

IMMACULATE HEALTH CARE SERVICES, INC.

2512 24 STREET NE
WASHINGTON, DC 20018
Tel: 202-832-8340
Fax: 202-832-8341
Immaculatehcare@aol.com

IMMACULATE HEALTH CARE SERVICES, INC.

2512 24 STREET NE
Washington, DC 20018
202-832-8340

Dear Prospective Client:

Welcome to **Immaculate Health Care Services, Inc.** we are glad you have chosen our agency to assist with your care at home. Our staff will work with you to develop a home care program that will help meet your special needs.

Immaculate Health Care Services, Inc. staff will coordinate our visits or hours of services. We will plan with you the timing of services in relation to your plan of treatment. If you need to change your scheduled visits or hours, such as doctor's appointment or hospital visits, please let us know so that the visits/hours can be scheduled. If we find it necessary to cancel a scheduled appointment, we will do our best to reschedule.

Included in your client information folder is information about your client's rights and responsibilities, client's right of self determination, release of information and contract for services, home safety tips and additional guidelines. This information will be reviewed with you prior to start of services to insure quality client care and understanding of how **Immaculate Health Care Services, Inc.** care for you as our client.

Please direct your questions and comments to the office between 9:00 AM to 5:00 PM, Monday through Friday. Our answering services 7 days a week during non-office hours.

Sincerely,

Winstina Taylor, RN

Immaculate Health Care Services, Inc.

For ALL Complaints please contact:

1. Ms. Winstina Taylor, RN (Quality Assurance Manager)
240-507-2151

Immaculate Health Care Services, Inc. at 202-832-8340 or fax: 202-832-8341

If you feel your complaints are not properly resolved, please direct your complaints to the following:

1. Department of health: 202-442-5988
2. Complaint Hotline: 202-442-4779
3. Medicaid Hotline: 1800-788-0342