



FAITH FIRST  
HEALTHCARE

2025

# Private Client Handbook

*Your Care , Our Promise*



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# Welcome to Faith First Healthcare

## Welcome Message

Welcome to Faith First Healthcare! Founded in February 2021, we are a non-medical home care agency dedicated to providing compassionate and personalized services to seniors and older adults in the comfort of their homes. Our mission is to enhance your quality of life by promoting independence, dignity, and respect.

We believe that everyone deserves to live with dignity and independence, regardless of age or health status. Our vision is to create a supportive environment where you can thrive in your own home, surrounded by familiar comforts and loved ones.

Thank you for choosing Faith First Healthcare. We look forward to serving you!

Warm regards,

*"At Faith First Healthcare, we believe that every individual deserves to live with dignity and independence. Our commitment is to provide compassionate care that empowers our clients to thrive in the comfort of their own homes, surrounded by love and familiarity."*

— Naquia Ott  
, Owner of Faith First Healthcare

# Company Overview

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## Who Are We

Faith First Healthcare is a trusted provider of non-medical home care services in Arizona, dedicated to enhancing the quality of life for our clients. We specialize in personalized care for Medicaid clients, ensuring that services are delivered with respect and professionalism.

## Our Mission

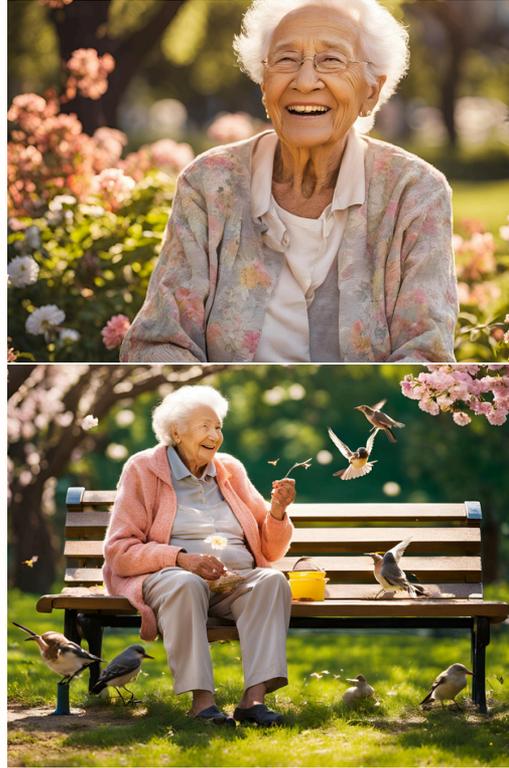
"At Faith First Healthcare, our mission is to provide compassionate and personalized non-medical home care services that enhance the quality of life for seniors and older adults. We are dedicated to promoting independence, dignity, and respect, ensuring that our clients receive the support they need to thrive in the comfort of their own homes. Through our commitment to excellence, we strive to create a nurturing environment where every individual can live with dignity and enjoy a fulfilling life surrounded by loved ones."

*"Embrace each day with grace and joy; you are cherished and valued every step of the way."*

# Services Offered

At Faith First Healthcare, we believe that everyone deserves to live with dignity and independence, regardless of age or health status. Our services are designed to empower clients, allowing them to thrive in their familiar surroundings. We understand the challenges that come with aging and aim to provide a supportive environment where seniors can feel safe, valued, and connected to their loved ones.

By offering tailored care solutions, we strive to improve the overall well-being of our clients, helping them maintain their independence while receiving the support they need. Your comfort and happiness are our top priorities, and we are here to assist you every step of the way.



- Personal Care: Assistance with bathing, dressing, grooming, and hygiene.
- Companionship: Social interaction and support.
- Meal Preparation: Nutritious meal planning and preparation.
- Light Housekeeping: Laundry, cleaning, and tidying.
- Errands and Transportation: Assistance with shopping and appointments.
- Medication Reminders: Ensuring medications are taken as prescribed.

# Rights and Responsibilities



## Client Rights

- To receive respectful and considerate care.
- To have your privacy and confidentiality protected.
- To participate in care planning and decisions.
- To receive services without discrimination.

## Client Responsibilities:

- To provide accurate information about your health and needs.
- To communicate any changes in your condition or preferences.
- To treat caregivers with respect and courtesy.
- To adhere to scheduled services and notify us of changes.

## Caregiver Responsibilities

Caregivers at Faith First Healthcare are dedicated to providing quality care. Their responsibilities include:

- Delivering services as outlined in the approved care plan.
- Maintaining client confidentiality and adhering to privacy laws.
- Communicating effectively with clients and their families regarding care needs and changes.
- Reporting any changes in the client's condition to the agency in a timely manner.



# SERVICE DELIVERY



## Scheduling and Service Hours

- Regular Service Hours: Our standard service hours are [insert hours] from [insert days].
- Schedule Changes: Please notify us at least 24 hours in advance if you need to change or cancel a scheduled visit. This is particularly important for Medicaid clients, as missed appointments may affect coverage.
- Emergency Care Needs: In case of an emergency, contact our office immediately to discuss additional support or services.



## Billing and Payment Policies for Medicaid Clients

- Medicaid Coverage: Faith First Healthcare is an approved provider for Medicaid services. We will handle all billing directly with Medicaid, which means clients are not responsible for out-of-pocket fees for covered services.
- Eligibility Verification: It is the client's responsibility to ensure that they are eligible for Medicaid services and to provide any necessary documentation for coverage.
- Service Limits: Medicaid has specific guidelines regarding the types and amounts of services covered. We will work with you to ensure that services align with your Medicaid plan's benefits.



# SERVICE DELIVERY



## Emergency and Safety Procedures

- In Case of Emergency: If a medical emergency arises, call 911 immediately. Afterward, notify our office to discuss any additional support you may require.
- Safety Protocols: Our caregivers are trained in safety and emergency procedures. We encourage clients to discuss personal safety plans with their caregivers, especially those with mobility challenges or chronic conditions.



## Privacy and Confidentiality

Faith First Healthcare is committed to protecting your privacy. All personal and health information is maintained confidentially in compliance with HIPAA regulations. We will not share your information without your consent, except as required by law or for care coordination purposes.

# SERVICE DELIVERY



## Complaint and Feedback Process

We value your feedback and are dedicated to resolving any concerns you may have. If you have a complaint or feedback regarding our services, please follow these steps:

1. **Contact Your Caregiver:** Discuss any concerns directly with your caregiver first.
2. **Contact Your Caregiver Supervisor:** If your concerns are not resolved, please reach out to your caregiver's supervisor. You can do so by calling our office at [insert office number] or emailing [insert email address].
3. **Formal Complaints:** If you wish to file a formal complaint, please submit it in writing to our office. Include your name, contact information, and a detailed description of your concern. We will acknowledge receipt of your complaint and provide a response within [insert timeframe, e.g., 5 business days].
4. **Feedback:** We also welcome positive feedback! If you have suggestions or comments about our services, please let us know. Your input helps us enhance the care we provide.





FAITH FIRST  
HEALTHCARE



# Contact Us

*Phone:*            *Arizona (520)-369-5527*  
*Louisiana (225)-500-1477*  
*Michigan (313)-241-5683*

*E-Mail:*            *INFO@FAITHFIRSTHEALTHCARE.COM*

*Website:*        *WWW.FAITHFIRSTHEALTHCARE.COM*

# Acknowledgment of Client Handbook

I \_\_\_\_\_, the undersigned, acknowledge that I have received and read the Faith First Healthcare Client Handbook. I understand the policies, services, and expectations outlined within the handbook.

Client Name: \_\_\_\_\_

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Caregiver Name (if applicable): \_\_\_\_\_

Caregiver Signature (if applicable): \_\_\_\_\_

Date: \_\_\_\_\_

Please return this signed form to the Faith First Healthcare office.

