

Heather Hill Care Communities Information about Outside Providers

We are pleased that you have chosen to receive services at Heather Hill Care Communities, and we look forward to helping you meet your health care goals. We are responsible for providing services to allow you to attain your highest practicable physical, mental, and psychosocial well-being, and we coordinate many of the health services that you receive. For example, we may arrange for you to receive medications through our contracted pharmacy or rehabilitation services through our contracted therapy company.

In addition to the skilled nursing and rehabilitation services that our facility provides and arranges, you may wish to receive services from other medical professionals and providers while you are here. It is the policy of Heather Hill Care Communities that our residents only receive services from outside providers that are properly licensed and certified under the law, comply with all applicable government rules, and meet our credentialing policies.

Sometimes our residents face terminal diagnoses, and one of the most important services we provide is collaborating with a hospice provider to provide palliative care to those residents. So that we can develop familiarity and good working relationships with the hospices servicing our residents, we try to limit the number of hospices that service our residents. We contract with two hospice agencies to service our facility, Hospice of Western Reserve and Bella Care Hospice. However, you may receive hospice services from any hospice that meets our credentialing requirements. We will provide you additional information regarding hospice selection at the time you are referred for hospice services.

For more information about our policies and procedures regarding outside providers, please contact Brandi Franklin at (440) 285-4040.

IMPORTANT: IT IS THE POLICY OF HEATHER HILL TO RESPECT RESIDENT CHOICE OF PROVIDER. YOU ARE FREE TO SELECT YOUR OWN PROVIDER, AND YOU WILL NEVER BE RETALIATED AGAINST FOR SELECTING A PARTICULAR PROVIDER.