



**MORAVIAN MANOR**  
COMMUNITIES

## Health Care Frequently Asked Questions

### **How will I know which community is the right one for me?**

When starting the process, please contact each community of interest and request a marketing brochure, schedule an appointment to tour the community, including all level of care. Ask about financial qualifications, confirm if non-profit or for profit, ask if their nursing beds are Medicare and Medicaid certified and if a benevolent care fund is part of their core mission and available for residents who exhaust their funds through no fault of their own.

### **Why do I have to fill out an application if I'm just receiving rehabilitation?**

Your application helps us to get to know you better. We collect the demographic information needed to complete state required forms, billing information and Power of Attorney information. A section of the application refers to your interests and your activities of daily living. This section enables us to know your likes prior to your admission. The application also collects medical and finance information necessary for your care.

### **How do I know if my insurance will cover my stay?**

We encourage you to call your insurance provider (phone number is on the back of your insurance cards). Ask the provider if you have coverage for skilled nursing care. Ask if you are responsible for a deductible or co-pay. It's important you understand your insurance. You are welcome to contact our Admissions department or Business Office with any questions.

### **What other information will I be asked to provide prior to admission?**

We ask that you please provide a copy of your Power of Attorney, Advanced Directive (Living Will) and insurance cards (front and back) as well as your driver's licenses or current photo ID.

### **May I receive visitors?**

Visitors are welcome to visit any time. If you're sharing a room, we ask that your visitors be mindful of your roommate and respect their privacy.

### **May I bring my pet?**

Pets are welcome to visit areas of skilled care but may not reside in this area. We believe that pets help us live "in the moment" and have the innate ability to enrich our lives physically and emotionally. Visiting pets must follow our visitation guidelines. Please check with the Admissions representative for more information.

### **Do you offer transportation service?**

Medical transportation is available for an additional cost. Appointments are made through the nursing department and charges are applied to your monthly statement. Our "Personal Touch" program offers non-medical transportation and is based upon availability.



## MORAVIAN MANOR COMMUNITIES

## Health Care Frequently Asked Questions

### **Do I provide my own towels and linens?**

Bath towels and bed linens are provided by Moravian Manor Communities. Fresh towels are provided daily and fresh bed linens are provided weekly or on an as needed basis.

### **Who does my laundry?**

Laundry service is provided by Moravian Manor Communities staff at an additional cost. When using our laundry service, your clothing is collected throughout the day and returned the next day. All personal laundry items must be marked with your name before placing them in your closet/dresser. The laundry staff will assist with the labeling of your items. If so desired, a family member or friend may elect to do your personal laundry.

### **Do I bring my own personal hygiene items?**

You may bring your own toothbrush and toothpaste, hair brush, and razor (electric only). If you do not have these items we will provide them for you. Moravian Manor Communities will provide any needed incontinent products.

### **Will there be a TV and telephone in my room?**

Yes, your room includes a TV, phone and Wi-Fi at no additional cost.

### **When do I received therapy?**

Upon your admission, a member of our Therapy Department will meet with you and conduct a complete assessment to better understand your needs and develop a personal schedule.

### **Are there activities I can attend?**

We offer a variety of scheduled and naturally occurring activities that are available throughout the day, 7 days a week.

### **How is billing handled? Who do I contact with questions?**

Each month you (or your responsible party) will receive a statement that includes itemized services and charges. If you have questions about your monthly statement, you may contact our Business Office to schedule a personal appointment with a member of our staff.

### **Are there meetings to discuss my care?**

The interdisciplinary team responsible for your care meets on a regular basis. You and your responsible party will periodically be invited to attend these care meetings to review your plan of care. If you have any questions or concerns, please don't feel you need to wait to ask until your care conference. Our staff is happy to assist and answer your questions any time.