therapy, speech therapy, physical therapy, medical social services, companion, live in, shopping assistance, home repair & maintenance, in-home hairdressing.

ACS HOMECARE

1747 South Valley Forge Road, Suite D
Worcester, PA 19490

Phone: 610-427-9900 **Fax:** 484-367-8255

Web: www.acshc.com

Office business hours: 9:00 AM-5:00 PM

Answering service after hours: Yes

AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Waiver, Medical Assistance Reimb., Private Payment, Private Insurance

SERVICES AVAILABLE: Personal Care, Companion Care, Home Health Aide.

ADDUS HEALTHCARE, INC.

1907 South Broad Street
Philadelphia, PA 19148

Phone: 215-755-8580 **Fax:** 855-893-0656

Web: www.addus.com

Office business hours: 8:30 AM-5:00 PM, Mon.-Fri.

Answering service after hours: Yes

AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private pay, Medicaid

SERVICES AVAILABLE: Personal care/home health aide, light housekeeping, meal preparation, laundry, errands, live in overnight, companion, escort, food shopping.

ADVANCE HOME HEALTHCARE

36 West Lancaster Avenue
Downingtown, PA 19335

Phone: 610-269-2935 **Fax:** 610-269-9514

Web: www.advancehomehealthcare.com

Office business hours: 9:00 AM-5:00 PM, Mon.-Fri.

Answering service after hours: Yes

AREA OF COUNTY SERVED: All of Chester County

634 Penn Avenue
West Reading, PA 19611
Phone: 610-685-2960

FINANCIAL ARRANGEMENTS: Medicare, Medicaid, Blue Cross, Humana

SERVICES AVAILABLE: Skilled Nursing Care, Physical Therapy, Occupational Therapy, Speech Therapy and Case Management.

ADVANCED NURSING CARE, INC.

217 Clifton Ave., Suite 8
Collingdale, PA 19023
Phone: 610-696-5045 Fax: 484-540-8553

Web: www.advancedcarenursing.com
Office business hours: 9:00 AM-6:00 PM
Answering service after hours: Yes
AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Medicare, Medicaid, Long Term Insurance, HMOs, Private Pays & Workers' Compensation.

SERVICES AVAILABLE: Companion care, certified nursing asst., home health, homemaker, live-in care, respite, personal care, child care, direct patient attendant, skilled nursing, light housekeeping, home support.

AFFILIA HOME HEALTH

1811 Olde Homestead Lane
Lancaster, PA 17601-5800
Phone: 888-800-1064 Fax: 717-544-2195

Web: www.AffiliaHomeHealth.org
Office business hours: 8:00 AM-4:30 PM, Mon.-Fri.
Answering service after hours: Yes

AREA OF COUNTY SERVED: Central, Northern, Southern & Western Chester Counties. Also serving Berks, Dauphin, Lancaster and Schuylkill Counties.

FINANCIAL ARRANGEMENTS: Medicare Reimbursement, Aetna, Managed Care Reimbursement.

SERVICES AVAILABLE: Skilled Nursing Care which includes; W.O.C.N. (Wound Ostemy Certified Nurse), I.V. Therapy, Social Worker, Physical, Occupational & Speech Therapies, Home Health Aides. Provide Skilled Home Health Care 24 hours a day, 7 days a week.

ALWAYS BEST CARE SENIOR SERVICES

403 W. Lincoln Highway, Suite 110
Exton, PA 19341
Phone: 610-450-6776 Fax: 610-450-6782
After Hours: 610-574-9766

Web: www.alwaysbestcare.com
Office business hours: 8:30 AM-5:00 PM, Mon. - Fri.
Answering service after hours: Yes
AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Pay, Long Term Care Insurance, Medicaid Waiver & VA Approved Provider, All Major Credit Cards Accepted – Visa, MasterCard, American Express, Discover

SERVICES AVAILABLE: In-Home Personal Care Services Including: Alzheimer's & Dementia, Multiple Sclerosis, Parkinson's Disease, Stroke, Terminal Illness, Ambulation & Transfer Assistance, Bathing, Dressing & Grooming, Toileting & Incontinence Care, Light Household Duties, Laundry, Medication Reminders, Meal Preparation, Escort/Transportation Errands/Grocery Shopping, Medical Appointments, Recreational Activities, Respite Care, Comfort Care, Companionship. Hourly or Live-In Care rates available. Free Assisted Living Placement Consultation Service Offered.

AMERICANS HOME CARE, INC.

1 West Baltimore Avenue
Lansdowne, PA 19050
Phone: 484-466-4012 Fax: 484-469-3207

Web: www.americanshomecare.care
Hours: 9:00 AM-5:00 PM
Answering service after hours: Yes
AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Pay, Medicare Reimbursement, All Private Health Insurance, Medical Assistance, Credit Cards

SERVICES AVAILABLE: Personal care, meal preparation, light housekeeping, home support, errands and appointments, social needs, medication reminders, private duty, 24-hours/day and live-in.

ANGEL COMPANIONS

229 W. Lancaster Avenue

Devon, PA 19333

Phone: 610-644-8780 Fax: 610-688-3310

Web: www.angelcompanions.net

Hours: 24 hours/day; 7 days/week

AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Pay, Long Term Care Insurance, VA, State Waiver Programs

SERVICES AVAILABLE: Laundry, light housekeeping, meal prep., bathing & hygiene, errand services, transportation services, grocery shopping, recreational activities, medication reminders, companionship.

BAYADA HOME HEALTH CARE (2 locations)

King of Prussia

901 E. 8th Ave., Suite 105

King of Prussia, PA 19406

Phone: 610-992-9200 Fax: 610-992-0146

Web: www.Bayada.com

Office business hours: 8:30 AM-5:00 PM

Answering service after hours: Yes

AREA OF COUNTY SERVED: Chester County

Media

100 W. 6th Street, Suite 201

Media, PA 19063

Phone: 610-891-9400 Fax: 610-892-9208

FINANCIAL ARRANGEMENTS: Private payment (fixed rate), Medicare, Medicaid, VA, Insurance

SERVICES AVAILABLE: Nursing (RN, LPN), personal care/home health aide, companion.

24/7 availability. Adult skilled shifts and adult personal care (private duty).

BRANDYWINE RIVER VALLEY HOME HEALTH AND HOSPICE

121 Bell Tower Lane

Oxford, PA 19363

Phone: 610-998-1700 Fax: 610-998-1799

Web: www.eastpahomecare.com

Office business hours: 8:00 AM-5:00 PM

Answering service after hours: Yes, 24/7 on call

AREA OF COUNTY SERVED: Chester County

FINANCIAL ARRANGEMENTS: Private payment, Medicare reimbursement, Medical Assistance reimbursement, private insurances.

SERVICES AVAILABLE: Nursing (RN, LPN), physical therapy, occupational therapy, speech therapy, hospice, medical social services, personal care/home health aide.

BROOKDALE HOME HEALTH

995 Old Eagle School Road, Suite 314

Wayne, PA 19087

Phone: 610-265-2846 Fax: 610-265-2847

Web: www.brookdale.com

Office business hours: 9:00 AM-5:00 PM, Mon.-Fri.

Answering service after hours: Yes, 24/7 on call

AREA OF COUNTY SERVED: All Chester County

FINANCIAL ARRANGEMENTS: Medicare, Private pay, Commercial Insurances

SERVICES AVAILABLE: Skilled Nursing, Physical Therapy, Occupational Therapy, Speech Therapy, Medical Social Worker, Home Health Aids

CARE FIRST NURSING, INC.

8400 West Chester Pike
Upper Darby, PA 19082
Phone: 610-572-3440 Fax: 610-572-3460

Web: www.carefirstnursing.com/
Office business hours: 9:00 AM-5:00 PM, Mon.-Fri.
Answering service after hours: Yes, 24/7 on call
AREA OF COUNTY SERVED: Chester County

FINANCIAL ARRANGEMENTS: Private Pay, Long Term Insurance, All Medicaid-Waivers
SERVICES AVAILABLE: Nursing (RN, LPN), personal care/home health aide, companion, live-in.

CAREGIVERS AMERICA

100 W. Main St., #111
Lansdale, PA 19446
Phone: 267-858-1123 Fax: 215-368-1002

Web: www.caregiversamerica.com/
Office business hours: 8:00 AM-5:00 PM, Mon.-Fri.
On Call Answering Service: 24 Hrs, 7 Days/Week
AREA OF COUNTY SERVED: All

FINANCIAL ARRANGEMENTS: Private Pay, Long Term Care Insurance, Aging Waiver, CommCare Waiver, Attendant Care/Act 150 Waiver, Independence Waiver, OBRA Waiver, Medicare, Medicaid, Amerihealth, Geisinger Family Plan, Keystone, Aetna, UPMC and PA Health & Wellness.

SERVICES AVAILABLE: Personal assistance services (including bathing/grooming), respite, companionship, transportation, cleaning/laundry, medication reminders/assistance, nurse pill fills, nursing assessments, durable medical equipment, skilled nursing, physical therapy, occupational therapy and speech therapy.

CARING MATTERS HOMECARE

1055 Westlakes Drive, Suite 300
Berwyn, PA 19312
Phone: 610-727-3717 Fax: 610-727-4418

Web: www.caringmattershomecare.com
Office business hours: 8:30 AM-5:00 PM, Mon. – Fri.
On Call Answering Service: after 5:00 PM, Sat. – Sun.
After 5 PM & Weekend On-Call: 484-683-5550
AREA OF COUNTY SERVED: Chester, Delaware & Philadelphia Counties.

FINANCIAL ARRANGEMENTS: All Medicaid-Waiver, VA and Private Pay

SERVICES AVAILABLE: Services are tailored to the needs of each client with Individualized Non-Medical Nursing Care, Home Support, Respite & Companion Care, Personal Care, Shopping, Transportation, Light Housekeeping, Laundry, Medication Monitoring, Meal Preparation, Errands, Recreational Activities. Caregivers are bonded and insured, have Criminal Background checks and Child Abuse Clearances.

CHESTNUT KNOLL AT HOME

1041 E. Philadelphia Ave.
Gilbertsville, PA 19525
Phone: 610-473-3328 Fax: 610-473-2996

Web Site: www.chestnutknoll.com
Office business hours: 9:00 AM-5:00 PM, Mon.-Fri.
Answering service after hours: 24 Hrs, 7 Days/Week
AREA OF COUNTY SERVED: Northwest Chester County

FINANCIAL ARRANGEMENTS: Medicaid, veterans, long term care insurance, private pay

SERVICES AVAILABLE: Companion care, personal care, home support, med. set up.

COMFORCARE HOME CARE (2 locations)

Exton (Northern Chester County)

47 Marchwood Road, Suite 1G

Exton, PA 19341

Phone: 610-363-1485 **Fax:** 484-879-6341

Web: www.nchesterpa.comforcare.com

Office business hours: 9:00 AM-5:00 PM, Mon.-Fri.

Answering service after hours: Yes, 24/7 RN Supervisor

AREA OF COUNTY SERVED: Chester County only

West Chester (Southern Chester County)

770 E. Market Street, Suite 188

West Chester, PA 19382

Phone: 610-241-1199 **Fax:** 610-696-9009

FINANCIAL ARRANGEMENTS: Private pay, Medicaid-Waivers, Long Term Care Insurance and VA Choice.

SERVICES AVAILABLE: Customized care plans, medication reminders, safety supervision, housekeeping, meal prep. Care can be provided 24/7 and any hours in between. Dementia Care Certified and Transitions of Care Certified to help with hospital to home care transitions.

COMFORT KEEPERS

134 Commons Court

Chadds Ford, PA 19317

Phone: 610-358-1640 **Fax:** 610-358-1645

Web: www.comfortkeepers.com

Office business hours: 8:00 AM-4:00 PM, Mon.-Fri.

Answering service after hours: Yes 24/7

AREA OF COUNTY SERVED: Chester and Del. Counties

FINANCIAL ARRANGEMENTS: Private Pay, Private Insurance, Medicaid Waiver, VA

SERVICES AVAILABLE: Home support, respite and companion care, personal care, shopping, transportation, light housekeeping, laundry, medication monitoring, meal preparation, errands, recreational activities. Non-medical services available 24/7 by experienced, caring and compassionate Caregivers that are bonded and insured.

CRITICARE

5 Christy Drive, Suite 104

Chadds Ford, PA 19317

Phone: 610-675-1111, ext. 104 **Fax:** 610-675-1112

Web: www.criticareplus.com

AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Insurance, Private Pay, Medicaid, Medicare, VA

SERVICES AVAILABLE: Skilled Nursing Services (RN & LPN) for both Adults and Children, Personal Care (Aides & Companions), Occupational & Physical Therapies, Respite Services (Live-In or Daily).

CROSSROADS HOSPICE OF PHILADELPHIA

523 Plymouth Road

Suite 225, Building M

Plymouth Meeting, PA 19462

Phone: 215-956-5110 **Fax:** 215-956-5175

Web: www.crossroadshospice.com

AREA OF COUNTY SERVED: Greater Philadelphia Area

SERVICES AVAILABLE: In addition to standard hospice services, Crossroads Hospice of Philadelphia offers the following unique programs: the Ultimate Gift, the Gift of Blessings & Gratitude, and our Grief Recovery Program.

GRISWOLD HOME CARE

72 Pottstown Pike, Suite 102
Chester Springs, PA 19425

Phone: 610-458-7100 Fax: 610-458-8601

Office business hours: 9:00 AM-5:00 PM, Mon.-Fri.

After Hours Calls: Yes, Staff On-Call 24/7

AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private payment, reimbursement from insurance, if applicable

SERVICES AVAILABLE: Non-medical personal care, home support such as cooking, laundry, housekeeping, transportation.

HANDYWORKX

4301 W. Lincoln Highway
Downingtown, PA 19335

Phone: 610-518-2221 Fax: 610-269-9514

Web: www.handyworkx.com

Office business hours: 9:00 AM-5:00 PM, Mon.-Fri.

Answering service after hours: Yes

AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private payment and Medicaid

SERVICES AVAILABLE: We are a Certified Aging in Place Specialist and have earned the CAPS designation from AARP and the National Association of Home Builders (NAHB). We are bonded and insured. Services include: Accessibility Modifications, Safety and Security Improvement, Remodeling and Home Expansion and Handyman Repairs and Maintenance.

HARMONY COMPANION HOME CARE

117 W. Gay Street
West Chester, PA 19380

Phone: 610-910-6015

Web: www.harmonycompanion.com

AREA OF COUNTY SERVED: Chester, Montgomery and Delaware Counties

SERVICES AVAILABLE: Our specialty is caring for anyone needing in-home care, from the elderly to mother's helpers. We believe that it is living that is important, not just being alive. Our goal is to help people live their lives as independently as possible by providing the extra help necessary to achieve that goal.

HOME HELPERS (2 locations)

Media (Eastern Chester County)

327 W. Baltimore Pike
Media, PA 19063

Phone: 610-358-1110 Fax: 610-358-0148

Web: www.homehelpersphilly.com

Office business hours: 7:00 AM-5:30 PM, Mon.-Fri.

Answering service after hours: Yes, 24/7 on call

AREA OF COUNTY SERVED: Eastern Chester County

FINANCIAL ARRANGEMENTS: Private Pay, Medicaid, most long-term care insurances

SERVICES AVAILABLE: Home support, personal care, respite, companion, home health, and personal emergency response devices.

Glenmoore (Western & Southern Chester County)

1691 Horseshoe Pike, Suite 3
Glenmoore, PA 19343

Phone: 610-458-7550 Fax: 610-458-7800

Toll Free: 1-888-672-9147

Web: www.homehelpersphilly.com

Office business hours: 8:30 AM-5:00 PM, Mon.-Fri.

Answering service after hours: Yes, 24/7 on call

AREA OF COUNTY SERVED: from Exton West and Southern Chester County

FINANCIAL ARRANGEMENTS: Private Pay, Medicaid, most long-term care insurances

SERVICES AVAILABLE: Waiver, options, respite W1703, W1704, W1702, W1700, W1729. Personal care, home support, companion, attendant care, 24 hour care.

HOME INSTEAD SENIOR CARE

7 North Five Points Road
West Chester, PA 19380
Phone: 610-615-8287

Web: www.homeinstead.com/437
Office business hours: 7:30 AM-5:30 PM
Answering service after hours: Yes 24/7
AREA OF COUNTY SERVED: Chester County

FINANCIAL ARRANGEMENTS: Private pay (2 hour minimum per visit)
SERVICES AVAILABLE: Personal Care, Bathing Assistance, Home Helper, Companionship, Light Housekeeping, Laundry, Meal Preparation, Transportation, Errands, Overnights, 24 Hour Service and Medication Reminders.

HOMEWELL OF SOUTHEASTERN PENNSYLVANIA

72-A S. Trooper Road
Trooper, PA 19403
Phone: 610-233-2323 Fax: 610-233-2322

Web: www.se-pa.homewellseniorcare.com/
AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Pay, Medicaid, Veterans Admin, Long Term Care Insurance.
SERVICES AVAILABLE: Personal care, Respite, meal prep, light housekeeping, laundry, transportation, companionship, errands, assistance with pet care. Hourly and up to 24 hour live-in.

INDEPENDENT LIVING SERVICES

Attention: Resource Center
1325 Elm Avenue
Lancaster, PA 17603-4632
Phone: 1-888-837-4235 Fax: 717-293-1595

Web: www.indlivingservices.com/resources/
Office business hours: 7:30 AM-4:30 PM, M-F
Answering service after hours: Yes
AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Pay and Medicaid Waivers
SERVICES AVAILABLE: Personal care for the elderly and adults with disabilities. Accessible home modifications.

JORPAT HOME HEALTH CARE

85 Lansdowne Ave., Suite 2
Lansdowne, PA 19050
Phone: 610-622-0338 Fax: 610-622-0355

Web: www.jorpat.com/
Office business hours: 9:00 AM-5:00 PM, Mon.-Fri.
Answering service after hours: Yes, 24 hr. on call
AREA OF COUNTY SERVED: Some areas of Chester County

FINANCIAL ARRANGEMENTS: Private Pay, Medicare for covered services/Medicaid
SERVICES AVAILABLE: Skilled Nursing, Physical Therapy, Personal Care/Home Health Aide, Respite, Companion, Home Support, Attendant Care over and under 60 years of age, Medicaid and Medicare certified, employees screened, criminal background and child abuse clearances.

LIBERTY IN HOME CARE

206 Old Lancaster Road
Devon, PA 19333

Phone: 610-254-9440 **Fax:** 484-585-1383

Web: www.LibertyCares.com

Office business hours: 8:00 AM-5:00 PM

Answering service after hours: 24 hour On Call

AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Pay, Option-Waiver, VA – Chester County/Philadelphia, Long Term Care Insurance

SERVICES AVAILABLE: Companionship, meal planning and preparation, incidental transportation, running errands, CNA, HHA, LPN, RN, OT, light housekeeping, medication reminders, monitoring of safety while bathing, assistance with bill paying, and information and referral services. Services are available seven days a week and can range from a few hours daily to 24 hours and live-in care.

LIFE FORCE ELDERCARE CORP.

3544 West Chester Pike, Suite 216
Newtown Square, PA 19073

Phone: 610-359-0260 **Fax:** 610-359-1117

Web: www.lifeforceeldercare.com

Office business hours: 8:30 AM-5:00 PM

Answering service after hours: Yes

AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Payment (sliding scale), Long Term Care Insurance & PA Medicaid Waiver Program.

SERVICES AVAILABLE: Personal Care/Home Health Aide, companion, specializing in live-in companions.

LIFELINE HOME HEALTH, INC.

530 Baltimore Pike
Springfield, PA 19064

Phone: 610-328-2788 **Fax:** 610-328-9388

Web: www.lifelinepa.com/

Office business hours: 8:30 AM-5:00 PM

Answering service after hours: Yes

AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private payment (sliding scale), Medicare reimbursement, Medical Assistance reimbursement, private payment (fixed rate), preferred provider for many major insurers

SERVICES AVAILABLE: Skilled Nursing Services (RN, LPN), Personal Care/Home Health Aide, companion, through contracted services. We can frequently arrange for ancillary therapy services. Our nurses have a great deal of experience with vent/trach care and can apply many respiratory treatments.

LINCOLN HEALTHCARE

100 Front Street, Suite 1275
Conshohocken, PA 19428

Phone: 484-406-5000 **Fax:** 484-588-5001

Email: info@lincolnhealthcare.com

AREA OF COUNTY SERVED: Bucks, Chester, Delaware, Montgomery, Philadelphia Counties

FINANCIAL ARRANGEMENTS: Medicare licensed and ACHC accredited.

SERVICES AVAILABLE: Full service (private duty skilled and non-skilled services) home healthcare company providing pediatric and adult home care services. Provide the highest level of clinical support necessary to achieve the best possible outcome, by matching a healthcare professional with the right skills, personality, experience, and passion for what they do to meet a patient's specific needs.

**MAIN LINE HEALTH HOMECARE & HOSPICE
IN AFFILIATION WITH JEFFERSON HOME INFUSION**

240 Radnor Chester Road, Suite 100
Radnor, PA 19087
Phone: 484-580-1601 or 1-888-533-3999
Fax: 484-580-1545

Office business hours: 8:00 AM-8:00 PM, Mon.-Fri.
7:30 AM-4:00 PM, Sat., Sun., Holidays
Answering service after hours: Yes
AREA OF COUNTY SERVED: Chester, Delaware,
Philadelphia Co., part of Bucks & Montgomery Co.

FINANCIAL ARRANGEMENTS: Private pay, Medicare, most insurance

SERVICES AVAILABLE: Home Health, Hospice and Palliative Care, Home Infusion services and Private Duty services.

**MAIN LINE HEALTH HOMECARE & HOSPICE
PRIVATE DUTY NURSES**

240 Radnor Chester Road, Suite 100
Radnor, PA 19087
Phone: 484-580-1534 or
1-888-533-3999 (Central Intake Dept.)
Fax: 484-580-1540

Office business hours: 8:00 AM-8:00 PM, Mon.-Fri.
7:30 AM-4:00 PM, Sat., Sun.
Answering service after hours: Yes
AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private payment (fixed rate)

SERVICES AVAILABLE: Certified Nurse Aides/Home Health Aides, Personal Care, Errand Assistance, Respite, Live-In.

MAIN LINE NURSES

586 Lancaster Avenue
Berwyn, PA 19312
Phone: 610-644-9160 **Fax:** 610-644-3770

Hours: 24 hours/day; 7 days/week
AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private pay, insurance, Medicare

SERVICES AVAILABLE: Live in care, companionship, light housekeeping, meal preparation, including future meals, bathing and hygiene, errand services, laundry, recreational activities, grocery shopping, transportation services, medication reminders, skilled nursing visits and private duty, RNs and LPNs, physical therapy, occupational therapy, certified home health aides.

MAXIM HEALTHCARE SERVICES

748 Springdale Drive, Suite 120
Exton, PA 19341
Phone: 610-363-6044 **Fax:** 844-845-1113

Web: www.maximhomecare.com/Exton
AREA OF COUNTY SERVED: Chester County

FINANCIAL ARRANGEMENTS: Private pay, private insurance, Medicaid

SERVICES AVAILABLE: Home support, personal care, respite, companion, home health, personal assistant, nursing.

MERCY HOME HEALTH SERVICES

1001 Baltimore Pike, Suite 301
Springfield, PA 19064
Phone: 1-888-690-2551 **Fax:** 610-690-2555

Web: www.mercyhealth.org
Office business hours: 8:00 AM-5:30 PM
Answering service after hours: Yes
AREA OF COUNTY SERVED: Limited areas in Chester County

FINANCIAL ARRANGEMENTS: Private payment (fixed rate, sliding scale), Medicare reimbursement, medical assistance reimbursement, managed care and commercial insurance

SERVICES AVAILABLE: Nursing (RN, LPN), physical therapy, occupational therapy, speech therapy, social services, personal care/home health aide, diabetic education, wound specialist, asthma program, CHF Program, COPD program, palliative care program.

**NEIGHBORHOOD HEALTH PENN MEDICINE
NEIGHBORHOOD VISITING NURSE ASSOCIATION
NEIGHBORHOOD HOSPICE**

795 East Marshall Street, Suite 204
West Chester, PA 19380
Phone: 610-696-6511 **Fax:** 610-344-7064

Office business hours: 8:00 AM-4:30 PM
Answering service after hours: Yes, with on-call
Homecare & Hospice Nurses, Managers available 24/7
AREA OF COUNTY SERVED: All of Chester, Eastern Lancaster, Western Delaware & Montgomery Counties

FINANCIAL ARRANGEMENTS: Yes

SERVICES AVAILABLE: Nursing, Physical Therapy, Occupational Therapy, Speech Therapy, Home Health Aides, Medical Social Services, Maternal/Child Health, Palliative Care, Hospice (in-home + in-patient), Alternative Therapies, Senior Health Link Community Outreach.

NEXUS CARE RESOURCES

403 W. Lincoln Hwy., Suite 104
Exton, PA 19341
Phone: 610-455-4030 **Fax:** 877-808-6996

Web: www.NexusCareResources.com
Office business hours: 8:00 AM-5:00 PM, M-F
Answering service after hours: Yes
AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private pay, Long Term Care Insurance, All Major Credit Cards Accepted.

SERVICES AVAILABLE: Personal and Companion Care; In-Home Personal Care Services including: bathing, hygiene, dressing, grooming, toileting & incontinence care; medication reminders; Alzheimer's & Dementia care; assisting with mobility, exercise, and safe ambulation; scheduling of appointments; performing light housekeeping duties; providing companionship including activities such as reading, going for walks, puzzles; meal preparation; transportation; grocery shopping; initial RN service assessment included.

PERSONAL HEALTH CARE, INC.

1220 Valley Forge Road #13
P. O. Box 987
Valley Forge, PA 19482
Phone: 610-933-6130 **Fax:** 610-933-0154

Web: www.personalhealthcare.org
Office business hours: 8:30 AM-5:00 PM
Answering service after hours: Yes
AREA OF COUNTY SERVED: Chester and Montgomery Counties

FINANCIAL ARRANGEMENTS: Private payment (fixed rate), Medicare reimbursement, and Medical Assistance reimbursement.

SERVICES AVAILABLE: Nursing (RN, LPN), personal care/home health aide, companion, 24-hour emergency aide service.

PROFESSIONAL NURSING SERVICES, INC.

Commons of Valley Forge East
1288 Valley Forge Road, Suite 69
Valley Forge, PA 19482
Phone: 610-933-9483 **Fax:** 610-933-4080

Web: www.professionalnursingserviceinc.com
Office business hours: 8:30 AM-4:30 PM, Mon.-Fri.
Answering service after hours: Yes
AREA OF COUNTY SERVED: Chester and Montgomery Counties

FINANCIAL ARRANGEMENTS: Private payment, insurance, Medical Assistance Waivers and Philadelphia Veterans' Affairs Medical Center (VA)

SERVICES AVAILABLE: Nursing (RN, LPN), personal care/home health aide/companion, habilitation workers, private duty 24 hours a day/7 days a week, light housekeeping, meal preparation, food shopping (if feasible), transportation to physician's office.

RELATIVE CARE

142 Wallace Avenue, Suite 104
Downingtown, PA 19335
Phone: 610-269-2935 **Fax:** 610-269-9514

Web: www.myrelativescare.com
Office business hours: 9:00 AM-5:00 PM, Mon.-Fri.
Answering service after hours: Yes
AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private payment, insurance, Medicaid and VA

SERVICES AVAILABLE: Personal care, Homemaker, Companionship, Errand Assistance, Respite, Live-In, Overnight and Peace of Mind Checkups, Home Modifications and Adaptations.

RIGHT AT HOME

600 Creekside Dr., Suite 603
Pottstown, PA 19464
Phone: 610-458-5050 **Fax:** 610-458-5057

Web: www.rahcspa.com
Office business hours: 8:30 AM-5:00 PM, Mon.-Fri.
After hours: Yes
AREA OF COUNTY SERVED: Chester Springs, Downingtown, Elverson, Exton, Glenmoore, Monte Clare, Phoenixville, Pottstown, Royersford, Spring City, Thorndale, Wallace, Warwick.

FINANCIAL ARRANGEMENTS: Private pay, Waiver, VA, Short/Long Term Care Ins. w/reimbursement

SERVICES AVAILABLE: Non-medical, private duty companion and homemaker services, continence Care, asst. for bathing dressing and grooming, therapy exercise, medication reminders, PT, OT, S/L exercise reminders, laundry/housekeeping services, meal preparation, transportation/errands, case management, discharge services, 24 hour monitoring service.

SENIOR HELPERS

47 Marchwood Road, Suite 1C
Exton, PA 19341
(Marchwood Shopping Center)
Phone: 484-879-6573 **Fax:** 484-879-6576

Web: www.seniorhelpers.com
Office business hours: 8:00 AM-5:00 PM, Mon.-Fri.
Answering service after hours: Yes, 24/7 on call
AREA OF COUNTY SERVED: Exton, West Chester, Coatesville, Chadds Ford, Kennett Square, Oxford, West Grove, Avondale, Downingtown, Honey Brook.

FINANCIAL ARRANGEMENTS: Private pay, most long-term care insurances

SERVICES AVAILABLE: Personal and companion care, housekeeping, meal prep, transportation, bathing assistance, respite care, medication reminders and transportation. 3 hours/week to 24/7.

SENIORS HELPING SENIORS ®

307 Deerhaven Way
Glenmoore, PA 19343

Phone: 610-590-4888 Fax: 866-929-6872

Website: www.seniorcarechestercounty.com

Office business hours: 8:00 AM-5:00 PM

Answering service after hours: Yes, 24/7 on call

AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private pay, long-term care insurance, Medicaid Waiver, Options, VA

SERVICES AVAILABLE: Companionship, light housekeeping, meal preparation, transportation, Doctor appointments, shopping, yard work, house maintenance and small repairs, overnight stays (24-hour care), personal grooming, dressing, mobility assist, pet care. Owners are Certified Dementia Practitioners (CDP).

SOUTHEASTERN HEALTH SERVICES OF PA

140 South Village Avenue, Suite 10
Exton, PA 19341

Phone: 610-269-9876 or 1-866-674-9189

Fax: 610-269-9566

Web: www.sehomehealth.com

Office business hours: 8:00 AM-5:00 PM

Answering service after hours: Yes

AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private pay, Medicare reimbursement, Medical Assistance reimbursement, private insurance

SERVICES AVAILABLE: Nursing (RN, LPN), physical therapy, occupational therapy, speech therapy, social services, personal care/home health aide/companion, housekeeping, no-cost blood pressure clinic, flu shots.

SUCCESSFUL AGING CARE NET

48 Garrett Road
Upper Darby, PA 19082

Phone: 484-461-8711 Fax: 610-284-4170

Web: www.agingcarenet.com/

Office business hours: 8:30 AM-5:00 PM

Answering service after hours: Yes, 24/7 on call

AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private payments, PA State Waiver, County Options, Medicare

SERVICES AVAILABLE: Nursing (RN, LPN), Personal Care, Personal Attendant, Respite Care, Home Support, Medication Reminders, Meal Preparation, Appointment Escorts, Companionship, Light Housekeeping, Environment Modifications, Medical Equip. Supplies & Sales.

SURREY SERVICES FOR SENIORS

60 Surrey Way
Devon, PA 19333

Phone: 610-647-9840 Fax: 610-647-8047

Web: www.surreyservices.org

Office business hours: 8:30 AM-4:30 PM

Answering service after hours: Yes

AREA OF COUNTY SERVED: Majority of Chester County

FINANCIAL ARRANGEMENTS: Private Payment, Options, Waiver and VA

SERVICES AVAILABLE: Personal care, social companion care, (hourly service and live in), house cleaning, care management, personal finance management. Volunteers for: transportation, minor home repairs, errands and shopping. On site activities and fitness center, subsidized lunches Mon. –Thurs.

SYNERGY HOMECARE

60 Pottstown Pike, Suite 2
Chester Springs, PA 19425

Phone: 484-341-8720 **Fax:** 484-341-8726

Web: www.synergychesco.com

Hours: 24 hours, 7 days per week

AREA OF COUNTY SERVED: Majority of Chester County

SERVICES AVAILABLE: Meal preparation, laundry, groceries, personal care, companionship, respite care, medication reminders, transportation.

TOTAL HEALTH HOME CARE

2710 West Township Line Road
P.O. Box 930
Havertown, PA 19083

Phone: 610-853-1402 **Fax:** 610-466-1701

Web: www.totalhealthhomecare.com/

Office business hours – 7 DAYS:

7:00 AM-8:00 PM Mon.-Fri.

8:00 AM-7:00 PM Sat.-Sun.

Answering service after hours: Yes

AREA OF COUNTY SERVED: All of Chester County

SERVICES AVAILABLE: Personal care, home support, respite, meal preparation, light housekeeping.

TRI-COUNTY HOME HEALTH AND HOSPICE

13 Armand Hammer Blvd., Suite 201
Pottstown, PA 19464

Phone: 484-524-8592 **Toll Free:** 855-237-0195

Home Care Fax: 484-752-4976

Hospice Fax: 484-949-8304

FINANCIAL ARRANGEMENTS: Medicare reimbursement, Medical Assistance reimbursement; private ins.

SERVICES AVAILABLE: Nursing (RN), occupational therapy, physical therapy, speech therapy, personal care/home health aide, I.V. therapy program, and hospice.

Web: www.eastpahomecare.com

Office business hours: 8:00 AM-5:00 PM, Mon.-Fri.

Answering service after hours: Yes, 24 hr. on call

AREA OF COUNTY SERVED: Northern, Eastern and Central Chester Counties

UNIQUE AID HOMECARE

861 W. Main Street
Lansdale, PA 19446

Phone: 1-888-998-6478

Fax: 1-888-572-6828

Web: www.uniqueaid.com

Office business hours: 9:00 AM-5:00 PM

Answering service after hours: On Call

AREA OF COUNTY SERVED: All of Chester County

SERVICES AVAILABLE: Occupational therapy, physical therapy, RN, general practical nurse, certified home health aide, and other aide services.

VISITING ANGELS LIVING ASSISTANCE SERVICES

557 Exton Commons
Exton, PA 19341

Phone: 610-280-3540 **Fax:** 610-280-3542

Web: www.visitingangels.com/westchesterpa

Office hours: 8:30 AM-5:00 PM

On Call Manager – 24 hours day/7 days week

AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private pay, long term care insurance, PA state waiver, Veterans benefits

SERVICES AVAILABLE: Assistance with hygiene, transfers, toileting, transportation, meal preparation, medication reminders, light housekeeping, errands, shopping, companionship, respite, live-in, service avail. 24/7, temporary or long term service.

VISITING NURSE ASSOCIATION OF POTTSTOWN AND VICINITY

1963 E. High Street
Pottstown, PA 19464

Phone: 610-327-5700 **Fax:** 610-327-5701

Web: www.vnapottstown.org

Office business hours: 8:00 AM-4:30 PM Mon.Fri.

Answering service after hours: Yes

AREA OF COUNTY SERVED: Northern, Eastern and
Central Chester County

FINANCIAL ARRANGEMENTS: Private payment (fixed rate and sliding scale), Medicare reimbursement, medical assistance reimbursement and most insurances.

SERVICES AVAILABLE: Nursing (RN, LPN), physical therapy, occupational therapy, speech therapy, medical social services, personal care/home health aide, hospice, companion, housekeeping, support groups, personal care/home aide, health assessment visits.

WILLOW TREE HOSPICE

616 East Cypress Street
Kennett Square, PA 19348

Phone: 610-444-8733 **Fax:** 610-444-5003

Web: www.willowtreehospice.com

Office business hours: 8:00 AM-4:30 PM Mon.Fri.

Answering service after hours: Yes, 24 hr. on call RN

AREA OF COUNTY SERVED: All

FINANCIAL ARRANGEMENTS: Private pay, long term care insurance, PA state waiver, Veterans benefits

SERVICES AVAILABLE: Assistance with hygiene, transfers, toileting, transportation, meal preparation, medication reminders, light housekeeping, errands, shopping, companionship, respite, live-in, service avail. 24/7, temporary or long term service.

GENERAL QUESTIONS

- Is the agency currently licensed?
- Is the agency currently accredited? If so, by whom?
- Is the agency Medicare certified?
- Is the agency Medical Assistance certified?
- Does the agency accept private insurance payments?
- What will happen if your Medicare, Medical Assistance or insurance benefits run out and you can't pay for services privately?
- How long has the agency been in business?
- Does the agency have a brochure or description of services provided?
- How about a written statement of fees and payment policies?
- Is the agency bonded to assure payment in case of theft or a lawsuit?
- Are the employees separately bonded?
- Does the agency have its own malpractice and/or liability insurance?

AGENCY SERVICES

- Will the agency conduct an in-home evaluation of your individual needs?
- Will the agency contact your physician regarding the care that you need?
- Will the agency develop a written plan of care that identifies the specific services provided, schedule of days/times, and fees for each (including which may be paid for by Medicare, Medical Assistance or private insurance)?
- Does the agency provide service only with a minimum number of hours or days?
- Can service be provided during evenings and weekends?
- Does the agency charge extra fees for travel, lunch, supervision, weekends, or holidays?
- Does the agency have someone to call after business hours?
- How are emergencies handled?

STAFFING

- Are the agency's staff currently licensed or certified?
- What type of staff training does the agency provide?
- Does the agency maintain references on file for each employee?
- Are all employees required to have a physical exam?
- Does the agency check criminal history records on each employee?
- Will the same person provide service on each day you are scheduled for service?
- Will the agency provide a substitute if the regular worker calls in sick?
- Who supervises the agency's employees?
- Does the agency send supervisors on home visits to observe staff providing actual service?
- How does the agency handle lateness, theft, or other complaints about service?
- What will the agency do if you are dissatisfied with the person assigned to provide your service?