

# **OUR ASSISTED LIVING**



## **“8 STEP” ADMISSION PROCESS**

To comply with Washington Administrative Codes that regulate the Assisted Living industry in Washington State, we are required to accomplish a pre-admission assessment that will be performed by our Director of Nursing. This section will outline the Admission Process.

After you have had a tour of our facility and if you decide this is the place for you we will begin the assessment process. Evergreen Estates Assisted Living Community has a deliberate and methodical admission process that we feel will ensure a smooth and a less stressful admission to our facility. The below steps are listed, so that you can follow our step-by-step process and reasons for these steps. We ask for your patience in advance, as this process can go very quickly. We also request that you allow us to orchestrate this process and if we need help we will ask. For the most part we estimate the process to take about 2-3 business days.

Due to the information that may be gathered during this process Evergreen Estates does not guarantee admission into our facility.

**Step 1 - “The Administrative Fee”:** Evergreen Estates Assisted Living Community requires an administrative fee be made. This administrative fee ensures that the room you desire is reserved while the admission process take its course. This administrative fee ensures that another potential resident or family does not move into the room you desire.



If during the admission process it is determined that Evergreen Estates Assisted Community is unable to admit you or your loved one to our community, your administrative fee will be refunded in full. You need to be aware that refunds could take up to 30 days to receive as Evergreen only cuts checks once per month. If your check was not yet deposited in our banking account, your check will be returned immediately.

**Step 2 - “The Nursing Assessment”:** Evergreen Estates Assisted Living will arrange for a nursing assessment that will be done by our Director of Nursing. In most instances this

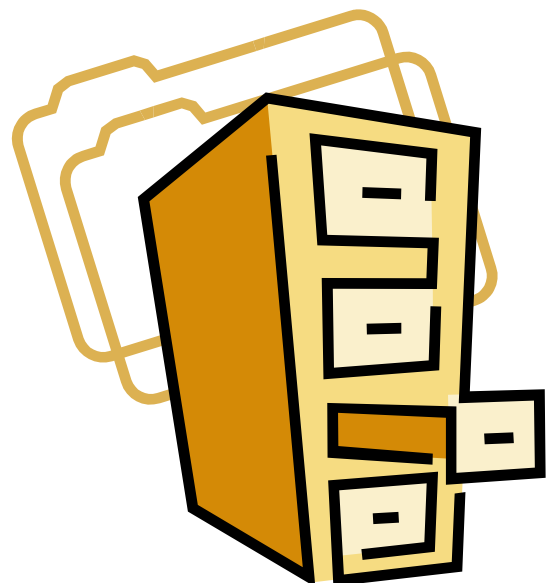
assessment will be a face-to-face process. This assessment is required by law and must be completed before we request any paperwork from your physician or other healthcare agencies. Our nurse has the option of performing this assessment in your home, local care facility, hospital or request that you come to the facility.

This assessment is designed to judge your abilities to live in our community safely. This process can be very lengthy and we have seen these assessments to take up to 2-hours. You may be required to demonstrate your physical abilities and will be asked some personal questions. It is important for you to answer the questions thoroughly, as the last thing you want to happen is that you BE admitted to the community and later find that you will have to leave, as we are unable to care for you properly. You will be told of the results of the assessment within 1 business day.

**Step 3 - “The Gathering”:** Simply put, this is about you finding all those insurance cards, Social Security Cards, Guardianship papers, Power of Attorney, phone numbers and address of relatives. You will need to bring all this with you prior to move in day.

**Step 4 - “The Paperwork Process”:** Based on this face-to-face assessment we will begin to gather information from those local healthcare agencies that we deem appropriate. This may entail that we request records from physicians, hospitals, nursing homes, state agencies and other similar type of communities. You will be requested to sign a document that allows us to obtain any needed information that we deem necessary. Unfortunately, if you decline to sign the release document, your admission will be declined and your administrative fee will be refunded as indicated above in Step 1.

This process can be the most frustrating as it can often take a long period of time for us to receive the necessary paperwork. Healthcare agencies have approximately 3 business days to comply with the request and if you then add in mailing, you can see



how this can add to the processing time. You will be kept abreast of our progress and you may be asked to assist us in gathering the needed paperwork to expedite this process.

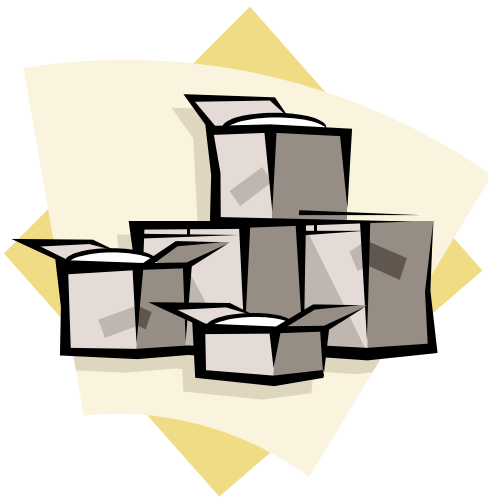
**Step 5 - “The Physician”:** One of the requirements is that each resident be under the care of a licensed physician in the local area. Evergreen Estates Assisted Living Community requires a physician that has admitting privileges at Tri- State Memorial Hospital or Saint Joseph Regional Medical Center. Your physician needs to agree to follow your care while you are in Evergreen.

If you or your loved one doesn't have a physician in the local area, you will have to obtain one prior to being admitted to Evergreen. If this is the case, you need to know that in most instances the physician will require an office visit. Evergreen can assist you in finding a physician, but since this is a sensitive personal choice we do not make recommendations.

**STEP 6 - “Admitting Orders”:** Evergreen is required by law to have signed admitting orders by your local physician. We ask that you allow us to initiate this request and we will often do this during Step 1 of the admission process.

Most physicians in the area are familiar with the process and with the pre-printed forms we have in our facility, it can be done very smoothly.

This process can, however; be slowed if your physician is on vacation or out of the office for a period of time. There is nothing Evergreen can do to speed this process up, if this is the case.



**STEP 7 - “ Move- in Day”:** Once we get everything we need and you or your loved one has been approved for admission into our community, we will arrange with you for a day that you can move in. This can be stressful as things are being moved into your room and you are bombarded with questions and directions. You will be meeting several people on this day, with some of them being staff, residents, and any utility companies that you have made

arrangements for. Someone from the front office will sit down with you and discuss the Admission Agreement and obtain your signature on this agreement. This is the time to present us with any legal Guardianship or Power of Attorney papers and you will need to have some address and telephone numbers of those who should be contacted in case of emergency. You will be provided with a package containing information on the facility and its rules.

You will be asked for payment on this day as well. Your rent is traditionally paid one month in advance and you will receive a statement detailing any charges. You will be paying any pro-rated amount of the rent, based on the number of days remaining in the month. Upon payment you will receive the keys to your apartment and mailbox.

Since I brought up utility companies, now would be a good time to mention that if you desire a phone in your room, you will need to make arrangements for this. Evergreen has learned two important things that you should consider when you arrange for these services:

- Sometimes there are mess-ups when it comes to how long it takes to get them hooked up, so a good follow-up program is suggested.
- You should consider placing another person, besides yourself, on your account, so that they may assist you with your needs.

Evergreen Estates can assist you in understanding what pieces of furniture you may need. We can often provide you with some furniture, but please understand that we may also not have what you are looking for.

**Step 8 - “The Care Plan”:** After you have moved in, the Care Planning process begins. We start gathering information concerning you or your loved one from the minute you walk in the door. Based on this information we start building what is called a “Care Plan”. This plan describes in detail what services our staff will need to provide and what your physical and mental limitations may be. We appreciate your input.

You and/or your loved one will be asked to participate in the Care Plan review process. During this time the Director of Nursing and other staff will sit down with you to review your care needs and other information we feel is appropriate.

Please be aware that the Care Plan is an honest assessment of you or your loved one: hence, you may not always agree with what is in the Care Plan or not have realized those things that we see.