



INTRODUCTION

When your loved one is diagnosed with a life limiting disease and they decline further aggressive treatment and choose hospice care, Angels of the Valley Hospice Care can step in to provide specially designed, loving palliative care to meet the special needs of your loved one and the family.

Our team will take the time to build, develop and foster personal relationships with you and members of your family in order to deliver family-centered, compassionate care. Our goal is be of service to every patient and family that we touch. Each and every member of Angels of the Valley staff are carefully selected and trained to provide compassionate and personalized care in the care and comfort of the patient's home or place of care.

OUR MISSION

- Respect the dignity of each individual
- Be compassionate in all our interactions
- Respect the individual, their families, their faith and their values.



BUSINESS PROFILE

Angels of the Valley Hospice Care, LLC is a privately owned, state-licensed, Medicare certified and Joint Commission accredited Hospice Agency. We have been in business since 2003 and we provide the terminally ill and their loved ones with needed support as well as compassionate care so that patients can live the rest of their lives in dignity and comfort.

Our staff consists of Medical Directors for each of our offices, along with Associate Physicians who are board certified or board-eligible in Palliative Medicine. Additionally, our Administrator/ Director of Patient Care Services (DPCS), experienced RNs, Social Workers, LVNs, Chaplains, Certified Home Health Aides (CHHA), as well as several volunteers....all with extensive hospice experience.

In addition to their clinical training, our nurses are required to complete several continuing education courses on a yearly basis as well as attend various seminars and meetings in *End of Life Care* sponsored by nationally recognized Home Care and Palliative Care Organizations. We are also proud to be members of the California Association for Health Services at Home (CAHSAH) and the National Association of Home Care and Hospice (NAHC).

We have two conveniently located offices to serve patients in all areas of Los Angeles County, Northern San Bernardino County and North Orange County.

Montrose location: Serving the San Gabriel Valley

2600 Foothill Blvd. Ste 202 La Crescenta CA 91214
Tel (818) 542-3070 Fax (818) 542-3071



Angels of the Valley Hospice Care, LLC
2600 Foothill Blvd. Suite 202
La Crescenta CA 91214
Phone: 818-542-3070 Fax: 818-542-3071

Medicare Certified and JCAHO Accredited since 2004

South Bay Location: Serving Southern Los Angeles County

Angels of the Valley Hospice Care, Inc.
11911 Artesia Blvd # 104-A
Cerritos Ca. 90701
Phone 562- 402=3639 Fax 562-402-3839

OUR PROUD HISTORY

- Began operations in 2003
- Joint Commission accredited in 2004, and Deemed status in 2005.
- Opened the second location in Artesia, CA, 2007



OUR BUSINESS MODEL

Our Business Model incorporates the best in clinical and management personnel. Our fundamental goal is to ensure that we provide the **very best** patient care and deliver that care in the **most compassionate, efficient and timely manner**.

Patient care is under the general supervision of our Medical Directors. We typically assign an experienced RN Case Manager to lead a team of personnel so as to provide the **full continuum of patient care**. The team will typically consist of: Licensed Vocational Nurses (LVN's,) Clinical Social Workers (MSW), Chaplains, Certified home care and hospice aides (CHHA), and Volunteers.

Our clinical team meets on a regular basis to discuss each patient's medical care and develop and monitor a patient specific care plan that is tailored to each patient's **unique** situation and medical condition.

WE PROVIDE VALUE ADDED SERVICES TO INCLUDE

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- Excellent continuity of care 24 hours a day, seven days a week.
- Provision of clinical on-call services, 24/7/365.
- Weekend and after-hours admissions by a Registered Nurse
- 24/7 availability of our Administrator/Director of Patient Care Services (DPCS) to oversee the delivery of high quality patient care and services.

MANAGEMENT INFORMATION SYSTEMS

We utilize the latest state of the art information system to ensure proper coordination and management of care.

- State of the art hospice management software is used for data entry, electronic health records capability, along with scheduling and billing.
- IT support personnel are in place to address all technological issues and problems.

INSURANCE CONTRACTS



For the convenience of our patients and their families, we accept **Medicare, Medi-Cal** and are contracted with most insurance plans. Some of these are listed below.

CAL OPTIMA

LA CARE

UNITED HEALTHCARE and affiliates

BLUE SHIELD ANTHEM

BLUE CROSS

HUMANA CHOICE CARE and affiliates

MEDICARE ADVANTAGE PLANS

PRIVATE/ COMMERCIAL INS PLANS

We are also contracted with several IPA's and medical groups.

We strive for excellence in providing compassionate care to patients needing end-of-life-care. We do so in an efficient and cost-effective manner as well as through continuous education of patients, families, and the community. We especially focus on those areas that will help to reduce hospital re-admissions, falls, and other potential risks.