GREEN HILLS™

Connections

Membership Handbook

2020

2205 Green Hills Drive Ames, IA 50014 | 515.357.5000 | GreenHillsRC.com

Managed by Life Care Services®

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Overview

Green Hills offers you the opportunity to be part of our Connections program. We are making available a limited number of annual memberships for our neighbors. These memberships include the opportunity to participate in Green Hills' social and dining activities, membership in the Wellness Center, and transportation to local cultural and sports events.

Membership also provides the opportunity to choose from a list of services offered by Green Hills' trained and licensed personnel, designed to provide care and rehabilitation, either in the comfort of your own home or here at Green Hills.

Green Hills is pleased to be able to provide supportive Home Health services as an option to promote your independence to remain in your home. This service is provided by our Home Health staff during service hours which are from 7:00 AM – 9:00 PM. Staff will assist according to a plan of care developed and approved by you with scheduled service times. Home Health services are scheduled in advance and are not available on-demand. On-demand services may be obtained by living in The Lindens, our assisted living apartments, or Green Hills Health Care Center.

Whom to Call

To learn more information on services, contact:

Brett H., Wellness Coordinator
Phone: 357-5044
Email: Bretth@greenhillsrc.com

Rian J., RN, Health and Wellness Navigator
Phone: 357-5033
Email: Rianj@greenhillsrc.com

To discuss your services or plan of care, contact our Assisted Living and Home Health Coordinator:

Cayla B., RN
Phone: 357-5009
Email: caylab@greenhillsrc.com

To cancel scheduled service, please contact:
Home Health Staff Phone: 515.203.6644

Wellness

Use of Green Hills Wellness Center

You may use the Wellness Center, including the fitness equipment and warm-water pool, during posted open hours. The schedule is posted outside the locker room doors.

The Connections membership does not cover guests of Connections members. Members must swim with a “buddy” to ensure optimal safety. Non-members such as a spouse can serve as a buddy but will not be able to use the pool. Other than this exception, no guests of members can use the Wellness Center facilities.

Wellness classes offered at Green Hills include the following and more:

- Strength (standing or seated offered)
- Better Balance
- Aqua Aerobics
- Yoga
- Aqua Walking Club
- Pool Time with Kathryn
- Pilates

To sign up for wellness classes contact the reception staff at 515.357.5000.

Continuing Education classes are also offered at Green Hills to bring enlightening, interesting, and lively topics for residents to learn about and discuss. Classes and presentations have been offered on a variety of topics such as science, music, history, technology, culture, and many more.

Dining Services

Dining and Nutrition

Various service packages are available. Dining at the Green Hills Grill, Café, Chefs Breakfast, Le Bistro or special dining events is available at menu price or an additional fee. Reservations are necessary for most events and made through the reception desk at 515.357.5000. We also offer full catering services.

You are welcome to use our dining rooms and meeting rooms for gatherings, catering events, parties, and more, which can be charged to your account.

Transportation

Transportation

Medical appointment transportation can be provided by staff for an additional fee. If our driver is not available, we may use a taxi service or Lyft with billing to Green Hills. Please notify the Reception desk of the appointment time and location. Two business days are required and one week preferred with the availability to schedule a year in advance. You may cancel the transportation without penalty. Departure time is typically set 30 minutes before your appointment to ensure timely arrival. Please ask the clinic staff to notify our reception staff (357-5000) when you are ready to return home. We make every effort to provide return transportation without extended wait times.

Transportation to locations out of the Ames city limits may be arranged with advanced notice and a fee for time and mileage. Green Hills reserves the right to cancel transportation in the event of inclement weather conditions.

Emergency transportation must be performed by ambulance.

Home Health Services

Clinical Assessments

A functional and cognitive assessment will be completed by the Assisted Living and Home Health Coordinator to begin your plan of care if you utilize our Home Health services. You will need to sign an “Authorization to Release Patient Information” form to obtain a history and physical from your physician. This process can take up to five (5) business days to complete before Home Health services can begin.

Plan of Care

You will be involved in creating your individualized Plan of Care which Green Hills health aides will follow during their visits. Physician orders may be required from your physician for staff to perform certain tasks. Your physician may receive a copy of your plan of care. Reassessment will occur if there is a change in your condition. You may arrange to change or add services at any time by contacting the Assisted Living and Home Health Coordinator.

Available Services

Scheduled services can be arranged either ‘a la carte’ or as a service package. All services are private pay and will be billed monthly by Green Hills.

Equipment Rental
Should you benefit from the temporary use of a wheelchair, walker, etc., we may have rental equipment on site.

Hours
Home Health service hours are 7:00 AM to 9:00 PM daily for scheduled tasks.

Housekeeping
Additional housekeeping services are available for a fee and may be scheduled in your plan of care. This may include flat linen laundry (sheets and towels), removing garbage, checking your refrigerator for spoiled foods, light cleaning of kitchen and bathroom surfaces.

Laundry
Assistance with personal laundry may be provided as a scheduled service.

Licensed Nursing
Our Assisted Living and Home Health Coordinator will arrange for licensed nursing care as appropriate to meet your needs. Staff are licensed by the State of Iowa Board of Nursing and must pass Green Hills' pre-employment screening requirements. We employ both Licensed Practical Nurses (LPNs) and Registered Nurses (RNs). Our nurses can provide medical needs such as assistance with daily tasks, wound care, medicine, etc.

Medical Appointments
Please report any upcoming medical appointments to the Assisted Living and Home Health Coordinator. Your physician may want information that our Assisted Living and Home Health Coordinator could provide and follow up to determine if new orders occur that may need to be incorporated into your plan of care. It is necessary to discuss upcoming appointments if you receive medication assistance of any form in order to provide safe practice. Staff may accompany you to a medical appointment with pre-arrangement, for a fee, if it is helpful to help make notes of the visit or to be a companion.

Medications
All medications are stored in your home and supplies received from your pharmacy of choice at your expense. The Assisted Living and Home Health Coordinator must obtain orders from your physician when we help with any medication including those available over-the-counter. We do not stock any medications. A small supply of over-the-counter medicine is available for

purchase at the reception desk. There are multiple options available to you to ensure compliance with your medications.

- You may self-manage your medications with no assistance from staff.
- You may choose to have our licensed nurse fill a weekly medication planner and use without additional assistance.
- Or have staff perform scheduled medication reminders.

Personal Care
Staff can assist with activities of daily living (e.g., dressing, hair and shaving, fingernails) and application of specialty socks or footwear. Your plan of care may also include bathing assistance which can be provided in your home or you may choose a whirlpool bath in our spa.

Personal Shopper and Errands
Staff may shop for you, for a fee, for limited grocery needs or other items or accompany you on a shopping trip.

Resident Aide (Home Health Aide)
Our Assisted Living and Home Health Coordinator will direct Certified Nursing Assistants (CNA) as appropriate to meet your needs. Staff are registered on the Iowa Direct Care Registry and must pass Green Hills' pre-employment screening requirements. Green Hills will use both Home Health Aides and Resident Aides.

Therapy Services
Green Hills offers on site Physical, Speech, Aquatic, and Occupational therapy. With a physician's/Nurse Practitioner order, Green Hills will bill to Medicare Part B after the use of these services. Contact your physician or our Nurse Practitioner and provide the order to Home Health staff or visit with our Assisted Living and Home Health Coordinator.

Home Health Services: $30.00/hour
Off-site Home Health Services are available within the city limits, and may include the follow:

- Care Coordinator
- Nurse visit
- Wellness visit
- Personal shopper services
- Housekeeping services

Agreement and Authorizations

Payment Authorization
With the acceptance of Plan of Care, you agree to pay the fees associated with those services to Green Hills. Fees are subject to change.

Permission to Enter
With the acceptance of the Plan of Care, you give permission for staff to enter your home. You understand staff may use a key, if provided, to enter your home if they arrive for scheduled service and you do not respond to a knock on the door announcing their arrival.

Authorization to Release Patient Information
Completion of the form will grant permission for staff to obtain copies of your health records from your medical care providers. You will receive a copy of the completed form which may be revoked at any time.

Fee Schedule
Services will be billed on your Green Hills monthly statement and are private pay unless noted otherwise. All fees are subject to change.

Basic Membership
$600 per calendar year per person or $1,000 for two people if paid up front

- Use of GH Grill, GH Café, Le Bistro, and Dining Services *(at menu price)*
- Ames & ISU Event Transportation *(from Green Hills)* based on available seating
- Wellness Center membership *(including use of warm water pool, fitness and aerobics class)*
- Annual Fitness Exam
- Nutrition Counseling
- Participation in GH activities, continuing education, social programs, and Community Room Access *(for private meeting use)*
- Medical appointments – within Ames $750 per person per year
  From home to Ames clinics: up to 24 times per year
- Medical appointments – outside of Ames $30.00 hour plus $0.575 mile
- Scheduled errands $30.00 hour plus $0.575 mile
- Errands / All other $45.00 hour plus $0.575 mile

  Note: Charges for transportation begins at departure from Green Hills and ends at the time of return to Green Hills.