



Patient Intake Guide: Welcome to Blue River Home Health

A Roadmap to Whole-Person Healing and Peace of Mind

We understand that welcoming a healthcare provider into your private home can feel overwhelming. Whether you are bringing home a newborn, managing a lifelong disability, recovering from a major surgery, or organizing care for an aging parent, our goal is to make this transition as smooth, transparent, and comforting as possible.

Here is exactly how our intake process works from your very first phone call to your first day of care.

Phase 1: The Initial Inquiry & Consultation

Your journey begins with a simple conversation to understand your family's unique physical and spiritual needs.

- **Step 1: Contact Us:** Reach out via our website form, email, or phone. Our local Indiana intake coordinator will listen to your story, answer your questions, and determine the general level of care required.
- **Step 2: Care Verification:** We gather basic information about your insurance provider, Indiana Medicaid Waiver status, or private pay preferences to ensure your care pathways are fully covered.

Phase 2: Medical Coordination & Doctor's Orders

Because Blue River is a licensed, skilled medical agency offering RN, LPN, and PT/OT services, Indiana health regulations require a formal physician's order to begin clinical care. **We handle all the heavy lifting and paperwork for you.**

- **Step 3: Physician Outreach:** Our clinical intake team contacts your primary care doctor, hospital discharge planner, or specialist directly.
- **Step 4: Clinical Referral Secured:** We request your official medical history, recent hospital documentation, and a formal signed order outlining the specific medical or therapeutic interventions you need.

Phase 3: The In-Home Clinical Assessment

Once your doctor's order is approved, we schedule a face-to-face meeting in the comfort of your home.

- **Step 5: The RN or Therapist Visit:** A Blue River Registered Nurse or Licensed Therapist visits your home to conduct a thorough head-to-toe physical assessment, review all current prescriptions, and perform a room-by-room environmental safety audit.
- **Step 6: Creating the Plan of Care:** Together with you and your family, we design a customized, doctor-approved schedule. This plan details exactly what tasks our team will perform, how often we will visit, and your personal goals for recovery or independence.
- **Step 7: Spiritual Preferences (Optional):** If you desire, we note your preferences for spiritual support, scriptural encouragement, or prayer times so our team can honor your values alongside your physical care.

Phase 4: Your Care Begins

With your personalized Plan of Care officially finalized and authorized, your hands-on healing journey begins.

- **Step 8: Caregiver Matching:** We match your family with a value-driven nurse, therapist, or aide whose clinical expertise and personality fit perfectly with your household.
 - **Step 9: The First Shift:** Your assigned caregiver arrives on time, introduces themselves, and reviews the plan of care with you before beginning their duties.
 - **Step 10: Ongoing Oversight:** Our RN supervisors continuously monitor your clinical progress, communicate directly with your physician, and adjust your care schedule as your health improves and your needs evolve.
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What to Have Ready for Your First Visit

To help our clinical team get your care started as quickly as possible, please try to have the following items ready for your in-home assessment:

1. **Identification:** A valid photo ID for the patient or primary guardian.
 2. **Insurance Cards:** All medical insurance cards, Medicare cards, or Indiana Medicaid Waiver approval documentation.
 3. **Medication Bottles:** All current prescription bottles, over-the-counter vitamins, and supplements in their original packaging.
 4. **Medical Records:** Any recent hospital discharge summaries, surgical instructions, or packets given to you by the hospital.
 5. **Emergency Contact Info:** A written list of trusted family contacts, preferred local hospitals, and primary care physicians.
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Have Questions About Getting Started?

Our compassionate intake team is standing by to guide you through the process every step of the way.

Blue River Home Health LLC

Serving Indiana Families with Medical Excellence & Faith-Based Compassion

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