



GENERAL GUIDELINES FOR SERVICE

1. The ElderBridge Partner in Care advocates for clients by facilitating communication, encouraging compliance to chosen health treatment plans and managing transportation for clients who may no longer drive themselves safely. These clients may not hear or communicate or remember well enough to responsibly attend their health care and other appointments by themselves. Or they may not be able to follow through with the steps that would lead to their safety, optimal health and wholeness.
2. ElderBridge Partners in Care will safeguard personal and private health information of our clients and will only reveal that information to those caring for the client and/or those whom the client/agent requests be made aware of the information.
3. The ElderBridge Partner in Care does not act as healthcare proxy in the case that a client cannot make decisions for him/herself. Instead, Partners refer health care decisions for the client to the specified agent in charge.
4. A patient always has the right to refuse treatment, and therefore to refuse to go to a health care appointment. However, in the event an ElderBridge Partner arrives to transport or accompany a client for a scheduled appointment, and the client refuses to go, a one-hour service fee will be charged. Return visits on same day will incur a minimum one-hour service fee.
5. If the client is not in stable physical condition at the time an ElderBridge Partner is working with him or her, the ElderBridge Partner will attempt to advise the agent in charge or an emergency contact. If the client's condition is deemed an emergency, 911 will be called.
6. As requested, client will be driven to and from appointments by a licensed, insured, screened ElderBridge Partner in their personal vehicle. The Partner may also meet client at appointment or ride with client in specialized transportation vehicle paid for by client.
7. There is an initial fee for enrollment and a minimum one-hour service fee per visit. Fees for services over one hour will be charged according to nearest quarter hour spent with client and working on research, reports and other communication on behalf of the client.
8. If payment is not made on day of service, client/agent will be billed monthly by the 5th of the month with payment due 15 days from invoice. Fees and services may be reassessed on a yearly basis.
9. Termination or alteration of services may be made at the request of client with 24-hour notice.
10. Clients living outside a 15-mile radius of Claremont may be billed for travel hours at half the hourly service rate. In the event the ElderBridge Partner meets the client for an appointment outside a 15-mile radius of Claremont, travel hours will be billed at half the service rate.
11. Failure to pay or make arrangement for payments will incur a late fee of 2% of total due per month past the original due date.
12. Client/agent agrees to hold ElderBridge SoCal harmless from any decision or action that Client makes in connection with or as a result of information client receives from ElderBridge SoCal, our website or any promotional materials.

I understand and agree with these guidelines:

Signed: _____

Date: _____

Check below whether you are the Client or an Agent:

Client – requesting service for myself

Agent – requesting service for someone else